

# PAI ACT MANUAL

NATIONAL OSTEOPOROSIS FOUNDATION OF SOUTH AFRICA

Published in terms of Section 51 of The Promotion of Access to  
Information Act 2 of 2000 ("the Act")

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## 1. Introduction

This information manual ("Manual") provides an outline of the types of records held by National Osteoporosis Foundation of South Africa ("NOFSA", "Foundation") and explains how one may submit Requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 ("PAI Act", "Act").

This Manual has been prepared in accordance with Section 51 of the Act, giving effect to everyone's constitutional right of having access to information held by public bodies (i.e. Government institutions) or private sector bodies (i.e. companies), where such access is needed for the exercise and/ or protection of the Requester's rights; this Manual aims to facilitate Requests for access to the relevant or applicable records.

## 2. Definitions And Interpretation

- 2.1. Unless the context clearly indicates otherwise, the following terms shall have the meanings assigned to them hereunder -
  - 2.1.1. **"Information Officer"** means the person acting on behalf of NOFSA and discharging the duties and responsibilities assigned to the head of NOFSA by the Act. The Information Officer is duly authorised to act as such, with such authorisation having been confirmed by the head of NOFSA in writing;
  - 2.1.2. **"Manual"** means this manual published in compliance with Section 51 of the Act;
  - 2.1.3. **"NOFSA"** means National Osteoporosis Foundation of South Africa as more fully described in Overview, hereunder;
  - 2.1.4. **"PAI Act"** means the Promotion of Access to Information Act 2 of 2000, as amended from time to time;
  - 2.1.5. **"POPI Act"** means the Protection of Personal Information Act 4 of 2013, as amended from time to time;
  - 2.1.6. **"Record"** means any recorded information, regardless of form or medium, which is in the possession or under the control of NOFSA, irrespective of whether or not it was created by NOFSA;
  - 2.1.7. **"Request"** means a Request for access to a Record held by NOFSA;
  - 2.1.8. **"Requester"** means any person, including a public body or an official thereof, making a Request for access to a Record held by NOFSA and includes any person acting on behalf of that person;
  - 2.1.9. **"SAHRC"** means the South African Human Rights Commission; and
  - 2.1.10. **"SARS"** means the South African Revenue Service.
- 2.2. Unless a contrary intention clearly appears, words signifying:
  - 2.2.1. the singular includes the plural and vice versa;
  - 2.2.2. any one gender includes the other genders and vice versa; and
  - 2.2.3. natural persons include juristic persons.
- 2.3. Unless otherwise stated, terms defined in the Act shall have the same meaning in this Manual.

## 3. Overview Of National Osteoporosis Foundation of South Africa

- 3.1. National Osteoporosis Foundation of South Africa is a non-profit, voluntary health organisation dedicated to promoting lifelong bone health in South Africa. The Foundation depends on the generosity of support from the private and corporate sectors to offer education and support

- 3.2. Mission statement:

NOFSA engages in activities to improve the quality of life for those suffering with osteoporosis. It is NOFSA's mission to allow all osteoporosis sufferers access to medication that will prevent their first fractures.

NOFSA activities are:

- 3.2.1. Fundraising  
Seek funds to support programmes and services
- 3.2.2. Research  
Determine fracture prevalence and its cost implications on South Africa
- 3.2.3. Education and support  
Provide education and support services for people with osteoporosis
- 3.2.4. Professionals' education programmes

- Conduct osteoporosis education programmes for health care professionals to better understand osteoporosis, and how to prevent and treat it through organising conferences and training courses to this effect.
- 3.2.5. Awareness  
Educate the public about osteoporosis and the importance of prevention, early diagnosis and available treatments.
- 3.2.6. Advocacy  
Advocate the interests of people affected by osteoporosis at levels of medical, societal and political influence.
- 3.2.7. Advice  
Counsel osteoporosis sufferers through written, electronic and telephonic communications.

