



MANUAL
PROMOTION OF ACCESS TO INFORMATION ACT, 2000
and
PROTECTION OF PERSONAL INFORMATION ACT, 2013
of
Finbond Group Limited (“FGL”)

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1. INTRODUCTION

FGL is a private company in South Africa with registration no 2001/015761/06.

The Promotion of Access to Information Act, 2 of 2000 ('the Act') grants private and public bodies the right to request access to records. **Private bodies (such as individuals) that request access to records must be able to show that the record is required for the exercise or protection of a right. Public bodies (such as government departments) that request access to records must be able to demonstrate that the request is in the public's interest.**

A request for information in this document will be called a PAIA request. The Act sets out the procedure and fees when a PAIA request is made.

This manual is compiled in terms of section 51 of the Act and sets out the kinds of records held by FGL and guides you how to submit a PAIA request. This manual has also been made available to the human rights commission.

Annexure 1 sets out the legislation with which FGL complies;

Annexure 2 sets out the request form to be used when requesting a record; and

Annexure 3 sets out the fees payable when requesting a record.

2. DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10: SECTION 51(1)

The South African Human Rights Commission has compiled the guide contemplated in Section 10 of the Act. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. The guide is available in all of the official languages and may be inspected at The Offices of the Human Rights Commission at 29 Princess of Wales Terrace, corner York and St Andres Street, Parton, Johannesburg, Gauteng, and at www.sahrc.org.za.

Any enquiries regarding this guide should be directed to:

The South African HUMAN RIGHTS COMMISSION,

at PAIA Unit (THE RESEARCH AND DOCUMENTATION DEPARTMENT),

Private Bag X2700, HOUGHTON, 2041;

Telephone Number: (011) 484-8300;

Facsimile Number: (011) 484-1360;

The above guide is available from website: www.sahrc.org.za;

E-mail Address: PAIAI@sahrc.org.za.

3. INFORMATION REQUIRED UNDER SECTION 51(1) (a) OF THE ACT

Business name: FGL

Registration number: 2001/015761/06

FGL's Head Office is situated at:

Building A

Rigel office Park

446 Rigel Ave South

Erasmusrand

Pretoria, 0181

FGL's postal address:

PO Box 2127, Brooklyn Square, Brooklyn, Pretoria, 0075

FGL's contact details:

Tel: (012) 460 7288

Email: compliance@finbond.co.za

Website: www.finbond.co.za

Attention: The Information Officer – Ben Bredenkamp; or
The Deputy Information Officer Carolyn Gouws

Should you have a PAIA request, please address it to FGL's Information Officer or Deputy Information Officer:

Information Officer:

Name: Ben Bredenkamp

Email: Ben@finbondgroup.com

Tel no: 012 460 7288

Deputy Information Officer

Carolyn Gouws

carolyn@finbond.co.za

083 577 9341

4. RECORDS HELD BY FGL

FGL maintains the categories of information as set out later in this manual. Please note that nothing in this manual implies that a PAIA request will be granted, and each PAIA request is evaluated on a case-by-case basis in accordance with the provisions of the Act.

5. RECORDS AUTOMATICALLY AVAILABLE 51(1)(c)

Records that are automatically available to the public are all records lodged by FGL in terms of regulatory or legislative requirements, with various statutory or regulatory bodies such as the

registrar of companies, the registrar of deeds, and the registrar of banks, as well as all records and booklets published by FGL and all records available on www.finbond.co.za.

6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: SECTION 51(1)(d)

Annexure 1 sets out a list of legislation with which FGL complies. Certain records are available in terms of the aforesaid legislation.

7. SUBJECTS AND CATEGORIES OF RECORDS HELD BY FGL (SECTION 51(1)(e))

Annexure 2 sets out the categories of information held by FGL.

8. THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY):

No notice(s) have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

9. STEPS TO CONSIDER BEFORE SUBMITTING A REQUEST

Please consider the following steps before submitting a request:

Step 1 - Are you entitled to use the Act to request the access to information?

Please take note that section 7(1) of the Act states that the Act does not apply to record, if that record is requested for the purpose of criminal or civil proceedings or the production of or access to that record is provided for in terms of any other law.

If section 7 (1) of the Act applies, you may not bring a PAIA request, and you must use the rules and procedures for discovery of information in the relevant legal forum in proceedings in which you are involved.

