

THE WALT DISNEY COMPANY AFRICA PROPRIETARY LIMITED

("TWDC")

THE PROMOTION OF ACCESS TO INFORMATION MANUAL

("Manual")

1. PREAMBLE

The *Promotion of Access to Information Act, 2000* ("**PAIA**") came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and legal persons (includes reference to juristic persons) the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.

Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such private body and stipulates the minimum requirements that the manual has to comply with.

This document constitutes TWDC's Promotion Of Access To Information Manual ("Manual"). This Manual is compiled in accordance with section 51 of PAIA as amended by the *Protection of Personal Information Act, 2013* ("**POPIA**"), which gives effect to everyone's Constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and laying down the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

2. ABOUT TWDC

TWDC (also referred to as 'Disney') is a diversified multinational mass media and entertainment company. TWDC established itself as a leader in the global animation industry before diversifying into, amongst other things, live-action film production, television, and theme parks. Disney is known for its film studio division, The Walt Disney Studios, which includes Walt Disney Pictures, Walt Disney Animation Studios, Pixar, Marvel Studios, Lucasfilm, 20th Century Studios, Searchlight Pictures, and Blue Sky Studios. Disney's other main business units include divisions in television, broadcasting, streaming media, theme park resorts, consumer products, publishing, and international operations.

Through these various segments, Disney owns and operates the ABC broadcast network; cable television networks such as Disney Channel, ESPN, Freeform, FX, and National Geographic; publishing, merchandising, music, and theatre divisions and direct-to-consumer streaming services such as Hulu, ESPN+, and Hotstar.

Disney, in various capacities, has a presence in a number of territories worldwide, including Europe, the Middle East and Africa. On the African continent, Disney has a presence in Sub-Sahara Africa through its entertainment channels broadcast on various subscription broadcasting services and in Southern Africa, East Africa and West Africa through our theatrical distribution activities.

Disney has had a presence in South Africa for over 50 years. The Disney Africa business is headquartered in South Africa, with offices in Cape Town and Johannesburg, with 53 employees across both offices. The Disney operations in South Africa include the following:

- TV channels, such as National Geographic, National Geographic Wild, Disney Channel, Disney Junior, ESPN 1, ESPN 2;
- TWDC also licenses content to the public broadcaster, the South Africa Broadcasting Corporation ("**SABC**") and to commercial free-to-air ("**FTA**") broadcaster, eTV.

3. CONTACT DETAILS

Name of Private Body:	The Walt Disney Company Africa Proprietary Limited
Designated Information Officer:	Ms. Christine Service
Email address of Information Officer:	TFCF.privacy.africa@disney.com
Postal address:	16 Fricker road, Illovo, South Africa, 2196
Street address:	16 Fricker road, Illovo, South Africa, 2196
Phone number:	+27117722515

4. INFORMATION REGULATORS GUIDE

An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the

Information Regulator (established in terms of POPIA). Copies of the updated Guide are available from the Information Regulator in the manner prescribed below. Any enquiries regarding the Guide should be directed to:

Postal Address:	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Physical Address:	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
E-mail Address:	infoereg@justice.gov.za ; complaints.IR@justice.gov.za
Website:	https://www.justice.gov.za/infoereg/

5. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

- to provide a list of all records held by the legal entity;
- to set out the requirements with regard to who may request information in terms of PAIA as well as the grounds on which a request may be denied;
- to define the manner and form in which a request for information must be submitted; and
- to comply with the additional requirements imposed by POPIA.

6. ENTRY POINT FOR REQUESTS

PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.

Information will therefore not be furnished unless a person provides sufficient particulars to enable TWDC to identify the right that the requester is seeking to protect, as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, confidentiality and effective, efficient and good governance. PAIA and the request procedure contained in this Manual may not be used for access to a record for the purpose of criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.

The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.

The Information Officer will facilitate the liaison with the internal legal team on all of these requests.

All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details in paragraph 3 above.

