



remotemeteringsolutions

REMOTE METERING SOLUTIONS (PTY) LTD

Registration Number: 2003/020868/07

## MANUAL

PUBLISHED IN TERMS OF SECTION 51 (PRIVATE BODIES) OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (PAIA)

as amended by the

PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 (POPIA)

pretoria	sandton	cape town	durban	bloemfontein
rms house, 53 de havilland crescent, persequor technopark, pretoria t 012 0013 600, f 086 618 0542 po box 110, persequor park 0020, pretoria info@remotemetering.net - www.remotemetering.net	centric house mellis court mellis road rivonia t 0860 767 999 f 086 618 0542	3 <sup>rd</sup> floor letterstedt house newlands on main newlands t 021 671 1575 f 086 544 4102	unit 8, 1 <sup>st</sup> floor, 4 the crescent, westway office park, westville t 031 265 8513 f 086 621 6158	8 andre p brink str, langenhoven park, t 051 880 0004 f 086 618 0542

# Contents

<b>1</b>	<b>INTRODUCTION</b>	<b>4</b>
1.1	<i>Nature of Business</i>	4
<b>2</b>	<b>PARTICULARS IN TERMS OF SECTION 51 MANUAL</b>	<b>5</b>
2.1	<i>Contact Details</i>	5
2.2	<i>Manual and Guidelines</i>	5
<b>3</b>	<b>RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION</b>	<b>7</b>
<b>4</b>	<b>ACCESS TO THE RECORDS HELD BY PRIVATE BODY</b>	<b>7</b>
4.1	<i>Information readily available</i>	7
4.2	<i>Records that may be requested and held at the offices of the business:</i>	7
4.2.1	Administration	7
4.2.2	Companies Act Records	8
4.2.3	Financial Records	8
4.2.4	Tax Records	8
4.2.5	Human Resources	9
4.2.6	Information Technology	9
4.2.7	Operations	9
4.2.8	Policy Documents	9
<b>5</b>	<b>ACCESS TO RECORDS HELD BY THE COMPANY</b>	<b>10</b>
5.1	<i>Types of requesters</i>	10
5.1.1	Personal Requester	10
5.1.2	Other Requester	10
<b>6</b>	<b>REQUEST PROCEDURE</b>	<b>10</b>
6.1	<i>Decision</i>	11
6.2	<i>Denial of access</i>	11
<b>7</b>	<b>FEES</b>	<b>12</b>
7.1	<i>Request Fee</i>	12
7.2	<i>Access Fee</i>	12
<b>8</b>	<b>PROCESSING OF PERSONAL INFORMATION</b>	<b>12</b>
8.1	<i>Purpose of Processing</i>	12
8.2	<i>Categories of Data Subjects and their Personal Information</i>	13
8.3	<i>Categories of Recipients for Processing the Personal Information</i>	15

8.4	<i>Actual or Planned Transborder Flows of Personal Information</i>	15
8.5	<i>General Description of Information Security Measures</i>	15
9	OTHER INFORMATION AS MAY BE PRESCRIBED.	16
10	AVAILABILITY OF THE MANUAL	16
11	APPENDIX 1 PRESCRIBED FORM C	17
12	APPENDIX 2 PAIA GLOSSARY	23

# 1 INTRODUCTION

The Promotion of Access to Information Act gives effect to the constitutional right of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.

Specifically, section 51(1) of the Act provides that within six months after the commencement of this section (now the 31st of December 2015) or within six months after coming into existence of the private body concerned, the head of a private body must compile a manual that must contain information regarding the subjects and categories of records held by such private bodies.

In this context, a "private body" is defined as any natural person who carries or has carried on any trade, business, or profession, but only in such capacity or any partnership which carries or has carried on any trade, business, or profession or any former or existing juristic person (e.g., any company, close corporation or business trust).

Remote Metering Solutions (Pty) Ltd falls within the definition of a "private body" and this Manual has been compiled in accordance with the said provisions and to fulfil the requirements of the Act.

In terms of the Act, where a request for information is made to a body, there is an obligation to provide the information, except where the Act expressly provides that the information may not be released. In this context, Section 9 of the Act recognises that access to information can be limited. The limitation relates to circumstances where such release would pose a threat to the protection of privacy, commercial confidentiality, and the exercising of efficient governance.

Accordingly, this manual provides a reference to the records held by Remote Metering Solutions (Pty) Ltd and the process that needs to be adopted to access such records.

All requests for access to information (other than information that is available to the public) must be addressed to the Head of the Business named in section 2 of the Manual.

