



## **ACCESS TO INFORMATION MANUAL**

**Version: 3.0**

# PAIA & POPIA Manual

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# PAIA & POPIA Manual

## 1. INTRODUCTION

This manual (“the Manual”) is compiled in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 (“PAIA”) and also fulfils the requirements of section 51(1)(c) of PAIA insofar as it relates to the Protection of Personal Information Act 4 of 2013 (“POPIA”).

This Manual applies exclusively to the operations of Business Connexion (Pty) Ltd and its subsidiaries (collectively “BCX”, “we”, “us” or “our”) within the Republic of South Africa. It serves as the PAIA and POPIA manual for records held at BCX’s registered office (situated at 1021 Lenchen Avenue North, Centurion, 0157) and at its various other offices and operational sites within the Republic of South Africa.

The purpose of the Manual is twofold:

- To facilitate requests for access to records held by BCX, as contemplated in PAIA; and
- To describe how BCX processes personal information, including the categories of data subjects, purposes of processing, recipients, transborder flows, and security measures, as required by POPIA.

In particular, the Manual contains the information required by a person wishing to exercise or protect any right contemplated in POPIA, including (but not limited to) the rights of access, objection, correction, and deletion of personal information.

The Manual includes the following information:

- Contact details of the Information Officer and Deputy Information Officers;
- The categories of records held by BCX that are available without a person having to submit a formal request;
- A description of the records that may be requested under PAIA and the procedure to be followed;
- Details of the categories of data subjects and the personal information processed by BCX;
- The purposes of processing and the recipients or categories of recipients of personal information;
- Information regarding transborder flows of personal information; and
- The security measures implemented to ensure the confidentiality, integrity, and availability of personal information.

This Manual is available in English and can be accessed in PDF format on the BCX website ([www.bcx.co.za](http://www.bcx.co.za)), by written request to the Information Officer, and at BCX’s principal place of business.

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## 2. BACKGROUND TO BUSINESS CONNEXION GROUP

BCX is a leading African ICT services provider with 35 years of operational experience and excellence. Operating within the Republic of South Africa, BCX is renowned for its service delivery, dependability, and performance, providing high-quality, high-performance technology-based business solutions. By combining global ICT vendor partnerships, extensive technological resources, and a commitment to innovation, BCX meets the information management needs of today and the future for diverse communities.

BCX offers a comprehensive range of products and services, including:

- Advanced managed services
- Application services
- Business consulting services
- Collaborative workspace solutions
- Cloud computing and virtualization solutions
- Communications services
- Data centre services
- Security solutions and assessments
- Energy efficiency services
- Enterprise resource management
- Human resource management

BCX is committed to conducting its business in a manner that ensures long-term sustainability for the benefit of communities and all stakeholders. Sustainability is a continuous journey requiring a multi-disciplinary approach, encompassing good governance, sound risk management, stakeholder engagement, corporate social investment, and minimizing environmental impact. This vision positions BCX as a leading ICT player in emerging markets.

## 3. SCOPE

This Manual applies exclusively to BCX's operations within the Republic of South Africa and serves as a reference for records held by BCX in relation to its operations within the Republic of South Africa.

It excludes operations outside South Africa, such as

- Business Connexion Zambia Limited,
- Business Connexion Limited United Kingdom,
- Business Connexion Mozambique Limited,
- Business Connexion Tanzania Limited,
- Business Connexion Namibia Proprietary Limited, and
- Ultimate Software (Botswana) (Proprietary) Limited.

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This Manual complies with the requirements of the Promotion of Access to Information Act 2 of 2000 (PAIA) and the Protection of Personal Information Act 4 of 2013 (POPIA), specifically addressing section 51(1)(c) of PAIA regarding the processing of personal information.