7. AUTOMATICALLY AVAILABLE INFORMATION

Information that is obtainable via the TWDC website about TWDC is automatically available and need not be formally requested in terms of this Manual.

The following categories of records are automatically available for inspection, purchase or photocopying:

- brochures
- press releases
- publication; and
- various other marketing and promotional materials.

8. INFORMATION AVAILABLE IN TERMS OF POPIA

In compliance with POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by TWDC will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

8.1. Categories of personal information collected by TDWC, to be read in conjunction with the [TWDC Privacy Policy](#), [TWDC Privacy Notice for Vendors, Contractors, Service Providers and other External Resources](#) and [TWDC Privacy Policy for Journalists and other PR contacts](#).

8.2. TWDC may collect the following categories of personal information:

- **registration information**, which may include your first name and surname, country of residence, gender, date of birth, email address, username, and password;
- **transaction information**, such as your postal address, telephone number, and payment information;
- **information provided in public forums**, which consist of comments or content that you post on TWDC platforms, and the personal information about you that accompanies those posts or content, which may include a name, user name, comments, likes, status, profile information and picture. Information provided in public forums is always public, which means it is available to everyone and may be displayed in search results on external search engines.
- **information which may be provided either one-to-one or within a limited group during the course of communications**, using TWDC's message, chat, post, or similar functionality, but only where TWDC are permitted by applicable law to collect this information;

- **information obtained from a third party**, such as a site or platform provider, about the use of TWDC's applications on third-party platforms or devices;
- **location information**, including location information provided by a mobile or other device interacting with one of TWDC sites or applications, or physical properties (including through beacon technologies), or associated with your IP address or other online or device identifier, where we are permitted by law to process this information;
- **activity information** about your use, and the use by any person(s) you authorise through your account, of TWDC sites and applications, such as the content you view or post, how often you use our services, and your preferences;
- **usage, viewing, technical, and device data** when you visit TWDC sites, use TWDC applications on third-party sites or platforms, or open emails TWDC send, or connect with TWDC wireless Internet access services and other similar technologies, including your browser or device type, unique device identifier, and IP address;
- **still or video images** captured by cameras or readers on or around TWDC physical properties;
- **call recordings** when you call TWDC reservation centres or other guest services phone numbers; and

8.3. Categories of employment-related personal information collected by TDWC, to be read in conjunction with TWDC (South Africa) Employee Notice, available to all employees via the internal company network such as:

- your name, contact details (address, telephone numbers, etc.), date and place of birth, nationality, passport details, ID card, driver's licence, work permit number (if applicable), marital status, dependents, gender and emergency contact information;
- recruitment and CV information, including educational background, any checks carried out (e.g. references obtained with your consent);
- payroll details, including national insurance number, tax number, bank account details;
- compensation insurance and benefits details;
- performance appraisals, absence information, records of training, promotions, investigations and disciplinary matters; and
- staff survey information;.

8.4. The purposes of processing (non-employee related) personal information (for purposes of processing of employee-related information, please refer to TWDC (South Africa) Employee Notice, available to all employees on the internal company network).

- provide you with the experiences, products, and services you request, view, engage with, or purchase;
- communicate with you about your account or transactions with us and send you information or request feedback about features on TWDC sites and applications or changes to TWDC policies;
- send you offers and promotions for TWDC products and services or third-party products and services;
- personalise content and experiences;
- provide you with targeted advertising based on your activity on TWDC sites and applications and on third-party sites and applications; To learn more about how TWDC use your information for personalisation and tracking, please visit [Online Tracking Technologies and Advertising](#);
- operate, understand, optimise, develop, or improve TWDC sites, applications, products, services and operations, including by using guest survey research and analytics tools;
- detect, investigate and prevent activities that may violate TWDC policies, pose safety issues, or be fraudulent or illegal; and
- Notify you of product recalls or safety issues.