## 1.1 Nature of Business

Smart Metering and Utility Management

Our services include:

- Meter Data Management (Manual/ Smart)
- Utility Management
- Prepaid/ Pay-as-you-use Vending.
- Municipal Revenue Management
- Demand Response/ Efficiency Management

## 2 PARTICULARS IN TERMS OF SECTION 51 MANUAL

### 2.1 Contact Details

Name of Business:

**Remote Metering Solutions (Pty) Ltd**

Head of the Business / Information Officer (IO):	Deputy Information Officer (DIO)
Mr. HR Greyling - Managing Director	Mrs. AL Schmidt – Head of GRC

Postal Address:	Street Address:
PO Box 110,	RMS House,
Persequor Park,	53 De Havilland Crescent,
0020	Persequor Park,
	0020

Telephone Number: +27 12 001 3600

Fax Number: +27 86 615 6768

Email Address: [compliance@remotemetering.net](mailto:compliance@remotemetering.net)

### 2.2 Manual and Guidelines

Any enquires relating to this guide should be directed to:

**The South African Human Rights Commission:**

PAIA Unit (the Research and Documentation Department)

Postal Address:	Street Address:
Private Bag 2700,	Corner York and St Andrews Street,
Houghton,	Parktown,
Johannesburg	Johannesburg
2041	2193

Telephone Number: +27 11 484-8300

Fax Number: +27 11 484-7146

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

Email Address: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

Alternatively, its successor,

**The Information Regulator (South Africa):**

Postal Address	Street Address:
PO Box 31533,	JD House,
Braamfontein,	27 Stiemens Street,
Johannesburg,	Braamfontein,
2017	Johannesburg,
	2001

Ms Mmamoroke Mphelo

Telephone Number: +27 12 406 4818

Fax Number: +27 86 500 3351

Website: [www.justice.gov.za/inforeg/](http://www.justice.gov.za/inforeg/)

Email Address: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

*NOTE: PAIA is being transferred to the Information Regulator. As from 1 July 2021 all PAIA requests should be made to the Information Regulator.*

Copies of the guide are also available at the following places:

- The office of the Government Communications and Information Services.
- Library of Parliament, Cape Town.
- The South African Library, Cape Town.
- Natal Society Library, Pietermaritzburg.
- The State Library in Pretoria.
- City Library Services, Bloemfontein.
- The National Film, Video and Sound Archives, Pretoria.

Copies of the Guide are also available in all official languages at the following offices:

- All offices of Public Bodies.
- All Magistrates' Offices.

- All offices of the Department of Justice and Constitutional Development.
- All Post Offices.

### 3 RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

- Basic Conditions of Employment No. 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act No. 61 of 1973
- Compensation for Occupational Injuries and Health Diseases Act No.130 of 1993
- Copyright Act 98 of 1978
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act No. 55 of 1998
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act No. 95 of 1967
- Labour Relations Act No. 66 of 1995
- Occupational Health & Safety Act No. 85 of 1993
- Promotion of Access to Information Act 2 of 2000
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

### 4 ACCESS TO THE RECORDS HELD BY PRIVATE BODY

#### 4.1 Information readily available

Not Applicable

#### 4.2 Records that may be requested and held at the offices of the business:

##### 4.2.1 Administration

- Correspondence
- Licences
- Minutes of Management Meetings
- Minutes of Employee Meetings

#### 4.2.2 Companies Act Records

- Documents of Incorporation
- Memorandum of Incorporation
- List of Directors
- Minutes of Board Meetings
- Records relating to the appointment of Directors / Auditor / Secretary / Public Officer and other Officers.
- Minute Books and Resolutions
- Power of Attorney Agreements
- Share Register
- Shareholders' Agreements
- Statutory Registers
- Documents relating to legal proceedings.

#### 4.2.3 Financial Records

- Audited Annual Financial Statements
- Accounting Records
- Assets Register
- Banking Records
- Banking Details
- Bank Statements
- Stock Records
- Financial Agreements
- Service Level Agreements
- Supplier Records
- Invoices

#### 4.2.4 Tax Records

- PAYE Records
- Documents issued to Employees for Income Tax purpose (IRP5's)
- Records of Payments to SARS on behalf of Employees (IT88)
- All Statutory Requirements
  - VAT

- Skills Development Levies
- UIF
- Workmen's Compensation

#### 4.2.5 Human Resources

- Disciplinary Records and Documentation pertaining to Disciplinary Proceedings.
- Employee Code of Conduct
- Employment Contracts
- Employment Equity Plan
- Transformation Plan
- Personnel Files
- Remuneration Records and Policies
- Employee Recruitment Policies
- Training Records
- Training Manuals
- Recruitment Records
- CV's