## 4. ENTITIES COVERED

This Manual applies to the following BCX entities operating within the Republic of South Africa:

- Business Connexion Proprietary Limited
- Business Connection International Group Holdings Proprietary Limited
- Business Connexion International Holdings Proprietary Limited
- Business Connexion ICT Services Limited
- African Arete Proprietary Limited
- CEB Maintenance Africa Proprietary Limited
- Joint Venture Pump Services Proprietary Limited
- Joint Venture Pump Services Civils & Engineering

## 5. PURPOSE OF THE MANUAL

This Manual is compiled in terms of section 51 of PAIA to facilitate access to records held by BCX and to outline how BCX processes personal information in compliance with POPIA. It provides details on:

- Process for requesting access to records held by BCX.
- Purpose of Processing Personal Information.
- Description of the categories of Data Subjects and of the information or categories of information relating thereto.
- Planned transborder flows of personal information.
- General description of Information Security Measures.
- The recipients or categories of recipients to whom the personal information may be supplied.

## 6. ORGANISATIONAL DETAILS [SECTION 51 (1)(A)]

Business Connexion Group Limited

Registration Number: 1998/005282/06

Physical Address: 1021 Lenchen Avenue North  
Centurion, Gauteng  
South Africa

Telephone Number: +27 11 266 5000

Website: [www.bcx.co.za](http://www.bcx.co.za)

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## 7. DETAILS OF INFORMATION OFFICER

For queries or requests related to PAIA or POPIA, contact the Information Officer:

The Chief Information Officer:

Name: Mr. Hasnain Motlekar  
Acting BCX Group Chief Executive

Physical Address: 1021 Lenchen Avenue North  
Centurion, Gauteng  
South Africa

Telephone Number: +27 11 266 5111

E-mail: [POPIA@bcx.co.za](mailto:POPIA@bcx.co.za)

The Chief Information Officer has delegated his powers to the Deputy Information Officer below in terms of PAIA to handle all requests on BCX's behalf and ensure that the requirements of PAIA are administered in a fair, objective and unbiased manner.

Deputy Information Officer: Mr Donald Hassett

Physical Address: 1021 Lenchen Avenue North  
Centurion,  
Gauteng  
South Africa

Telephone Number: +27 11 266 5438

E-mail: [POPIA@bcx.co.za](mailto:POPIA@bcx.co.za)

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## 8. GUIDE ON HOW TO USE PAIA [SECTION 10]

The Information Regulator has been tasked with the administration of the Act.

The Information Regulator has compiled a guide in terms of section 10 of PAIA to assist users in understanding PAIA and accessing records from public and private bodies. For queries or concerns regarding your rights under PAIA or POPIA, contact:

### **The Information Regulator**

#### **Physical Address:**

Woodmead North Office Park,  
Maxwell Drive, Woodmead,  
Johannesburg,  
2191,  
Republic of South Africa

#### **Postal Address:**

Private Bag X2700,  
Houghton,  
2041

**Telephone:** +27 10 023 5200 / +27 80 001 7160

**Fax:** +27 11 403 062

**Email:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

**Website:** [www.inforegulator.org.za](http://www.inforegulator.org.za)

## 9. PURPOSE OF PROCESSING PERSONAL INFORMATION [SECTION 51(1)(C)]

BCX processes personal information for purposes including, but not limited to the following:

- To provide, manage, and deliver products and services, including managed services, cloud computing, and security solutions.
- To respond to enquiries, complaints, or customer service requests.
- To conduct identity verification and fraud prevention, including the use of biometric information where applicable.
- To manage overdue accounts and recover debts, including engaging debt-collection agencies.
- To comply with legal and regulatory obligations, including industry codes and standards.
- To market or promote BCX products and services, subject to consent.
- To conduct surveys and market research to improve services and customer experience.
- To manage participation in competitions, promotions, or Esport gaming challenges.
- To ensure safety and security, including through CCTV surveillance on BCX premises.
- To compile non-personal statistical information about browsing habits, click-patterns, and website access.
- To create customer profiles for personalized advertising and to enhance customer experience.
- To prevent and detect misuse or damage to BCX's network, protecting the business, customers, and the public.
- To support sustainability initiatives, including stakeholder engagement and environmental impact reduction.