8.5. A description of the categories of data subjects and of the information or categories of information relating thereto:

Please note the below provides an overview of the categories of personal information that may be collected and processed per categories of data subjects. Therefore, each section should be read in conjunction with the respective dedicated policy/notice, laying down the specific types of personal information collected from the respective category of data subjects, depending on the relationship between the data subject(s) and TWDC.

Description of the categories of data subjects	Categories of information relating thereto
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Customers/Guests

- Registration information you provide when you create an account, enter a promotion, or link your profile on a third-party site or platform with your registration account, such as your first name and surname, country of residence, gender, date of birth, email address, username, and password;
- Transaction information you provide when you request information, contact Guest Services, or purchase, return, request, or exchange a product or service from us, such as your postal address, telephone number, and payment information;
- Information you provide in public forums on our sites and applications, such as your public posts;
- Information sent either one-to-one or within a limited group using our message, chat, post, or similar functionality, where we are permitted by applicable law to collect this information;
- Information we obtain from a third party, such as a site or platform provider, about use of our applications on third-party platforms or devices;
- Location information, including location information provided by a mobile or other device interacting with one of our sites, applications, or physical properties (including through beacon technologies), or associated with your IP address or other online or device identifier, where we are permitted by law to process this information;
- Activity information about your use, and the use by any person(s) you authorize through your account, of our sites and applications, such as the content you view or post, how often you use our services, and your preferences;
- Usage, viewing, technical, and device data when you visit our sites, use our applications on third-party sites or platforms, or open emails we send, or connect with our wireless Internet access services and other similar technologies, including your browser or device type, unique device identifier, and IP address;
- Still or video images captured by cameras or readers on or around our physical properties; and

	<ul style="list-style-type: none"> – Call recordings when you call our reservation centres or other guest services phone numbers. For more details please refer to TWDC Privacy Policy.
Employees	<p>Contact details, previous employment, qualifications and historical information, information used to verify your identity, information regarding current employment at TWDC. For more information please refer to TWDC South Africa Employee Notice, available to all employees on the internal company intranet.</p>
Vendors/Contractors/Service Providers/other External Resources	<ul style="list-style-type: none"> – Registration information; – information sent either one-to-one or within a limited group using our message, chat, post, or similar functionality, where we are permitted by applicable law to collect this information; – location information, including location information provided by a mobile or other device interacting with one of our sites or applications (including through beacon technologies), or associated with your IP address, with your consent and where we are permitted by law to process this information; – activity information about your use, and the use by any person(s) you authorize through your account, of our sites and applications, such as the content you view or post, how often you use our services, and your preferences; and usage, viewing, technical, and device data when you visit our sites, use our applications on third-party sites or platforms, or open emails we send, including your browser or device type, unique device identifier, and IP address. <p>For more details please refer to TWDC Privacy Notice For Vendors, Contractors, Service Providers And Other External Resources.</p>
Job applicants	<p>Information in connection with an employment application, including contact information, work authorization status, CV/resume, previous work experience and education information, skills, references, work-related licenses, permits and certifications; any other information you elect to provide to us (e.g., awards or professional memberships).</p> <p>For more details please refer to TWDC Privacy Notice For Vendors, Contractors, Service Providers And Other External Resources.</p>

Journalists/influencers/talents/other business contacts operating in any sector that is relevant for the public and commercial relations and promotional activities	Personal information, provided by the data subjects directly, or by third parties operating in the public relations sector or in any other sector connected with the PR activities of TWDC, such as press agencies, PR agencies, marketing and communication agencies, event organizers, Company's customers, etc., as well as Personal Information that is publicly available, such as data of social media. This personal information may include name, surname, email address, telephone number and similar contact data. For more details please refer to TWDC Privacy Policy for journalists and other PR contacts .
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8.6. The recipients or categories of recipients to whom the personal information may be supplied

- Personal information will be shared within [The Walt Disney Family of Companies](#)
- TWDC Service Providers
- TWDC Subcontractors

8.7. Planned transborder flows of personal information

TWDC operates globally and may transfer your personal information to individual companies within the group of [The Walt Disney Family of Companies](#) or third parties in locations around the world for the purposes described in [TWDC Privacy Policy](#).