#### 4.2.6 Information Technology

- Computer Software Support and Maintenance Agreements
- Software License Agreements
- Agreements in respect of Computer Hardware
- Agreements with Internet Service Providers
- Miscellaneous Agreements

#### 4.2.7 Operations

- Register of Clients.
- Sales Records
- Specific types of work done, and records related to it.
- Utility Bills
- Tenancy Schedules
- Technical Utility Drawings

#### 4.2.8 Policy Documents

## 5 ACCESS TO RECORDS HELD BY THE COMPANY

Records held by the Company may be accessed on request only once the requirements for access have been met. A requester is any person making a request for access to a record of the Company and in this regard, the Act distinguishes between two types of requesters.

### 5.1 Types of requesters

#### 5.1.1 Personal Requester

A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act and applicable law, the Company will provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by the Company.

#### 5.1.2 Other Requester

This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, the Company is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by the Company.

## 6 REQUEST PROCEDURE

A requester must comply with all the procedural requirements contained in the Act relating to a request for access to a record. A requester must complete the prescribed form enclosed herewith in Appendix 1 and submit same as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail address stated herein. The prescribed form must be filled in with enough particularity to at least enable the information officer to identify:

- The record or records requested.
- The identity of the requester
- What form of access is required and
- The postal address or fax number of the requester.

A requester must state that he or she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.

Remote Metering Solutions will respond to your request within 30 days of receiving the request, unless the requester has stated special reasons which would satisfy the information officer that circumstances dictate that this time period not be complied with.

The requester shall be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the manner and the particulars so required. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the information officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the information officer.

#### 6.1 Decision

The Company will, within 30 days of receipt of a request, decide whether to grant or decline a request and give notice with reasons (if required) to that effect. The 30-day period within which the Company has to decide whether to grant or refuse a request, may be extended for a further period of not more than 30 days if the request is for a large quantity of information, or the request requires a search for information held at another office of the Company (other than the head office) and the information cannot reasonably be obtained within the original 30-day period. The Deputy Information Officer will notify the requester in writing should an extension be necessary.

Access will be granted to a record only if the following criteria are fulfilled:

- The record is required for the exercise or protection of any right and
- The requester complies with the procedural requirements set out in the Act relating to request and
- Access to the record is not refused in terms of any ground for refusal as contemplated in Chapter 4 of Part 3 of the Act.

#### 6.2 Denial of access

Access to any record may be refused under certain limited circumstances. These include:

- The protection of personal information from unreasonable disclosure concerning any natural person.
- The protection of commercial information held concerning any third party (for example trade secrets).
- The protection of financial, commercial, scientific, or technical information that may harm the commercial or financial interests of any third party.
- Disclosures that would result in a breach of a duty of confidence owed to a third party.
- Disclosures that would jeopardize the safety or life of an individual.
- Disclosures that would prejudice or impair the security of property or means of transport.
- Disclosures that would prejudice or impair the protection of a person in accordance with a witness protection scheme.

- Disclosures that would prejudice or impair the protection of the safety of the public
- Disclosures that are privileged from production in legal proceedings unless the privilege has been waived.
- Disclosures of details of any computer program.
- Disclosures that will put Remote Metering Solutions (Pty) Ltd at a disadvantage in contractual or other negotiations or prejudice it in commercial competition.
- Disclosures of any record containing any trade secrets, financial, commercial, scientific, or technical information that would harm the commercial or financial interests of Remote Metering Solutions (Pty) Ltd
- Disclosures of any record containing information about research and development being carried out or about to be carried out by Remote Metering Solutions (Pty) Ltd

If access to a record or any other relevant information is denied, our response will include:

- Adequate reasons for the refusal and
- Notice that you may lodge an application with the court against the refusal and the procedure including details of the period for lodging the application.

## 7 FEES

The applicable fees are prescribed in terms of the Regulations promulgated under the Act.

There are two basic types of fees payable in terms of the Act.

### 7.1 Request Fee

The non-refundable request fee of R 50 (excluding VAT) is payable on date of submission of any request for access to any record. This does not apply if the request is for personal records of the requester. No fee is payable in such circumstances.

### 7.2 Access Fee

The access fee is payable prior to being permitted access to the records in the required form. The applicable fees are prescribed in terms of Part III of Annexure A as identified in Government Notice Number 187, Regulation 11.