#### 4. Particulars In Terms Of Section 51

- 4.1. Foundation Contact Details (Section 51(1)(a)):  
Full Name: National Osteoporosis Foundation of South Africa  
Physical Address: 4 Somerset Crescent, Durbanville, Western Cape, 7550  
Postal Address: P.O. Bob 3761, Durbanville, Western Cape, 7551  
Telephone Number: 086 110 2265  
WhatsApp: 068 491 3543  
E-mail: [info@osteoporosis.org.za](mailto:info@osteoporosis.org.za)  
Website: <https://www.osteoporosis.org.za/>
- 4.2. Contact details of Designated Information Officer (Section 51(1)(a)):  
Designated Information Officer: TERESA HOUGH (CEO)  
Physical Address: See 4.1 above  
Postal Address: See 4.1 above  
Telephone Number: 0861 102 265  
E-mail: [info@osteoporosis.org.za](mailto:info@osteoporosis.org.za)

#### 5. Guide To The Promotion Of Access To Information Act 2 Of 2000 (Section 51(1)(b) read with section 10)

- 5.1. In terms of the Act, a Requester may be granted access to records held by a private body. This access is subject to the records being required for the exercise or protection of any right. Should a public body lodge a complaint, in order to receive access, the public body must be acting in the public interest.
- 5.2. In terms of section 10 of the Act, the South African Human Rights Commission (SAHRC) compiled an Information Guide ("Guide"), containing information for the purposes of exercising your Constitutional rights. The Guide is set out in an easy to understand form to assist Requesters with exercising any right contemplated in the Act. Requesters are referred to this Guide which is available on the SAHRC's website at: [SAHRC Section 10 Guide](#) (click on link). It describes, in each official language:
- 5.2.1. The purpose of the Act and the Guide.  
5.2.2. The process that needs to be followed in order to make a Request for access to information.  
5.2.3. The details of information held by a private body that may be automatically available.  
5.2.4. The costs for making a Request for access to information.  
5.2.5. How to get access to the Manual of a private body.  
5.2.6. Legal remedies when a Request for information is denied.  
5.2.7. When access to information can or may be refused.
- 5.3. Information Regulator contact details:

Postal Address: JD House  
27 Stiemens Street  
Braamfontein  
Johannesburg  
2001

Physical Address: P.O. Box 31533  
Braamfontein  
Johannesburg  
2017

E-mail: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za) (complaints)  
[inforeg@justice.gov.za](mailto:inforeg@justice.gov.za) (general enquiries)

Website: <https://www.justice.gov.za/inforeg/>

## **6. Automatic Disclosure - Categories Of Records Available Without Having To Request Access (Section 51(1)(c))**

Records that are automatically available to the public are:

- 6.1. All records of NOFSA lodged in terms of government requirements with various statutory bodies, including the Registrar of Companies, and the Registrar of Deeds.
- 6.2. All records in booklets, brochures, pamphlets, and magazines (if any) published by NOFSA or any of its agents or representatives for distribution to the public relating NOFSA services.
- 6.3. All records on NOFSA's website <https://osteoporosis.org.za/>.

## **7. Records Available In Terms Of Other Legislation (Section 5(1)(d))**

NOFSA is required to keep particular records, in terms of certain statutes. Insofar as may be applicable, NOFSA keeps records of information to the extent required in terms of the following legislation, as amended, and codes of best business practice:

- 7.1. Companies Act 71 of 2008.
- 7.2. Constitution of South Africa Act 108 of 1996.
- 7.3. Consumer Protection Act 68 of 2008.
- 7.4. Corporate Laws Amendment Act 24 of 2006.
- 7.5. Electronic Communications & Transactions Act 25 of 2002.
- 7.6. Employment Equity Act 55 of 1998.
- 7.7. Employment Equity Regulations of 2006.
- 7.8. Financial Intelligence Centre Act 38 of 2001.
- 7.9. Health Professions Act 56 of 1974.
- 7.10. Income Tax Act 58 of 1962.
- 7.11. King IV Report on Corporate Governance.
- 7.12. Labour Relations Act 66 of 1995.
- 7.13. National Credit Act 34 of 2005.
- 7.14. National Health Act 61 of 2003.
- 7.15. Non-profit Organisations Act 71 of 1997.
- 7.16. Promotion of Access to Information Act 2 of 2000.
- 7.17. Protection of Personal Information Act 4 of 2013.
- 7.18. Regulation of Interception of Communications and Provision of Communication-Related Information Act Revenue Laws Amendment Act 45 of 2003.

- 7.19. Skills Development Act 97 of 1998.
- 7.20. Skills Development Levies Act 9 of 1999.
- 7.21. Unemployment Contributions Act 4 of 2002.
- 7.22. Unemployment Insurance Act 63 of 2001.