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## 10. CATEGORIES OF DATA SUBJECTS AND INFORMATION PROCESSED [SECTION 51(1)(C)]

BCX processes personal information relating to the following categories of data subjects and types of information:

### 10.1 Customers and Users of BCX Products/Services

- Name, surname, identity or passport number, payment information (e.g., banking details for debit orders), postal or street address, title, contact numbers, email address, non-personal browsing habits, click patterns, IP address, telephone data, username, and password.

### 10.2 Suppliers and Service Providers

- Name, surname, contact details, banking details, company registration details, and tax information.

### 10.3 Job Applicants

- Name, surname, identity number, employment history, educational qualifications, and criminal background information.

### 10.4 Visitors to BCX Premises

- Name, contact details, and CCTV footage.

### 10.5 App Users

- Username, email address, customer account number, time of download, payment information, device ID, traffic data (e.g., IP address, call details), business contacts, device contact list (with consent), photos and media (with consent), usage statistics (with consent), and chat information (e.g., messages, IP address).

### 10.6 Employees/personnel and board members of BCX

- Name and surname, identity number, employment history, criminal record, biometric information, race, ethnic origin, health

## 11. RECIPIENTS OR CATEGORIES OF RECIPIENTS [SECTION 51(1)(C)]

BCX may disclose personal information to the following recipients or categories of recipients, including but not limited to, where necessary and legally permissible:

- Third-party providers acting on behalf of BCX (e.g., IT support, payment processors).
- Affiliates of BCX.
- Original Equipment Manufacturers marketed by BCX, with consent for direct marketing.
- Accredited agencies for debt recovery or fraud prevention.
- Courts, tribunals, and regulatory authorities as required by law.
- Third parties selling BCX products/services or whose products/services BCX markets, with consent.
- A new or prospective owner in case of a change in business ownership.
- For personalized advertising, using hashed contact details (e.g., email or phone number) to match with existing accounts on their platforms.

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## 12. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION [SECTION 51(1)(C)]

BCX may transfer personal information to other countries for processing or storage in the following circumstances:

- To service providers or partners located outside South Africa for operational purposes (e.g., cloud storage, IT support).
- Where explicit consent has been provided by the data subject.
- Where necessary to fulfil a contract or provide services.

## 13. GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES [SECTION 51(1)(C)]

BCX implements appropriate technical and organizational measures to safeguard personal information, including:

- Use of SSL encryption for data and audio connections in BCX applications.
- Restricting access to personal information to authorized personnel bound by confidentiality obligations.
- Implementation of internal policies and standards to protect personal information, aligned with sustainability and governance goals.
- Periodic verification and updates of security measures to align with best practices.
- Procedures to address and notify data subjects and regulators of data breaches, as required by law.

## 14. POLICY WITH REGARD TO CONFIDENTIALITY AND ACCESS TO INFORMATION

BCX will protect the confidentiality of information provided by third parties, subject to obligations to disclose information under applicable laws, regulations, or court orders. If access is requested to a record containing third-party information, BCX will attempt to contact the third party to inform them of the request and provide an opportunity to consent or provide reasons for denial. The Information Officer will consider these reasons when determining whether to grant access.

## 15. RECORDS AUTOMATICALLY AVAILABLE [SECTION 51(1)(C)]

No notices have been published in terms of section 52 of PAIA regarding categories of records automatically available without a formal request. However, the following records are available at BCX's registered office upon payment of the prescribed reproduction fee:

- Records lodged with government authorities (e.g., Registrar of Deeds).
- Documentation held by the Companies and Intellectual Properties Commission per section 25 of the Companies Act 71 of 2008.
- Product and services brochures, including those for cloud computing, managed services, and security solutions.
- News and marketing information.
- Extracts from the annual integrated report and shareholder communications prior to 24 August 2015, as published on <https://www.bcx.co.za/>.

Additional information may be available on BCX's website from time to time.

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## 16. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION [SECTION 51(1)(D)]

BCX maintains records in accordance with applicable legislation, including but not limited to:

- Arbitration Act 42 of 1965
- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Skills Development Act 97 of 1998
- Value Added Tax Act 89 of 1991

This list may be incomplete. BCX will update it as necessary to reflect legislation allowing access to records on bases other than those set out in PAIA.