Step 2 - Does the information exist in the form of a record?

The Act does not require anyone to create a record which is not yet in existence at the time that the request is made. The Act cannot be used to obtain reasons for a decision taken by FGL if such reasons are not in the form of a record.

Step 3 - Is FGL in control of the record?

If the record requested is no longer in FGLs possession, then you must apply for access to the record from the party under whose possession it currently is.

10. HOW TO MAKE A REQUEST FOR ACCESS – SECTION 51(e)

If you are entitled to request a record, please follow the following steps:

The requester must complete the form set out on **Annexure 3** and submit it together with a request fee, to the Information Officer, at the addresses set out in clause 3 of this manual.

The form must:

- i. provide sufficient particulars to enable the Information Officer to identify the record/s requested and to identify the requester,
- ii. indicate which form of access is required,
- iii. specify a postal address or fax number of the requester in the Republic,
- iv. identify the right that the requester is seeking to exercise or protect, and
- v. provide an explanation of why the requested record is required for the exercise or protection of that right.

If in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, the requester must state that manner and the necessary particulars to be informed in the other manner.

If the request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of Information Officer.

11. PRESCRIBED FEES

The Act provides for two types of fees, namely:

- a. a request fee which will be the standard fee; and
- b. an access fee which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

The requester, other than a personal requester¹ must pay the prescribed R50 request fee before submitting the request and provide proof of payment which must accompany the request form.

If the search for and preparation of the record requires more than the prescribed hours as set out in the regulations, the information officer will request you to pay as a deposit in the prescribed amount which is a portion of the access fee which would be payable if the request is granted. You may ask for a refund of the deposit if your request for access is refused.

¹ A personal requester means a request seeking access to a record containing personal information about the requester

The information officer may withhold the record until the fee has been paid.

If a PAIA request is granted, an access fee is payable for reproduction and for certain preparation and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure.

12. CONSIDERING YOUR REQUEST.

Subject to the extensions provided for in the Act, PAIA requests will be processed within 30 days, unless you have stated special reasons which satisfy the Information Officer that circumstances dictate that the above periods should not be complied with.

You will be informed as to whether your request has been granted or denied.

The main grounds for the refusal of request relates to the protection of the privacy of third parties (who is a natural person,) and which would involve the unreasonable disclosure of personal information of that natural person, or the mandatory protection of the commercial information of a third party, if the record contains:

- i. Trade secrets of that third-party
 - ii. financial, commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of that third party, and information disclosed in confidence by third party to Finbond Group Limited, if the disclosure could put that third party as a disadvantage in negotiations or commercial competition.
- b. Requests will also be refused where it involves:
- i. a record that enjoys mandatory protection of confidential information of third parties protected in terms of an agreement,
 - ii. mandatory protection of the safety of individuals and the protection of property; mandatory protection of records which would be regarded as privileged in legal proceedings;
 - iii. commercial activities of Finbond Group Limited, which may include trade secrets, financial, commercial, scientific or technical information, which disclosure could likely cause harm to the financial or commercial interests of Finbond Group Limited;
 - iv. information that could put FGL at a disadvantage in negotiations or commercial competition,

- v. a computer programmer which is owned by FGL and which is protected by copyright; and
- vi. research information owned by FGL or a third party if its disclosure would reveal the identity of FGL or the researcher or the subject matter of the research which would place the research and a serious disadvantage

13. WHAT DO I DO IF MY REQUEST IS DENIED?

FGL has no internal appeal procedures. The decision of the Information Officer is final. If your request is denied, you may apply to a court with appropriate jurisdiction for relief.

14. PROTECTION OF PERSONAL INFORMATION ACT, 2013 (“POPI”)

Chapter 3 of POPI sets out the minimum Conditions for Lawful Processing of Personal Information² by a Responsible Party.³ The conditions that the Responsible Party must meet (unless there is a specific exemption) are:

- a) **Accountability** - The Responsible Party must ensure compliance with the POPI Act
- b) **Lawfulness** - The collection of personal information must not be excessive, it must be legally justifiable, and it must not be collected from third parties without good reason

² **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:

1. 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;
2. information relating to the education or the medical, financial, criminal or employment history of the person;
3. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
4. the biometric information of the person;
5. the personal opinions, views or preferences of the person;
6. 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;
7. the views or opinions of another individual about the person; and
8. 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;”

³ “a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information”.

