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6. ACCESS TO RECORDS HELD BY THE COMPANY:

Customers have the right to: access the personal information the Company holds about them, ask the Company to update, correct or delete their personal information on reasonable grounds, and once a customer objects to the processing of their personal information the Company may no longer process said personal information. The Company will take all reasonable steps to confirm its customer's identity before providing details of personal information or making changes to personal information.

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:

6.1. 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.

6.2. 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.

6.3. 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 A and submit it 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.

Applicable Legislation

- Basic Conditions of Employment Act 75 of 1997;
- Broad-based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008;
- Companies Amendment Act 3 of 2011;
- Companies Regulations 2011;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Copyright Act 98 of 1978;
- Currencies and Exchanges Act 9 of 1993;
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998;
- Financial Intelligence Centre Act 38 of 2001;
- Financial Institutions (Protection of Funds) Act 28 of 2001
- Financial Services Board Act 97 of 1990;
- Income Tax Act 58 of 1962;
- Inspection of Financial Institutions Act 80 of 1998
- Labour Relations Act 66 of 1995;
- National Credit Act 34 of 2005;
- Occupational Health and Safety Act 85 of 1993;
- Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002;
- Prevention of Organised Crime Act 121 of 1998;
- Prevention and Combating of Corrupt Activities Act 12 of 2004
- Promotion of Access to Information Act 2 of 2000;
- Protected Disclosures 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;
- Skills Development Act 97 of 1998;
- Skills Development Levy Act 9 of 1999
- Securities Transfer Tax Act 25 of 2007;
- Securities Transfer Tax Administration Act 26 of 2007;
- Tax Administration Act 28 of 2011;
- Trade Marks Act 194 of 1993;
- Trust Property Control Act 57 of 1988
- Unemployment Insurance Act 30 of 1966;
- Unemployment Insurance Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991

12. AVAILABILITY OF THE MANUAL:

The manual is available for inspection, on reasonable prior notice, at the office of the Company free of charge. Copies of this manual of the Company are also available from the SAHRC.

13. APPENDIX A: PRESCRIBED FORM C TO BE COMPLETED BY REQUESTER:

REPUBLIC OF SOUTH AFRICA FORM C

Request for Access to Record of Private Body

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

[Regulation 10]

A. Particulars of private body

The Head:

Registered company name:
Deed of company name and surname:
Postal address:
Physical address:
Contact number:
Email address:

B. 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 the capacity in which the request is made, if applicable, must be attached.												
Full names 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:

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C. Particulars of person on 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 folios.**

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

2. Reference number, if available:

3. Any further particulars of record:

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 required 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 from payment of fees:

F. Form of access to 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 below, state your disability and indicate in which form the record is required.

Disability: Mark the appropriate box with an X.	Form in which record is required:					
NOTES: (a) Compliance with your request for access in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if 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.						
1. If the record is in written or printed form:						
	copy of record*		inspection of record			
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):						
	view the images		copy of the images*		transcription of the images*	
3. If record consists of recorded words or information which can be reproduced in sound:						
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)			
4. If record is held on computer or in an electronic or machine-readable form:						
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)	
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.					Yes	No

G. Particulars of right to be exercised or protected

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 folios.

1. Indicate which right is to be exercised or protected:

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

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / 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 this day of year.....

SIGNATURE OF REQUESTER: _____

PERSON ON WHOSE BEHALF REQUEST IS MADE: _____

FEES		
Section 51(1)(e) Prescribed Fees		
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY Section 54(7) of the Promotion of Access to Information Act No 2 of 2000. Regulation 11(3)		
1. PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)		
a	For every photocopy of an A4-size page or part thereof	R 1.25
b	For every printed copy of an A4-size page or part thereof held on a computer or in an electronic or machine-readable form	R 0.85
c	For a copy in a computer-readable form on	

	(i) stiffy disc (ii) compact disc	R 8.55 R79.80
d	(i) For a transcription of an all record, for an A4-size page or part thereof (ii) or a copy of an audio record	R45.60 R68.40
e	(i) For a transcription of a record, for an A4-size page or part thereof (ii) For a copy of an audio record	R22.80 R34.20
f	To search for and prepare the record for disclosure - R34,20 for each hour or part thereof reasonably required for such search and preparation	

Section 54(2) of the Promotion of Access to Information Act No 2 of 2000.

Regulation 11(3)

2. PLEASE NOTE THAT ALL PRICES LISTED BELOW ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)

- (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.

Section 54(7) of the Promotion of Access to Information Act No 2 of 2000.

Regulation 11(3)

3. PLEASE NOTE THAT ALL PRICES LISTED ABOVE ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)

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