8.8. A general description of information security measures to be implemented by TWDC

The security, integrity, and confidentiality of your information are extremely important to us. We have implemented technical, administrative, and physical security measures that are designed to protect information from unauthorized access, disclosure, use, and modification. We regularly review our security procedures to consider appropriate new technology and methods. Please be aware that, despite our best efforts, no security measures are perfect or impenetrable. We will retain your personal information for the length of time needed to fulfil the purposes outlined in this privacy policy unless a longer retention period is required or permitted by law. For more information on our information security practices, please click [here](#).

9. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Information is available in terms of certain provisions of the following legislation to the persons or entities specified in such legislation:

- *Administration of Estates Act 66 of 1965*

- *Basic Conditions of Employment Act 75 of 1997*
- *Close Corporations Act 69 of 1984*
- *Companies Act 61 of 1973*
- *Compensation for Occupational Injuries and Health Diseases Act 130 of 1993*
- *Employment Equity Act 55 of 1998*
- *Estate Agency Affairs Act 112 of 1976*
- *Income Tax Act 58 of 1962*
- *Insolvency Act No. 24 of 1936*
- *Labour Relations Act 66 of 1995*
- *Occupational Health & Safety Act 85 of 1993*
- *Pension Funds Act 24 of 1956*
- *Skills Development Act 97 of 1998*
- *Skills Development Levies Act 9 of 1999*
- *Stamp Duties Act 77 of 1968*
- *Stock Exchanges Control Act 1 of 1985* (and the rules and listing requirements of the JSE Securities Exchange authorised in terms thereof)
- *Unemployment Contributions Act 4 of 2002*
- *Unemployment Insurance Act 30 of 1966*
- *Value Added Tax Act 89 of 1991*

10. CATEGORIES OF RECORDS AVAILABLE UPON REQUEST

TWDC maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records will be fulfilled. All requests for access will be evaluated on a case by case basis in accordance with the provisions of PAIA.

Please note further that many of the records held by TWDC relate to third parties, such as clients and employees, and TWDC takes the protection of third party confidential information very seriously. In particular, where TWDC acts as a professional advisor to clients, many of the records held are confidential and others are the property of the client and not of TWDC. For further information on the grounds for refusal of access to a record please see paragraph 11.5 below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are well motivated.

Category of records	Records
Internal records The records listed pertain to TWDC's own affairs	<ul style="list-style-type: none"> • Audits and Investigations; • Compliance; • Communications; • Corporate; Development and production;

Category of records	Records
	<ul style="list-style-type: none"> • Records, associated with company owned or leased vehicles; • Financial and accounting records; • Health and Safety records; • Operational (i.e. general) records (incl. records of internal meetings, working committees or task force groups; contact information directories; organization charts; presentations; training attendance records; research and development records; IT log files; internal policies and procedures); • Legal records (incl. working papers; records, associated with the acquisition of entities, real estate or products; contracts, term sheets, memoranda of understanding, deal letters, waivers, settlement agreements, releases, product recalls and supporting communications and documentation; negotiation records; legal advice and research; claims and investigations records; license review records; performance under contract files; records, associated with resolution of disputes); • Project records; • Records and Information Management; • Security records; • Sourcing and procurement records; • Tax records; • Marketing records (incl. marketing/media event participants lists); • Internal correspondence;
<p>Personnel records</p> <p>For the purposes of this section, “personnel” means any person who works for or provides services to or on behalf of TWDC and receives</p>	<ul style="list-style-type: none"> • Any personal records provided to us by our personnel; • Any records a third party has provided to us about any of their personnel;

