

FirstRand Trust

INFORMATION MANUAL

OCTOBER 2025

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1. DEFINITIONS

Beneficiary	Means a natural or juristic person who is a beneficiary, as defined in the trust deed, including a beneficiary of a recipient beneficiary who is a beneficiary as defined in the trust deed and who qualifies for funding from the FirstRand Trust (FRT).
Data subject	Means the person to whom personal information relates, and in reference to the FirstRand Trust means including but not limited to beneficiaries and operators/suppliers, other persons and third parties.
Operator	Means a person or company who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party.
Personal information (PI)	<p>Means personal information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including but not limited to:</p> <ul 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; wellbeing; disability; religion; conscience; belief; culture; language or 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, email address, physical address, telephone number, location information, online identifier or other particular assignment of the person; (d) biometric information of the person; (e) 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) views or opinions of another individual about the person; and (h) the name of the person if it appears with other PI relating to the person, or if the disclosure of the name itself would reveal information about the person.

	In reference to this manual, PI must be seen primarily but without limitation as PI of group customers, employees and suppliers; other persons and third parties.
Record(s)	Means any recorded information (of, or in relation to, a public or private body) (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	A beneficiary, service provider or any other person who provided their PI and special personal information (SPI) to the FirstRand Trust.
Responsible party	Means a public or private body or any other person who, alone or in conjunction with others, determines the purpose of and means for processing PI. With regard to this manual, the responsible party is the Trust as defined above.
SPI	Means any special personal information on a data subject, concerning: (a) the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, or health, sex life or biometric information of a data subject; or (b) the criminal behaviour of a data subject to the extent that such information relates to: (i) the alleged commission by a data subject of any offence; or (ii) any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings.
Trust	Means the FirstRand Trust with registration number IT332/91.
Trustees	Means a trustee of the FirstRand Trust, from time to time.
Trust deed	Means the deed of the FirstRand Trust, as amended from time to time.

2. IMPORTANT

This manual applies to the FirstRand Trust as defined above.

3. INTRODUCTION

3.1 The Promotion of Access to Information Act 2 of 2000

The Promotion of Access to Information Act 2 of 2000 (PAIA), as amended, gives effect to the constitutional right of access to any information contained in records held by public or private bodies **that is required for the exercise or protection of any rights**. Where a party wishes to request a record which is needed in order to protect or exercise their right, they must use the procedure set out in the information manual to request such information. This information manual provides an outline of the types of records and the PI held by the FRT, and sets out the procedure to request access to these records and PI, the requirements which such a request must meet and the grounds for refusal or partial refusal of such a request. In addition, it explains the steps to follow in order to access PI held by the FRT in terms of sections 23 and 25 of the Protection of Personal Information Act 4 of 2013 (POPIA), as amended. Requests for access to PI will be responded to within a reasonable time.

PAIA and POPIA recognise that the right of access to information cannot be unlimited and should be subject to justifiable limitations, including but not limited to:

- limitations aimed at the reasonable protection of privacy;
- commercial confidentiality; and
- effective, efficient and good governance;
- which balance that right with any other rights, including such rights contained in the Bill of Rights in the Constitution of the Republic of South Africa, Act 108 of 1996, as amended.

This right of access may not be used to access records required for the purpose of criminal or civil proceedings where such proceedings have commenced, and where the production of or access to that record is provided for in any other law.

This manual informs requesters of procedural and other requirements that a request must meet, as prescribed by PAIA and POPIA. A requester has the right to submit a request, after providing adequate proof of identity and after payment of any fee required by law (if applicable) under Appendix 2.

3.2 The Protection of Personal Information Act 4 of 2013

For the purposes of POPIA, this information manual provides, at a high level, information on the following:

- the purpose of the FRT's processing of PI;
- a description of the categories of data subjects and of the information or categories of information relating thereto;
- the categories of recipients to whom the PI may be supplied;
- where PI is transferred or processed outside the Republic of South Africa, the recipients or categories of recipients to whom the PI may be supplied; and
- a general description of the security measures applied to ensure the confidentiality, integrity and availability of the PI which is to be processed.