## 8 PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing

The Company uses the Personal Information under its care in the following ways:

- to provide or manage any information, products and/or services requested by data subjects.
- to help us identify data subjects when they contact

- to maintain client records
- for rendering service according to instructions given by clients
- for recruitment process
- for employee administration
- for keeping of accounts and records
- for complying with tax laws
- for legal or contractual purposes
- for health and safety purposes
- to help us improve the quality of our products and services.
- to help us detect and prevent fraud and money laundering.
- to help us recover debts.
- to carry out analysis and client profiling (benchmarking) and
- to identify other products and services which might be of interest to data subjects and to inform them about our products and services.

## 8.2 Categories of Data Subjects and their Personal Information

The Company may possess records relating to suppliers, shareholders, contractors service providers, employees, and clients:

Entity Type	Personal Information Processed
Clients – Juristic Persons / Entities	<ul style="list-style-type: none"> <li>• Names of Contact Persons</li> <li>• Name of Legal Entity</li> <li>• Physical and Postal Address</li> <li>• Contact Details</li> <li>• Financial Information</li> <li>• Registration Number</li> <li>• Founding Documents</li> <li>• Tax Related Information</li> <li>• Authorised Signatories, Beneficiaries, Ultimate Beneficial Owners</li> </ul>

Clients – Natural Persons	<ul style="list-style-type: none"> <li>Names of Contact Persons</li> <li>Registration Number</li> <li>Contact Details</li> <li>Physical and Postal Address</li> <li>Tax Related Information</li> <li>Confidential correspondence</li> </ul>
Intermediary / Advisor	<ul style="list-style-type: none"> <li>Names of Contact Persons</li> <li>Name of Legal Entity</li> <li>Physical and Postal Address</li> <li>Contact Details</li> <li>Financial Information</li> <li>Registration Number</li> <li>Founding Documents</li> <li>Tax Related Information</li> <li>Authorised Signatories, Beneficiaries, Ultimate Beneficial Owners</li> </ul>
Contracted Service Providers	<ul style="list-style-type: none"> <li>Names of Contact Persons</li> <li>Name of Legal Entity</li> <li>Physical and Postal Address</li> <li>Contact Details</li> <li>Financial Information</li> <li>Registration Number</li> <li>Founding Documents</li> <li>Tax Related Information</li> <li>Authorised Signatories, Beneficiaries, Ultimate Beneficial Owners</li> </ul>
Employees / Directors / Shareholders	<ul style="list-style-type: none"> <li>Gender</li> <li>Pregnancy</li> <li>Marital Status</li> <li>Race</li> <li>Age</li> <li>Language</li> <li>Education Information</li> </ul>

	<ul style="list-style-type: none"> <li>• Financial Information</li> <li>• Employment History</li> <li>• Identification Number</li> <li>• Physical and Postal address</li> <li>• Contact details</li> <li>• Opinions</li> <li>• Criminal Behaviour</li> <li>• Health &amp; Safety Records</li> <li>• Employment History Records</li> <li>• Time &amp; Attendance Records</li> </ul>
Recruitment	<ul style="list-style-type: none"> <li>• Curriculum Vitae &amp; Application Forms</li> <li>• Criminal Checks</li> <li>• Background Checks</li> </ul>

### 8.3 Categories of Recipients for Processing the Personal Information

The Company may supply the Personal Information to service providers who render the following services:

- Capturing and organising of data
- Storing of data
- Sending of emails and other correspondence to clients
- Conducting due diligence checks
- Administration of the Collective Investment Schemes
- Administration of Employee Benefit Schemes

### 8.4 Actual or Planned Transborder Flows of Personal Information

The Company may transfer data trans-border in order to store data with third party cloud storage providers.

### 8.5 General Description of Information Security Measures

The Company employs up to date technology to ensure the confidentiality, integrity, and availability of the Personal Information under its care. Measures include:

- Firewalls
- Virus Protection Software and Update Protocols
- Logical and Physical Access Control

- Secure setup of Hardware and Software making up the IT Infrastructure
- Outsourced Service Providers who process Personal Information on behalf of the Company are contracted to implement Security Controls.

We will send our data subjects notifications or communications if we are obliged by law, or in terms of our contractual relationship with them.

We will only disclose personal information to government authorities if we are required to do so by law.

Our employees, and our suppliers, are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

## 9 OTHER INFORMATION AS MAY BE PRESCRIBED.

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

## 10 AVAILABILITY OF THE MANUAL

This manual is available for inspection during office hours at the offices of Remote Metering Solutions free of charge.

Copies are available from the SAHRC and at [www.remotemetering.net](http://www.remotemetering.net)

Copies may also be obtained from the Deputy Information Officer of Remote Metering Solutions (Pty) Ltd ([compliance@remotemetering.net](mailto:compliance@remotemetering.net)) in respect of hard copies, any transmission costs or postage will be for the account of the requester.