- c) **Purpose limitation** - Personal information must only be collected in connection with a specific purpose and must not be stored for longer than necessary
- d) **Restriction on further processing** - Personal information may only be processed for a purpose other than that for which it was collected under specific conditions
- e) **Information quality** - Personal information must be complete and accurate
- f) **Openness** - Personal information must be processed in a transparent manner
- g) **Security safeguards** - Personal information must be processed securely and the responsible party must provide notification of any data breaches
- h) **Data subject participation** - *People must be allowed to access their personal information and request that it is corrected or deleted if it is inaccurate*

15.PURPOSE OF THE PROCESSING OF PERSONAL INFORMATION

FGL only processes Personal Information for the purposes that it is authorised to process it.

These purposes are listed on **Annexure 6**.

16.CATEGORIES OF DATA SUBJECTS AND THEIR PERSONAL INFORMATION/SPECIAL PERSONAL INFORMATION

A Data Subject may either be a natural or a juristic person.

Annexure 5 sets out the various categories of Data Subjects with whom FGL interacts as well as the information type and the recipients of such information.

Section 72 of POPI provides that Personal Information may only be transferred out of the Republic of South Africa:

- a) If the recipient country offers similar laws to POPI; or
- b) If the Data Subject consents to the transfer of their Personal Information; or
- c) If the transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or

- d) If the transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
- e) If the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would likely provide such consent.

FGL does not transfer Personal Information cross border. To the extent that it does, it ensures compliance with section 72 of POPI.

17. DESCRIPTION OF INFORMATION SECURITY MEASURES:

Part C of Annexure 5 details security measures to implemented by FGL to protect Personal Information.

18.OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION BY A DATA SUBJECT

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 his/her/its Personal Information in the prescribed form (**Form 1**).

19. REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

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/deleted in the prescribed form (**Form 2**)

20. COMPLAINTS

Any person, FGL, or its employees may submit a complaint to the Regulator in terms of section 74(1) and (2) of the Act.

Any person who wishes to submit a compliant to the Regulator they must submit such complaint on **Part 1 of Form 5**.

Should FGL or its employees wishes to submit a complaint to the Regulator, they must submit such complaint on **Part II of Form 5**.

ANNEXURE 1 RECORDS AVAILABLE IN ACCORDANCE WITH SOUTH AFRICAN LEGISLATION

FGL has records available in terms of the following legislation:

Basic Conditions of Employment Act no 75 of 1997

Broad Based Black Economic Empowerment Act 53 of 2003

Commercial Paper Regulations of 14 December 1994

Companies Act 71 of 2008

Consumer Protection Act 68 of 2008

Employment Equity Act 55 of 1998

Financial Advisory and Intermediary Services Act 37 of 2002

Financial Intelligence Centre Act 38 of 2001 and Amendments; 2017 Financial Sector Regulations Act 9 of 2017

Labour Relations Act 66 of 1995

King III and IV

National Credit Act 34 of 2005 and National Credit Act Regulations

National Minimum Wage Act 9 of 2018

National Payment System Act 78 of 1998

Occupational Health and Safety Act 85 of 1993

Prevention and Combating of Corrupt Activities Act 12 of 2004.

Prevention of Organised Crime Act 121 of 1998

Promotion of Access of Information Act no 2 of 2000

Protected Disclosure Act 26 of 2000

Protection of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004

Protection of Personal Information Act 4 of 2013

Tax Administration Act 28 of 2011

Treating Customers Fairly.

Unemployment Insurance Act 10 No 30 of 1996

Value Added Tax Act 89 of 1991

ANNEXURE 2 – INFORMATION CATEGORIES

COMPANIES ACT RECORDS

Documents of incorporation including Memorandum of Incorporation and Articles of Association

Minutes of Board of Directors meetings

Records relating to the appointment of directors/ auditor/ secretary/ public officer and other officers

Share Register and other statutory registers

FINANCIAL RECORDS

Annual Financial Statements

Accounting records

Banking Records

Bank Statements

Correspondence

TAX RECORDS

PAYE Records

Documents issued to employees for income tax purposes

Records of payments made to SARS on behalf of employees

LEGAL AND COMPLIANCE

Agreements

Customer complaints

RISK MANAGEMENT AND AUDIT

Audit reports

Risk management plans.