4. CONTACT DETAILS AND INFORMATION

All requests for access to records in terms of PAIA must be in writing in terms of section A paragraph 4 of this manual, and must be addressed to the relevant body listed below.

Requests for any other FirstRand Trust record	
Contact	FirstRand Trust
Postal address	PO Box 650149
Physical address	6 Merchant Place, Corner Fredman Drive and Rivonia Road, Sandton
Email address	frfprivacy@firststrand.co.za
Telephone number	+27 (0)11 2821 808
Website address	www.firststrand.co.za/foundations

The contact details for the FirstRand Trust's information officer are listed below:

FirstRand Trust information officer	
Contact name	Konehali Gugushe
Telephone number	+27 (0)11 2821 808
Email address	frfprivacy@firststrand.co.za

5. AVAILABILITY OF GUIDES TO PAIA AND POPIA

The Information Regulator, in terms of section 10 of PAIA, has published a revised and updated guide. The purpose of the guide is to provide information that is needed by any person who wishes to exercise the right to access records and PI, as contemplated in PAIA and POPIA, respectively.

Copies of PAIA and POPIA and the relevant regulations and guides to these Acts can be obtained upon written request. Please complete Form 1 of Appendix 1 for this purpose.

Copies can also be obtained from the website of the Information Regulator:

<https://inforegulator.org.za/knowledge-base/>

Any complaints can be lodged with the Information Regulator on Form 5 (complaint form), in terms of Regulation 10, which can be found on the website of the Information Regulator under the "forms" tab.

Queries and complaints can also be directed to:

The Information Regulator (South Africa)	
Email address	enquiries@inforegulator.org.za PAIAComplaints@inforegulator.org.za
Telephone number	+27 (0)10 023 5200
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal address	PO Box 31533, Braamfontein, Johannesburg, 2017
Website address	https://inforegulator.org.za/contact.html

6. RECORDS FOR THE FIRSTRAND TRUST

The records, which are held by the FRT, are set out below.

It is recorded that the accessibility of the records listed below may be subject to the grounds of refusal set out hereinafter.

The information is classified and grouped according to records relating to the subjects and categories outlined below.

6.1 Trustee records

Trustees do not need to use the PAIA/POPIA process to obtain such records. Examples of trustee records include the following:

- personal records provided by trustees;
- records provided by a third party relating to trustees;
- other internal records;
- correspondence relating to trustees; and
- training schedules and material.

6.2 Beneficiary-related records

Records provided by a beneficiary directly to the FRT, including:

- records provided by a beneficiary directly to the FRT;
- records provided by a beneficiary to a third party acting for or on behalf of the FRT;
- records provided by a third party; and
- records generated by or within the FRT relating to its beneficiaries, including transactional records.

6.3 Other records

Other records are those that are held by another party, as opposed to the records held by the FRT itself.

The FRT may possess records 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 contractors and service providers.

6.4 Automatically available records

The following categories of records are automatically available for inspection. They do not need to be requested in terms of the PAIA process. A copy of the record is available for purchase at the costs indicated in Appendix 2.

These categories are:

- any promotional material for public viewing;

- posters;
- campaigns; and
- publicly available product information.

7. PROCESSING OF PERSONAL INFORMATION

The FRT takes the privacy and protection of PI very seriously and will only process PI in accordance with the current South African privacy legislation (POPIA) or any other applicable legislation which deals with privacy rights. Accordingly, the relevant PI privacy conditions and requirements relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion of personal information) will be applied to any PI processed by the FRT.

7.1 The purposes for which the FirstRand Trust processes personal information

The FRT processes PI for a variety of purposes, where legally justified to do so. The FRT maintains a privacy notice that incorporates these purposes of processing. These notices are available at [FRT-privacy-notice.pdf](#).

7.2 Categories of data subjects and PI processed by the FirstRand Trust

Categories of data subjects and PI processed by the FRT include the following:

Categories of data subjects	PI processed
Beneficiaries	Personal information/special personal information, e.g. name, identity (ID) number, race, etc.
	Financial information, including banking details
	Contracts
	Location information
	Third-party information, such as information provided by the Companies and Intellectual Property Commission.
Suppliers	Supplier PI
	Supplier contracts
	Supplier bank details
	PI of supplier representatives
Trustees (current and existing)	Trustee PI (e.g. name, ID number, etc.)
	Trustee outside business interests

Categories of data subjects	PI processed
	Training records
	Background checks
	Criminal checks
	Employment history
Funding, donation and bursary applicants	<i>Curricula vitae</i> and application forms
	Criminal checks
	Background checks
Family members of beneficiaries	Personal information, e.g. name, ID number, contact, etc.