## 17. SUBJECTS AND CATEGORIES OF RECORDS HELD [SECTION 51(1)(e)]

The following categories of records are held by BCX within South Africa:

### 17.1 Corporate Secretariat and Governance

- Annual reports, memoranda of incorporation, statutory documents, minutes of board and shareholder meetings, codes of conduct, policies, compliance certifications, share certificates, share register, health and safety records, legal compliance records, sustainability reports.

### 17.2 Finance and Taxation

- Accounting records, annual financial statements, audit reports, banking records, tax returns, VAT returns, PAYE records, asset register, financial policies, transaction records.

### 17.3 Personnel Documents and Records

- CVs, employment contracts, disciplinary records, payroll reports, employee benefit records, employment equity plans, skills development records, leave records, human resource management records.

### 17.4 Information Technology and Infrastructure

- License agreements, disaster recovery plans, network topologies, hardware/software manuals, ICT policies, supplier agreements, ISAE3402 audit reports, records related to cloud computing and virtualization solutions.

### 17.5 Intellectual Property

- Agreements, patents, copyrights, trademark applications, licenses, designs.

### 17.6 Corporate Affairs and Investor Relations

- Client events, newsletters, corporate social investment records, public corporate records, media releases.

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## 17.7 Legal

- Agreements, litigation records, subpoenas, title deeds, trademark registrations, police investigations.

## 17.8 Sales, Marketing, and Communication

- Sales records, marketing brochures for managed services and cloud solutions, customer orders, media and advertising, proposals, tenders.

## 17.9 Business Interactions with Other Entities

- Third-party agreements, service level agreements, customer credit vetting, payment history.

## 17.10 Insurance

- Insurance policies, claim files.

## 17.11 Environmental

- Impact assessments, equipment disposal records, maintenance records, energy efficiency records.

## 17.12 Regulatory

- Applications, permits, licenses, registrations, submissions.

## 17.13 Logistics and Procurement

- Purchase orders, supplier agreements, stock records, procurement policies.

## 17.14 Administrative

- Correspondence, intranet records, tender documentation.

## 18. RECORDS NOT AUTOMATICALLY AVAILABLE

Records which are not automatically available must be requested in terms of the procedure set out in and not listed in section 12 must be requested in terms of the procedure outlined in section 16, subject to restrictions and rights of refusal to access as provided for in the Act.

## 19. REQUEST PROCEDURE

The requester must comply with PAIA's procedural requirements and complete the prescribed Form 2, available as an annexure of this PAIA and POPIA Manual.

The requested must submit the completed Form 2 and the prescribed request fee (if applicable) to the Information Officer at the contact details in section 4.

The requester must comply with all the procedural requirements contained in PAIA relating to the request for access to records.

The requester must complete the prescribed form application form attached hereto marked **Form 2** and submit the form as well as payment of the request fee and a deposit, if applicable, to the Information Officer of BCX at the postal or physical, fax or electronic mail address as stated above.

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The prescribed form must be filled in with sufficient particulars to at least enable the Information Officer of BCX to identify:

- (a) The record or records requested.
- (b) The identity of the requester.
- (c) Which form of access is required if the request is granted; and
- (d) The postal address, telephone number and fax number of the requester.