Risk management frameworks

Submissions to the South African Reserve Bank

EMPLOYMENT/ EMPLOYEE RECORDS

Employment contracts

Disciplinary records

Salary records

Leave records

Performance management records

UIF Returns

Retirement benefit

ANNEXURE 3 - REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)

(Regulation 4)

A. Particulars of private body

The Head / Information Officer:

B. Particulars of Person requesting access to the record

- (a) The particulars of the person who requests access to the records must be recorded below.
- (b) Furnish an address and/or fax number in the Republic to which information must be sent.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full Name and Surname: _____

Identity Number: _____

Postal Address: _____

Telephone Number: _____

Fax Number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person of whose behalf request is made:

This section must be completed only if a request for information is made on behalf of another person

Full names and Surname: _____

Identity Number: _____

D. Particulars of Record:

- (a) 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.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all the additional pages

- 1. Description of the Record or relevant part of the record:

- 2. Reference number, if available: _____

- 3. Any further particulars of the record: _____

- 4. State in which format the records are required:

5. State reasons why the records are required in relation to exercising or protecting a right

E. Fees:

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount of the request fee.
- (c) The **fee payable for access** to a record depends on the form in which the 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 therefore.

Reason for exemption of payment of the fee:

F. Form of Access to the Record:

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record **is required**.

Disability:

Form in which record is required:

ANNEXURE 4 – FEES IN RESPECT OF PRIVATE BODIES

The fee structure for a PAIA request to a private body is as set out below

Part III of Regulation 187 published in the Government Gazette on the 15 February 2002:

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
2. 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 R1,10
 - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75.
 - (c) For a copy in a computer-readable form on –
 - (i) flash disc R 7, 50;
 - (ii) compact disc R 70,00
 - (d) (i) For a transcription of visual images, for an A4-size page or part thereof R 40,00,
(ii) For a copy of visual images R 60,00
 - (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R 20,00;
(ii) For a copy of an audio record R 30,00
3. The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) is R50,00.
4. The access fees payable by a requester referred to in Regulation 11(3) are as follows:
 1. Copies, Transcripts and Searches:
 - a) For every photocopy of an A4-size page or part thereof R 1,10;
 - b) For every printed copy of an A4-size page or part; thereof held on a computer or in electronic or machine-readable form R 0,75;
 - c) For a copy in a computer-readable form on –
 - (i) flash disc R 7,50;
 - (ii) compact disc R70,00
 - d) (i) For a transcription of visual images, for an A4-size page or part thereof R 40,00;
(ii) For a copy of visual images R 60,00
 - e) (i) For a transcription of an audio record, for an A4-size page or part thereof R 20,00;
(ii) For a copy of an audio record R 30,00
 - f) To search for and prepare the record for disclosure, R30,00; for each hour or part of an hour reasonably required for such search and preparation.
 2. For purposes of section 54(2) of the Act, the following applies:
 - (a) Six hours as the hours to be exceeded before a deposit is payable; and
 - (b) one third of the access fee is payable as a deposit by the requester.

3. The actual postage is payable when a copy of a record must be posted to a requester.

ANNEXURE 5 POPI - PROCESSING OF PERSONAL INFORMATION

A. Purpose of Processing, providing or receiving services, general and staff administration, giving or receiving services in terms of contracts, complying with labour and tax laws.

B. Categories of Data Subjects and their Personal Information

- a) Details of suppliers, shareholders, service providers, employees, counter parties on contracts, and vendors
- b) Data Subject Information Processed
- c) Clients – Natural Persons Names, contact details, postal address, date of birth, ID number, Tax related information, nationality, gender, confidential correspondence
- d) Clients – Juristic Persons / Entities
- e) Names of contact persons, Name of Legal Entity, Physical and Postal address and contact details, Registration Number, Founding documents, Tax related information, Authorised signatories
- f) Service Providers
- g) Names of contact persons; Name of Legal Entity, Physical and Postal address and contact details, Registration Number, founding document, Tax related information, Authorised signatories, beneficiaries, ultimate beneficial owners
- h) Vendors
- i) Names of contact persons; Name of Legal Entity, Physical and Postal address and contact details, Registration Number, Founding document, Tax related information, Authorised signatories, beneficiaries, ultimate beneficial owners
- j) Employees / Directors
- k) Gender, Pregnancy, Marital Status, Ethnicity, Age, Language, Education information, Financial Information, Employment History, ID number, Physical and Postal address, Contact details, Criminal behaviour, Well-being

C. Information Security Measures

Use of technology to maintain data integrity, including fire walls, virus protection and secure IT password set up .