## 11 [APPENDIX 1](#) PRESCRIBED FORMS

### FORM 2 REQUEST FOR ACCESS TO RECORD [Regulation 7]

**NOTE:**

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

**TO:** The Information Officer


(Address)

E-mail address:

Fax number:

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<p align="center"><b>PARTICULARS OF RECORD REQUESTED</b></p> <p><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></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p align="center"><b>TYPE OF RECORD</b> (Mark the applicable box with an "X")</p>			
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			

<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
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	

<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 (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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language <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>	

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

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

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

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_

Signature of Requester / person on whose behalf request is made

-----  
**FOR OFFICIAL USE**

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

\_\_\_\_\_

Signature of Information Officer

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

Note:

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

TO:


Reference number: 

--

Your request dated 

--

, refers.

**1. You requested:**

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

OR

**2. You requested:**

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

**3. To be submitted:**

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

Kindly note that your request has been:

☐

Approved

☐

Denied, for the following reasons:

--

4. Fees payable with regards to your request:

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

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

☐

Yes

☐

No

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

The amount must be paid into the following Bank account:

Name of Bank:

Name of account holder:

Type of account:

Account number:

Branch Code:

Reference Nr:

Submit proof of payment to:

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

Information officer

## 12 APPENDIX 2 PAIA GLOSSARY

Access Fee	A fee prescribed for the purpose of reproduction, search, and preparation of records and, if applicable, postal fees.
Breach	A data breach is an incident where information is stolen or taken from a system without the knowledge or authorisation of the system's owner.
Date of Submission	The date on which the requester submits the PAIA Request. The Deputy Information Officer must respond to the request within 30 days of this date.
Deputy Information Officer (DIO)	The individual in the public or private body who is responsible for assisting the Information Officer with the PAIA Request.
Disclosure	The action of making new or secret information known.
Ground for Refusal	The Section(s) of PAIA referred to by the Information Officer or Deputy Information Officer in order to refuse a PAIA Request.
Information Officer (IO)	The individual in the public or private body who is responsible for dealing with a PAIA Request.
Letter of Authorisation	A letter from an individual who requires the requester to submit a PAIA request on their behalf in terms of PAIA. The letter must state that the individual authorises the requester (and other representatives from the requester's organisation, if necessary) to submit a request to access information in terms of PAIA on their behalf.
PAIA	The Promotion of Access to Information Act 2 of 2000.
PAIA Request	The name given to the document(s) submitted to a public or private body requesting access to information in terms of PAIA.
PAIA Request Reference Number	The reference number you allocate for an individual PAIA Request, e.g.,0124/RMS/2010. It is advisable to use this reference number throughout all correspondence with the requester, as well as asking them to do the same.
POPI	Protection of Personal Information Act 4 of 2013
Personal Information	Means information relating to an identifiable, living, natural person, identifiable, existing juristic person, including, but not limited to—  a) information relating to the race, gender, sex, national or social origin, language, age disability  b) information relating to the education or medical or financial history of the person

	<p>c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier, or other particular assignment to the person</p> <p>d) the biometric information of the person</p> <p>e) the personal opinion, views or preferences of the person</p> <p>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</p> <p>g) the views or opinions of another individual about the person and</p> <p>h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.</p>
Personal Requester	A requester seeking access to a record containing personal information about themselves.
Privacy	Privacy is the ability of an individual or group to seclude themselves or information about themselves, and thereby express themselves selectively. When something is private to a person, it usually means that something is inherently special or sensitive to them.
Private Body	<p>a) A natural person who carries or has carried on any trade, business, or profession, but only in such capacity.</p> <p>b) A partnership which carries or has carried on any trade, business, or profession or</p> <p>c) Any former or existing juristic person.</p>
Processing	<p>Any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including:</p> <p>a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, or use</p> <p>b) dissemination by means of transmission, distribution or making available in any other form or</p> <p>c) merging, linking, as well as restriction, degradation, erasure, or destruction of information.</p>
Public Body	Generally, any section of government, or any organisation that is set up by government, set up by law, or gets its money from government.
Record	Any recorded information irrespective of form or medium.

Responsible Party	The POPIA Public or Private Body or any other person which determines the purpose of and means for processing personal information.
Requester	An individual seeking or requesting access to records and/or information held by the State and/or public body.
Request Fee	The fee that must be paid by the requester before a request can be processed.
Security	Security settings control who can access sites, what content they can see and what they can do with the content. Security can be set on sites, web parts, folders, and documents/items. Users should be added to security groups and permission should be assigned on group level, not on individual user level.