Category of records	Records
<p>or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of TWDC. This includes partners, directors, all permanent, temporary and part-time staff as well as consultants and contract workers.</p>	<ul style="list-style-type: none"> • Conditions of employment and other personnel-related contractual and quasi legal records (incl. benefit plan documents; compensation files; surveys; performance management records; documents supporting internal non- compensatory reward and recognition); • Employment policies and procedures; • Internal evaluation and disciplinary records; and • Employee medical records; • Records, relating to family medical leave; • Worker's compensation claims records; • Other internal employee-related records and correspondence.
<p>Job applicants – related records</p>	<ul style="list-style-type: none"> • Documentation and correspondence, relating to job applications and/or applications for scholarships/internships;
<p>Client-related records</p>	<ul style="list-style-type: none"> • Contracts and related exchanges with the client and between the client and other persons; • Performance under contract files;
<p>Guest - related records</p>	<ul style="list-style-type: none"> • Data, generated from activity on websites, mobile apps etc,; geo location data from smart devices; other customer/guest data, containing personal information; chat logs; user generated content; cookies and similar identifiers);
<p>Other third party records</p> <p>Records are kept in respect of other parties, including without limitation joint ventures and consortia to which TWDC is a party, contractors and sub-contractors, suppliers,</p>	<ul style="list-style-type: none"> • Personnel, client, or TWDC records which are held by another party as opposed to being held by TWDC; and • Records held by TWDC pertaining to other parties, including financial records,

Category of records	Records
service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to TWDC.	correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers.
Other records	<ul style="list-style-type: none"> • Information relating to TWDC; • Documents and records, related to non-employees, incl. temporary workers and independent contractors; • Market Research information belonging to TWDC or carried out on behalf of a third party.

11. REQUEST PROCEDURE

11.1. Completion of the prescribed form

Any request for access to a record in terms of PAIA must substantially correspond with Form C of Annexure B to Government Notice No. R.187 dated 15 February 2002 and should be specific in terms of the record requested. (See Annexure A hereto.)

A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.

POPIA provides that a data subject may, upon proof of identity, request the TWDC to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.

POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, TWDC must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.

Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.

POPIA provides that a data subject may object, at any time, to the processing of personal information by TWDC, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form

attached hereto as Annexure C and submit it to the Information Officer at the postal or physical address or electronic mail address set out above.

A data subject may also request TWDC to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that TWDC is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address or electronic mail address set out above on the form attached hereto as Annexure D.

11.2. Proof of identity

Proof of identity is required to authenticate your identity in connection to the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

11.3. Payment of the prescribed fees

There are two categories of fees which are payable:

- **The request fee:** R50
- **The access fee:** This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in Annexure B.

Section 54 of PAIA entitles TWDC to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) promulgated under PAIA.

Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

11.4. Timelines for consideration of a request for access

Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

11.5. Grounds for refusal of access and protection of information

There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of personal information of a third party (natural person) from unreasonable disclosure;
- the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put TWDC at a disadvantage in negotiations or prejudice it in commercial competition; and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by TWDC.

Section 70 PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

12. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

If the Information Officer decides to grant you access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.

There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

13. AVAILABILITY OF THIS MANUAL

Copies of this Manual are available for inspection, free of charge, at the offices of TWDC and at <https://disney.co.za/>; <https://www.foxafrica.com/> and natgeotv.com/za .

14. VERSION CONTROL

Version	Altered By	Reviewer	Date	Changes Made
V0.1	LGL/Privacy EMEA		23 June 2021	Document Created
V0.2				
V0.3				

ACCESS REQUEST FORM**Particulars of TWDC Information Officer**

Requests can be submitted either via post, e-mail or fax and should be addressed to the Information Officer as indicated below:

Information Officer: Ms. Service

Street Address: 16 Fricker road, Illovo, South Africa, 2196

Postal Address: 16 Fricker road, Illovo, South Africa, 2196

Telephone: + 27117722515

Fax: Not Applicable

Email: TFCF.privacy.africa@disney.com

Website: Not Applicable

Particulars of person requesting access to the record

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

**Full names and
surname:**

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

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

Particulars of person requesting access to the record (if a legal entity)