ANNEXURE 6 OBJECTION TO THE PROCESSING OF OR AMENDMENT OR DELETION OF PERSONAL DATA

Sections 11 and 24 of POPI and regulation 2 and 3 of the POPI Regulations respectively provide that a Data Subject may object to their Personal Information being processed or may request that their Personal Information be corrected/deleted

Unless your request is unreasonable or repetitive, we will update / delete your Personal Information free of charge.

Please use Forms 1 for objections and Form 2 for amendments / deletions of Personal Information

FORM 1
OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF
THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

A DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject: _____

Unique Identifier/ Identity Number: _____

Residential, postal or business address: _____

Contact numbers Code: (____) _____

Fax number / E-mail address: _____

address

B DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ Registered name of responsible party: _____

Residential, postal or business address: _____

Contact numbers Code: (____) _____

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)

Signed at this day of20.....

.....

Signature of data subject/designated person

FORM 2
REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR
DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE
PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject: _____

Unique Identifier/ Identity Number: _____

Residential, postal or business address: _____

Contact numbers Code: (___) _____

Fax number / E-mail address: _____

B DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ Registered name of responsible party: _____

Residential, postal or business address: _____

Contact numbers Code: (___) _____

Fax number/ E-mail address: _____

C INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED

REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE

RESPONSIBLE PARTY ; and or

REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.

(Please provide detailed reasons for the request)

Signed at this day of20.....

.....

Signature of data subject/ designated person

I am not the data subject, but I am acting on behalf of a data subject as its parent or legal guardian.

Proof of Identity and Authority Submitted

Driving License / Passport / Identity Document/ Power of Attorney /Evidence of parental responsibility or legal guardianship

Amendment

I wish to amend my personal data (proof of identity must be provided).

I wish to amend personal data concerning a data subject that I am acting on behalf of (proof of identity of the representative, a power of attorney and proof of identity of the data subject must be provided).

I wish to amend personal data concerning a data subject to whom I am a parent or legal guardian (proof of identity and evidence of parental responsibility or legal guardianship must be provided).

Type of personal data you wish to amend:

Describe the amendment:

Correction

I wish to correct my personal data (proof of identity must be provided).

I wish to correct personal data concerning a data subject that I am acting on behalf of (proof of identity of the representative, a power of attorney and proof of identity of the data subject must be provided).

I wish to correct personal data concerning a data subject to whom I am a parent or legal guardian (proof of identity and evidence of parental responsibility or legal guardianship must be provided).

Type of personal data you wish to correct:

Describe the correction:

Erasure

I wish to erase my personal data (proof of identity must be provided).

I wish to erase personal data concerning a data subject that I am acting on behalf of (proof of identity of the representative, a power of attorney and proof of identity of the data subject must be provided).

I wish to erase personal data concerning a data subject to whom I am a parent or legal guardian (proof of identity and evidence of parental responsibility or legal guardianship must be provided).

Describe the type of personal data you wish to erase:

By signing this form, you certify that the information you have provided is correct to the best of your knowledge and that you

are the person to whom it relates or that you are legally entitled to act on behalf of such person. You understand that it may be

necessary to obtain further information in order to comply with this request.

Signature: _____

Date: _____

FORM 5
COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL
INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION
74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 7]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Complaint regarding:

Alleged interference with the protection of personal information

Determination of an adjudicator.

PART I	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No. 4 of 2013)
A	PARTICULARS OF COMPLAINANT
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	PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION
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 COMPLAINT(Please provide detailed reasons for the complaint)
PART II	COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)
A	PARTICULARS OF COMPLAINANT
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	PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY
Name(s) and surname of adjudicator:	
Name(s) and surname of responsible party /registered name:	
Residential, postal or business address:	 ----- ----- -----Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT (Please provide detailed reasons for the grievance)

Signed at this day of20.....

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Signature of data subject/ designated person