- 19.1.** The requester must state that he/she requires the information to exercise or protect her/his right and clearly state what the nature of the right is to be exercised or protected. In addition, the requester must clearly specify why the records are necessary to exercise or protect such a right.
- 19.2.** Such request must be processed within 30 (thirty) days after the request has been received.
- 19.3.** The requester shall be informed whether the access has been granted or denied within 30 (thirty) days of receipt of the request and give notice with reasons to that effect.
- 19.4.** The 30 (thirty) day period within which the company has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 (thirty) days if the request is for a vast amount of information, or the information cannot reasonably be obtained within the original 30 (thirty) day period. The Information Officer will notify the requester in writing should an extension be sought.
- 19.5.** If the request for access is granted, the Information Officer of BCX must advise the requestor:
  - 19.5.1.** the access fee (if any) to be paid upon access.
  - 19.5.2.** the form in which access will be given; and
  - 19.5.3.** that the requester may lodge an application with a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging the application.
- 19.6.** If the request for access is refused, the Information Officer of BCX must:
  - 19.6.1.** state adequate reasons for the refusal, including the provisions of this Act relied on;
  - 19.6.2.** exclude, from any such reasons, any reference to the content of the record; and
  - 19.6.3.** state 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.
- 19.7.** In terms of section 55 of PAIA, if all reasonable steps have been taken to find the record requested and there are reasonable grounds to believe that the record is in possession of BCX but cannot be found, and if it does not exist, then the Information Officer of BCX must notify by way of affidavit or affirmation, the requester that it is not possible to give access to that record.
- 19.8.** If after notice is given, the record in question is found, the requester must be given access thereto unless the ground for the refusal of access exists.

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- 19.9.** If the request is declined for any reason the notice 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 requester wish appeal the decision.
- 19.10.** Section 59 of PAIA provides that the Information Officer of BCX may serve a record and grant access only to that portion which the law does not prohibit access to.
- 19.11.** The requester must pay the prescribed fee before any further processing can take place.

## 20. FEES

- 20.1.** PAIA provides for two types of fees, namely:
- (a) A request fee, which will be a standard fee; and
- (b) An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and costs, as well as postal costs.
- 20.2.** When the request is received by the Information Officer of BCX, such person shall by notice require the requester to pay the prescribed request fee, if any, before further processing of the request.
- 20.3.** If a requester requires access to records of his/her personal information, there shall be no request fee payable. However, the requester must pay the prescribed access and reproduction fees for such personal information.
- 20.4.** A requester whose request for access to a record has been granted must pay an access fee for reproduction and for search and preparation, and for any time reasonably required more than the prescribed hours to search for and prepare the records for disclosure including making arrangements to make it available on the request form.
- 20.5.** If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer of BCX must repay the deposit to the requester with interest at the prescribed rate.
- 20.6.** No request fee is payable for access to personal information, but access and reproduction fees may apply.

## 21. GROUNDS FOR REFUSAL [SECTIONS 62–70]

BCX has the right to refuse access to information on one or more of the following grounds:

- Protection of third-party privacy, including unreasonable disclosure of personal information.
- Protection of third-party commercial information (e.g., trade secrets, financial information).
- Breach of confidentiality agreements.
- Protection of safety or property.
- Privileged records in legal proceedings.
- Protection of BCX's commercial information or research.
- Mandatory disclosure in the public interest may override these grounds if the disclosure reveals substantial legal violations or imminent public safety/environmental risks.

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## 22. APPEAL AND REMEDIES [SECTION 77A, 78]

BCX does not have an internal appeal procedure. As such, the decision made by the Information Officer of BCX is final and requesters will have to exercise such external remedies at their disposal if the request for information is refused and the requester is not satisfied with the answer supplied by the Information Officer of BCX.

If a requester is dissatisfied by the refusal of the Information Officer to grant a request for a record, the requester may, within **one hundred and eight (180) days** of notification of the Information Officer's decision, refer a complaint to the Information Regulator or apply to court for appropriate relief.

The court may:

- Confirm, amend, or set aside the decision.
- Order the Information Officer to take or refrain from taking specific actions.
- Grant interdicts, interim relief, compensation, or costs.

## 23. DATA SUBJECT RIGHTS

Subject to POPIA, data subjects have the right to:

- Request access to their personal information.
- Request correction, destruction, or deletion of personal information where necessary in the prescribed Form 2 attached to this Manual, subject to the exceptions contained in POPIA.
- Object to the processing of personal information in the prescribed Form 1 attached to this Manual, subject to the exceptions contained in POPIA, including for direct marketing.
- Submit a complaint to the Information Regulator regarding interference with personal information.
- Institute civil proceedings regarding interference with personal information.

## 24. SUPPORTING TERMS AND CONDITIONS

This Manual should be read in conjunction with other privacy-related documents available on BCX's website: <https://www.bcx.co.za/>.