7.3 Recipients or categories of parties with which PI is shared

- 7.3.1 The FRT may share the PI of its data subjects, where legally justified to do so, for any of the purposes outlined in paragraph 7.1, with the following parties (amongst others):
- Service providers, operators, suppliers and business partners who perform services on behalf of the FRT.

- 7.3.2 In general, the FRT will only share data subjects' PI if any one or more of the following apply:
- the data subject has consented to this;
 - it is necessary to conclude or perform under a contract the FRT has with the data subject;
 - the law requires it; or
 - it is necessary to protect or pursue the legitimate interest of data subjects, the FRT or a third party.
- 7.3.3 Where permitted, the FRT may share a data subject's PI with the following persons, which may include parties that the FRT engages with as independent responsible parties, joint responsible parties or operators. The following persons or entities have an obligation to keep data subjects' PI secure and confidential:
- associates, delegates, assignees, affiliates or successors in title and/or appointed third parties (such as its authorised agents, partners, contractors and service providers) for any of the purposes outlined in this paragraph 7.3.3;
 - people the data subject has authorised to obtain their PI, such as a person who makes a travel booking on the beneficiary's behalf;
 - attorneys, tracing agents and other persons who assist with the enforcement of agreements;
 - payment-processing service providers, merchants, banks and other persons or entities that assist with the processing of beneficiary payment instructions;
 - insurers, brokers, other financial institutions or other organisations that assist with insurance and assurance underwriting, the provision of insurance and assurance policies and products, the assessment of insurance and assurance claims, and other related purposes;
 - law enforcement and fraud prevention agencies, and other persons tasked with the prevention and prosecution of crime;
 - regulatory authorities, industry ombuds, government departments, local and international tax authorities and other persons the law requires the FRT to share beneficiary PI with, such as:
 - financial services exchanges;
 - qualification information providers;
 - trustees, executors or curators appointed by a court of law; and
 - payment or account verification service providers;
 - the FRT's service providers, agents and subcontractors, such as administrators and other persons the FRT uses to carry out its objectives in terms of the trust deed;
 - persons to whom the FRT has delegated its obligations under agreements, such as where a business is sold;
 - courts of law or tribunals that require the PI to adjudicate referrals, actions or applications; and
 - the general public, where data subjects submit content to group social media sites such as a group business's Facebook page.
- 7.3.4 The FRT will send its data subjects appropriate notifications or communications of its processing, if it is obliged to do so by law or in terms of its contractual relationship with data subjects.

- 7.3.5 The trustees and service providers are required to adhere to legislation relating to privacy and confidentiality principles and to complete privacy training.

7.4 Information security measures to protect personal information

- 7.4.1 Reasonable technical and organisational measures have been implemented for the protection of PI processed by the FRT and its operators.
- 7.4.2 The FRT will take steps to ensure that operators who process PI on its behalf apply adequate safeguards, and will continually implement and monitor technical and organisational security measures to protect the PI it holds against unauthorised access, as well as accidental or wilful manipulation, loss, damage or destruction.

7.5 Cross-border flows of personal information

- 7.5.1 The FRT will only transfer PI to third parties in another country in any one or more of the following circumstances:
- where PI will be adequately protected under the other country's laws or in terms of an agreement with the third-party recipient;
 - where the transfer is required in order to enter into, or perform, under a contract with the data subject or a contract with a third party that is in the data subject's interest;
 - where the data subject has consented to the transfer; and/or
 - where it is not reasonably practical to obtain the data subject's consent, but the transfer is in the data subject's interest.
- 7.5.2 Transfers will happen within the scope of the requirements and safeguards of applicable laws or privacy rules that bind the group. Where possible, the party processing a data subject's PI in another country will agree to apply the same level of protection as is provided by law in the data subject's country, or as is provided by the other country's laws, if these provide better protection.

8. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for the FRT to refuse a request for records relate to the mandatory protection of:

- the privacy of a third party who is a natural person, if making the records available would involve the unreasonable disclosure of PI of that natural person;
- the commercial information of a third party, if the record contains:
 - trade secrets of that third party;
 - financial, commercial, scientific or technical information, which disclosure could likely cause harm to the financial or commercial interests of that third party; or
 - information disclosed in confidence by a third party to the FRT, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- confidential information of third parties, if disclosing such would or could constitute a breach of the duty of confidence owed to a third party in terms of any agreement;
- the safety of individuals and the protection of property;
- records which would be regarded as privileged in legal proceedings; and
- the public benefit activities of the FRT, which may include:

- financial, public benefit, scientific or technical information, which disclosure could likely cause harm to the financial or other interests of the FRT;
- information which, if disclosed, could put the FRT at a disadvantage in negotiations; or
- research information of the FRT or a third party, if its disclosure would disclose or reveal the identity of the FRT, the researcher or the subject matter of the research, and would place the research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources, shall be refused.

9. ACCESS TO RECORDS HELD BY THE FIRSTRAND TRUST

9.1 Records held by the FRT may be accessed only once the prerequisite requirements for access have been met.

9.1.1 A requester is any person making a request for access to a record of the FRT. There are two types of requesters:

Personal requester

- A personal requester is a requester who is seeking access to a record that relates to their PI (as defined in PAIA and POPIA). Such a requester does not need to follow the request process to gain access to their PI.
- A personal requester can also be a requester who is seeking access to records held by the FRT. In such circumstances, the requester must follow the request procedure outlined in paragraph 9.3 below to submit their request to access such records.
- Subject to the provisions of this manual, PAIA, POPIA and other applicable laws, the FRT will provide the requested information or give access to any record pertaining to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged as indicated in Appendix 2.

Other requester

- This type of requester refers to the person (a natural or juristic person) making a request on behalf of somebody else. This requester (other than a personal requester) is entitled to request access to records held by the FRT.
- The requester must fulfil the prerequisite requirements for access in terms of PAIA, including the payment of a request and access fee.
- If a request is made on behalf of another person, the requester must submit proof of the capacity (as the authorised person) in which the requester is making the request to the reasonable satisfaction of the information officer.
- If a public body lodges a request, the public body must be acting in the public interest and provide details of the public interest that it is seeking to protect/rely on.

9.2 Remedies available when the FirstRand Trust refuses a request for information

9.2.1 Internal remedies

- The FRT does not have internal appeal procedures. As such, the decision made by the information officer is final, and the requester 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.

9.2.2 External remedies

- Subject to the provisions of PAIA, a requester who is dissatisfied with an information officer's refusal to disclose information may, within 180 days of notification of the decision, apply to a court or to the Information Regulator for relief.
- A requester dissatisfied with an information officer's decision to grant a request for information may, within 180 days of notification of the decision, lodge a complaint with the Information Regulator.

9.3 Request procedure

The following procedural requirements serve as guidelines for requesters:

- 9.3.1 The requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record.
- 9.3.2 The requester must complete the prescribed Form 2 enclosed in Appendix 1 and submit this form, proof of payment of a request fee and a deposit, if applicable, to the information officer at the postal, physical or email address stated in paragraph 4 of this manual.
- 9.3.3 The prescribed form must be completed and provide the following:
 - sufficient detail to at least enable the information officer to identify the record or records requested;
 - proof of identity of the requester and/or authority, and, where applicable, a proper mandate, power of attorney or resolution;
 - the form of access that is required, if the request is granted; and
 - the postal address or email address of the requester.