Information and records held by NOFSA in terms of any of the abovementioned legislation will be made available in terms of the provisions of the relevant legislation, but without prejudice to the provisions of the Promotion of Access to Information Act.

## 8. Types Of Records Held By National Osteoporosis Foundation of South Africa (Section 51(1)(e))

NOFSA maintains records on the following categories and subject matters. **Please note** that recording a category or subject matter in this Manual does not imply that a Request for access to such records would be granted. All Requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act. Please further note that the below listed records are not exhaustive.

- 8.1. Personnel Documents and Records.
  - 8.1.1. "*Personnel*" refers to any person who works for or provides services to or on behalf of the Foundation, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the activities of the Foundation. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.
  - 8.1.2. Personal information relating to past, present and prospective personnel. "Personal information", as defined in the POPI Act means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—:
    - 8.1.2.1. 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;
    - 8.1.2.2. information relating to the education or the medical, financial, criminal or employment history of the person;
    - 8.1.2.3. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
    - 8.1.2.4. the biometric information of the person;
    - 8.1.2.5. the personal opinions, views or preferences of the person;
    - 8.1.2.6. 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;
    - 8.1.2.7. the views or opinions of another individual about the person; and
    - 8.1.2.8. 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.
- 8.2. Client Related Records.
  - 8.2.1. A "client" refers to any natural or juristic entity that receives services from the Foundation. Please note that "client" also refers to "patients" and "healthcare professionals/ practitioners" receiving services from NOFSA. These records include but are not limited to:
    - 8.2.1.1. Records provided by clients in respect of their business and in terms of the contractual arrangements between the Foundation and clients.
    - 8.2.1.2. Records generated by or within the Foundation related to its clients, including transactional records.
    - 8.2.1.3. Records pertaining to third-party information provided by clients.
    - 8.2.1.4. Records provided by third-parties in the course of doing business with the Foundation.
    - 8.2.1.5. Records pertaining to training material made available to its clients/members
- 8.3. Statutory Foundation Records/ Corporate Records.
  - 8.3.1. Minutes of executive and other decision-making operational bodies.
  - 8.3.2. Documents of Incorporation.

- 8.3.3. Memorandum and Articles of Association.
- 8.3.4. Minutes of Board of Directors' Meetings and Board sub-committee Meetings.
- 8.3.5. Share Register and other Statutory Registers.
- 8.3.6. Delegations of authority.
- 8.3.7. Other statutory documents of a legal and commercial nature.
- 8.4. Other Foundation Records.
  - 8.4.1. Documents relating to the operational, commercial and financial interests of the Foundation.
  - 8.4.2. Commercial and other legal contracts or agreements.
  - 8.4.3. Client and other data bases.
  - 8.4.4. Information on existing and past litigation.
  - 8.4.5. Trade Mark and Intellectual Property applications and information.
  - 8.4.6. Administrative Information.
  - 8.4.7. Licenses.
  - 8.4.8. Human Resources Information.
  - 8.4.9. Insurance Policies.
  - 8.4.10. Marketing records.
  - 8.4.11. Internal and external correspondence.
  - 8.4.12. Disaster recovery plans.
  - 8.4.13. Foundation product/ services records.
  - 8.4.14. Internal policies and procedures.
  - 8.4.15. Records held by officials of the Foundation.

## 9. Other Information As May Be Prescribed (Section 51(1)(f))

The Foundation may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/ holding/ sister companies, joint venture companies and service providers. Alternatively, such other companies may possess records that can be said to belong to the Foundation.

- 9.1. These records include but are not limited to:
  - 9.1.1. Personnel, patient, allied health professional, practitioner or private records which are held by another party as opposed to the records held by the Foundation.
  - 9.1.2. Records held by the Foundation pertaining to other parties, including but not limited to, financial, commercial, operational and legal records, contractual records, correspondence, records provided by the other party, and records provided by third-parties about contractors/ suppliers.

## 10. Processing of Personal Information (Section 11 of POPI Act)

- 10.1. Personal Information will only be Processed by NOFSA if –
  - 10.1.1. the Data Subject or competent person where Data Subject is a child consents to the processing;
  - 10.1.2. processing is necessary to carry out the actions for the conclusion or performance of a contract to which the data subject is party;
  - 10.1.3. processing complies with an obligation imposed by law on the responsible party;
  - 10.1.4. processing protects a legitimate interest of the data subject;
  - 10.1.5. processing is necessary for the proper performance of a public law duty by a public body; or
  - 10.1.6. processing is necessary for pursuing the legitimate interests of the responsible party or of a third party to whom the information is supplied.