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## 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]

**TO:**

\_\_\_\_\_  
(Responsible Party name and address)

**FROM:**

Full names and surname of data subject: \_\_\_\_\_

Identity number / Passport number: \_\_\_\_\_

Residential address / Registered address: \_\_\_\_\_

\_\_\_\_\_  
Contact number(s): \_\_\_\_\_

Email address: \_\_\_\_\_

### OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

I object to the processing of my personal information described below for the following reason(s) (mark with an X whichever is applicable):

- The processing is causing or may cause me or another person damage or distress
- The processing is or would be unlawful
- The processing is excessive
- The processing is for the purpose of direct marketing by means of unsolicited electronic communication (in which case I also request that my contact details be removed from all direct-marketing databases)
- Other (please specify): \_\_\_\_\_

\_\_\_\_\_  
**Details of personal information to which I object:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Additional information in support of this objection (optional):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature of data subject / authorised person:** \_\_\_\_\_

**Full names of authorised person (if applicable):** \_\_\_\_\_

**Nature of authority (if applicable):** \_\_\_\_\_

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## 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 <i>(when made on behalf of another person)</i>				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made <i>(if applicable)</i> :				
Identity Number				

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Postal Address	
----------------	--

Street Address	
----------------	--

E-mail Address	
----------------	--

Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

<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>

Description of record or relevant part of the record:	

Reference number, if available	
--------------------------------	--

Any further particulars of record	

<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 <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	

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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 <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	

<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 <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>	

# PAIA & POPIA Manual

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

*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.*

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:	

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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**

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

\_\_\_\_\_  
**Signature of Information Officer**

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## ANNEXURE A

### FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R1.50 for every photocopy of an A4-size page or part thereof.
2. The request fee payable by a requester referred to in regulation 11(2) is R140.00. People who are requesting access to their personal information are exempt from paying a request fee – all other fees are the same.
3. The fees for reproduction referred to in regulation 11(1) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R2.00
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R2.00
(c)(i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	Will depend on service provider quote.
(d)(i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record	R24.00 R30.00

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R2.00
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R2.00
(c) For a copy in a computer-readable form on - (i) stiffy disc (ii) compact disc * if provided by the requester if provided to the requester	R 40.00 R40.00 R60.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	Will depend on

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(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R24.00
(ii) For a copy of an audio record	R40.00
compact disc	R60.00
* if provided by the requester	
* if provided to the requester	
(f) To search for and prepare the record for disclosure R145.00, for each hour or part of an hour reasonably required for such search and preparation. To not exceed a total cost of R435.00.	

The banking details to be used are as follows:

**Pay:** Business Connexion Proprietary Limited

**Bank:** FirstRand Bank Limited

**Name:** Business Connexion African Regional Office a Division of Business Connexion Proprietary Limited

**Current Account:** 62098486428

**Branch:** Pretoria

**Branch Code:** 255005

**Reference:** PAIA+surname

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## 18. DEFINITIONS

### Information Officer

Means:

- a) in the case of a natural person, that natural person or any person duly authorized by that natural person;
- b) in the case of a partnership, any partner of the partnership or any person duly authorized by the partnership;
- c) in the case of a juristic person -
  - i. the chief executive officer or equivalent officer of the juristic person or any person duly authorized by the officer; or
  - ii. the person who is acting as such or any person duly authorized by such acting person.

### Private Body

Means:

- 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;
- c) former or existing juristic person, but excludes a public body.

### Public Body

Means:

- a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
- b) any other functionary or institution when –
  - i. exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
  - ii. exercising a public power or performing a public function in terms of any legislation.

### Record

Means any recorded information:

- a) regardless of form or medium;
- b) in the possession or under the control of that public or private body, respectively; and
- c) whether or not it was created by that public or private body, respectively.

### Requester

In relation to a private body, means:

- d) any person, including, but not limited to, a public body or an official thereof, making a request for access to a record of that private body; or
- e) a person acting on behalf of the person contemplated in subparagraph (i)