- a) *The particulars of the entity who requests access to the record must be given below.*
- b) *The address and/or fax number in the Republic to which the information is to be sent must be given.*
- c) *Proof of capacity in which the request is made, if applicable, must be attached.*

Name of entity:

Registration number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Particulars of person on whose behalf request is made

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

**Full names and
surname:**

Identity number:

Particulars of record

- a) *Provide full particulars of the record to which access is requested, including the reference number if it is known to you, to enable the record to be requested.*
- b) *If the space provided is inadequate, please use a separate folio and attach it to this form. Please sign any additional folios.*

Description of record or relevant part of the record:

Reference number (if available):

Any further particulars of record:

FEES

- a) *A request for access to a record will be processed only after a request fee has been paid.*
- b) *You will be notified of the amount to be paid as the request fee.*
- 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 for exemption of payment of fees:

FORM OF ACCESS TO RECORD

Form in which record is required.

Mark the appropriate box with an X

NOTES

- a) *Compliance with your request in the specified form may depend on the form in*

which the record is available.

- b) Access in the form requested may be refused under certain circumstances. In such a case you will be informed whether access will be granted in another form.
- c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

If the record is in written or printed form

	Copy of record		Inspection of record
If record consists of visual images			

	View the images		Copy of the images		Transcription of the images
If the record consists of recorded information that can be reproduced in sound					

	Listen to the soundtrack (audio)		Transcription of soundtrack
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If the record is held on computer or in an electronic or machine-readable form (this includes photographs, slides, video recordings, computer generated images, sketches etc.)

	Printed copy of record		Printed copy of information derived from the record		Copy in computer readable form
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If you requested a copy or transcription of a record (above) do you wish the copy of transcription to be posted to you? Note that postage is payable.

Yes	No
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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.

In which language would you prefer the record?

In the event of a disability

If you are prevented by a disability from reading, viewing or listening to the record, state your disability and indicate in the form in which the record is required:

Disability

Form in which record is required

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the space provided is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all folios

1. **Indicate the right to be exercised or protected:**

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

NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved or denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at..... on this day of20....

SIGNATURE OF REQUESTER/PERSON ON
WHOSE BEHALF REQUEST IS MADE

PRINT NAME:

YOU MUST

- 1 Complete all necessary spaces
- 2 Sign the access request form Sign
- 3 Sign additional folios completed

SEND WITH THIS APPLICATION

- 1 The request fee
- 2 Any additional folios completed
- 3 Copy of Identity Document

Annexure B : FEES IN RESPECT OF PRIVATE BODIES

Description		Rand
1	The fee for a copy of the manual as contemplated in regulation 9(2)(c) - for every photocopy of an A4-size page or part thereof.	1,10
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	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	0,75
(c)	For a copy in a computer-readable form on -	
(i)	stiffy disc	7,50
(ii)	compact disc	70,00
(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)	For a copy of visual images	60,00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii)	For a copy of an audio record	30,00
3	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	50,00
4	The access fees payable by a requester referred to in regulation 11(3) are as follows:	
4.1(a)	For every photocopy of an A4-size page or part thereof	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	0,75
(c)	For a copy in a computer-readable form on -	
(i)	stiffy disc	7,50
(ii)	compact disc	70,00

(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)	For a copy of visual images	60,00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii)	For a copy of an audio record	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.	
4.2	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.	
4.3	The actual postage is payable when a copy of a record must be posted to a requester.	

**Annexure C - FORM 1 OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN
TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013
(ACT NO. 4 OF 2013)**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

Note:

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

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	

B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....

Signature of data subject/designated person

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 THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	

D	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.
	<i>(Please provide detailed reasons for the request)</i>

Signed at this day of20.....

.....

Signature of data subject/ designated person