- 9.3.4 This right of access only applies to records in existence at the time of request.
- 9.3.5 The requester must clearly explain and outline the right they wish to exercise or protect. When providing information on the right that they seek to exercise when making a request to the FRT, the requester cannot refer to the right of access to information. The requester must clearly identify another right it seeks to exercise or protect, and explain how the record is reasonably required to protect, or exercise, that right. The courts have also indicated that access to the records must be “necessary” for the exercise or protection of the right so stated.
- 9.3.6 This right of access may not be used to access records under criminal or civil proceedings, or where such proceedings have commenced.
- 9.3.7 If information has been omitted, if the requester has not adequately articulated the right they seek to exercise or protect, or has not adequately satisfied the procedural requirements in terms of section 53 of PAIA, as amended, then the request will not be considered as a valid request until such time as the missing information is provided.
- 9.3.8 Subject to the provisions contained in PAIA, in respect of extensions, the FRT will process the request within 30 (thirty) days from when the request is received, provided the information officer is satisfied that adequate proof of identity has been submitted, the fee has been paid (where applicable), and other relevant requirements (in terms of section 53) have been met, or fall within any extension timeline. Where a request for access to information relates to a third party, the FRT will follow the process as stipulated in paragraph 9.3.9 below.
- 9.3.9 Where the FRT receives a request for access to information relating to a third party, the FRT will as soon as reasonably possible, but in any event within 21 (twenty-one) days of receiving the request, notify the third party of such a request. The third party, once notified, is provided 21 (twenty-one) days within which to make representations to refuse access or give written consent for the disclosure of the record to the requester. The information officer will make a decision on whether to grant or refuse access after considering the representations made by the third party.
- 9.3.10 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally, and the information officer will complete the form on behalf of the requester and provide a copy thereof to the requester.

9.4 Prescribed fees

- 9.4.1 PAIA provides for two types of fees, namely:
- a request fee, which will be a standard fee; and
 - an access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, and postal costs.

- 9.4.2 When the request is received by the information officer, the information officer shall by notice require the requester (other than a personal requester) to pay the prescribed request fee (if any) before further processing of the request.
- 9.4.3 If the search for the record has been conducted and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations of PAIA for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 9.4.4 The information officer shall withhold a record until the requester has paid the fees as indicated in Appendix 2.
- 9.4.5 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 in excess of the prescribed hours which are reasonably required to search for and prepare the record for disclosure, including planning to make it available in the request form.
- 9.4.6 If a deposit was paid in respect of a request for access which is refused, then the information officer concerned must refund the deposit to the requester.

9.5 Manner and form of access

- 9.5.1 The requester shall be informed, in the manner indicated by the requester in Form 3, Appendix 1, whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision to be provided in any other manner, they must state the manner in which they want to be informed. This will be done, if possible. If access is denied, the requester is entitled to a refund of the fees paid, in which instance the FRT will seek account details from the requester in order to give effect to payment of any refund.
- 9.5.2 Additional fees may be charged where the requester indicates that he/she requires access to the records in a format other than electronic.

9.6 Decision

- 9.6.1 The FRT will, within 30 (thirty) calendar days of receipt of the request, decide whether to grant or decline the request. It will notify the requester in the manner indicated by the requester in Form 3, Appendix 1, by providing reasons for the decision (if required) to the requester. Only in exceptional circumstances can this timeline be less than 30 (thirty) calendar days.
- 9.6.2 The 30 (thirty) calendar day period within which the FRT must 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 large amount of information or if consultation with another private body is necessary or desirable within the original period, and the information cannot reasonably be obtained within the original 30-calendar-day period. Should an extension of time be required, the FRT will notify the requester in the manner indicated by the requester in Form 3, Appendix 1.

9.7 Records not found

- 9.7.1 If all reasonable steps have been taken to find a record and such record cannot be found, or the record does not exist, then the FRT shall notify the requester, by way of an affidavit or affirmation, that it is not possible to provide access to the requested record.
- 9.7.2 The affidavit or affirmation shall provide a full account of all the steps taken to find the record or determine its existence, including details of all communications by the FRT with every person who conducted the search.
- 9.7.3 The notice in paragraph 9.7.1 above shall be regarded as a decision to refuse a request for access to the record concerned for purposes of PAIA.
- 9.7.4 If the record in question is later found, the requester shall be given access to the record in the manner stipulated by the requester in Form 3, Appendix 1, unless access is refused by the FRT as set out in this manual.

9.8 List of applicable legislation

An excerpt of the relevant legislation setting out a description of the records of the FRT will be provided on request.

10. AVAILABILITY OF THE MANUAL

- This manual will be available on the FRT's website and may be amended from time to time.
- Alternatively, a copy can be requested from the information officer (see contact details in paragraph 4).

APPENDIX 1

FORM 1

REQUEST FOR A COPY OF THE GUIDE

(Regulation 2 and regulation 3)

TO: The Information Officer

Insert address

I,				
Full name and surname				
In my capacity as (mark with "x")	Information officer		Other	
Name of public/private body (if applicable)				
Postal address				
Street address				
Email address				
Fax number				

Contact numbers	Telephone (business)		Mobile phone number	
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Hereby request the following copy/copies of the guide

Language (mark with "x")		Number of copies	Language (mark with "x")		Number of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			isiXhosa	
	isiZulu				

Manner of collection (mark with an "x")

Personal collection	Mail	Fax	Electronic communication (please specify)

Signed at _____ on this _____ day of _____ 20__.

Signature of requester

FORM 2

REQUEST FOR ACCESS TO RECORDS

(Regulation 7)

NOTE

- (1) Proof of identity must be attached by the requester.
- (2) If a request is being made on behalf of another person, proof of authorisation to do so must be attached to this form.

TO: The Information Officer

(Insert address)

Email address: _____

Fax number: _____

Mark with an "x"

Request made in my own name

Request made on behalf of another person

PERSONAL INFORMATION	
Full name and surname	
Identity number	

Capacity in which request is made (when made on behalf of another person)				
Postal address				
Street address				
Email address				
Contact numbers	Telephone (business)		Fax	
	Mobile phone			
Full names of person on whose behalf request is made (if applicable)				
Identity number				
Postal address				
Street address				
Email address				
Contact numbers	Telephone (business)		Fax	
	Mobile phone			
PARTICULARS OF RECORD REQUESTED				
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.)				
Description of the record or relevant part of the record				

Reference number (if available)	
Any further particulars of the record	
TYPE OF RECORD (Mark the applicable box with an "x")	
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic or machine-readable form	
FORM OF ACCESS (Mark the applicable box with an "x")	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "x")	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Mail service to postal address	
Mail service to street address	
Courier service to street address	
Fax of information in written or printed format (including transcriptions)	
Email 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.)	

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 requested record is required for the exercising or protection of the aforementioned right	

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FEEES

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

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

Mail	Fax	Electronic communication (please specify)

Signed at _____ on this _____ day of _____ 20____.

Signature of requester/person on whose behalf request is made

FOR OFFICIAL USE	
Reference number	
Request received by (rank, name and surname of information officer)	
Date received	
Access fee	
Deposit (if any)	

Signature of information officer

FORM 3

OUTCOME OF REQUEST AND FEES PAYABLE

(Regulation 8)

NOTE

1. If your request is granted:
 - (a) the amount of the deposit (if any) is payable before your request will be processed; and
 - (b) the 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 the information at the registered address of the 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 Appendix 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 a 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	
Mail service to postal address	
Mail service to street address	
Courier service to street address	
Fax of information in written or printed format (including transcriptions)	
Email 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
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	DENIED, FOR THE FOLLOWING REASONS

4. FEES PAYABLE WITH REGARD TO YOUR REQUEST			
Item	Cost per A4-sized 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 • To be provided by requester	R40.00		
(ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R60.00		
For a transcription of visual images, per A4-sized 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-sized page	R24.00		
Copy of an audio record			
(i) Flash drive • To be provided by requester	R40.00		
(ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R60.00		
Postage, email 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)	
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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 number	
Submit proof of payment to	

Signed at _____ on this _____ day of _____ 20____.

Information officer

APPENDIX 2

FEES

FEES IN RESPECT OF PRIVATE BODIES

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R140.00
2.	Print/photocopy of black and white A4-sized page	R2.00 per page or part thereof
3.	Printed A4-sized page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requester • If provided to the requester 	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-sized page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-sized page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requester 	R40.00 R40.00

	<ul style="list-style-type: none"> If provided to the requester 	R60.00
9.	<p>The time reasonably required to search for and prepare the record for disclosure, per hour or part thereof, excluding the first hour.</p> <p>To not exceed a total cost of</p>	<p>R145.00</p> <p>R435.00</p>
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 form of electronic transfer	Actual expense, if any.