## 11. Information Regulator

Section 39 of POPI Act establishes the Information Regulator and section 40 identifies the functions of the Regulator. The Regulator is responsible for monitoring compliance with POPI Act and PAI Act and is tasked, amongst other powers, duties and functions, to handle complaints about the protection of personal information and access to information held by NOFSA. For complaints or general enquiries contact the Regulator using the contact information under [5.3 above](#).

## 12. Data Subject Participation and Information Officer Duties and Responsibilities

The Manual gives effect to sections 23 and 55 of the POPI Act.

- 12.1. Section 23(1) of the POPI Act states that:
  - “A data subject, having provided adequate proof of identity, has the right to -
    - (a) request a responsible party to confirm, free of charge, whether or not the responsible party holds personal information about the data subject;

- (b) request from a responsible party the record or a description of the personal information about the data subject held by the responsible party, including information about the identity of third parties, or categories of third parties, who have, or have had, access to the information-
  - (i) within a reasonable time;
  - (ii) at a prescribed fee, if any;
  - (iii) in a reasonable manner and format; and
  - (iv) in a form that is generally understandable."

Please note, however, that Requesters who are Requesting access to their personal information are exempted from paying the Request fees; however, they are still required to pay access fees.

12.2. Section 55(1)(b) refers to the duties and responsibilities of the Information Officer when Requests for information are made to NOFSA. It reads as follows:

"An Information Officer's responsibilities include dealing with Requests made to the body."

Address your Request to the Head of the Foundation (MD) or the Information Officer at the address, fax number or electronic mail address referred to 4.2 above.

### 13. Steps To Consider Before Submitting A Request

The following steps must be considered before submitting a Request:

- 13.1. Step 1: The purpose of the information that the Requester Requests.
  - 13.1.1. Please note that Section 7(1) states that:
    - "This Act does not apply to a record of a public body or a private body if –
    - (a) that record is Requested for the purpose of criminal or civil proceedings;
    - (b) so Requested after the commencement of such criminal or civil proceedings, as the case may be; and
    - (c) the production of or access to that records for the purpose referred to in Paragraph (a) is provided for in any other law".
  - 13.1.2. If Section 7(1) applies, the Requester may not bring a Request in terms of this Act. The Requester must use the rules and procedures for discovery of information of the relevant legal forum and proceedings that he/ she is involved in.
  - 13.1.3. NOFSA reserves the right to claim all expenses and other damages incurred as a result of a Requester submitting a Request in contravention of Section 7(1).
- 13.2. Step 2: Does the information Requested exist in the form of a record?
  - 13.2.1. The Act only applies to documents that are in existence at the time of receiving the Request.
  - 13.2.2. The Act does not compel anyone to create a record which is not yet in existence at the time the Request is made.
- 13.3. Step 3: Is the document in the possession or under the control of NOFSA?
  - 13.3.1. The Act provides that the Requested record must be in NOFSA's possession or under its control. If the document is not in NOFSA's possession, the Requester must Request the record from the party under whose possession or control it is.

### 14. Access: Procedure, Availability And Prescribed Fees

- 14.1. How to Request a Record (PAI Act Section 53):
  - 14.1.1. Requests for access to Records must be made to the Information Officer on the prescribed form ([Annexure 1](#)). The prescribed form (generic template) is also available on the website of the South African Human Rights Commission at <https://www.sahrc.org.za/>.
  - 14.1.2. Failure to make use of the prescribed form could result in your Request being refused or delayed.
  - 14.1.3. A Request for access to a Record must be accompanied by payment of an initial non-refundable Request fee of **R57.50** (inclusive of VAT). This fee is not applicable to personal Requests, i.e. individual seeking access to Records pertaining to him/ herself. The Act sets out further fees which could be applicable to your Request. These fees are available under [Annexure 2](#).
  - 14.1.4. Should the Information Officer be of the opinion that fulfilment of the Request will require more time than the prescribe hours, the Requester will be informed to pay a deposit, of no more than a third of the above Request fee. In the event that the Request is denied, the deposit will be refunded to the Requester.
  - 14.1.5. The Requester must provide sufficient detail on the Request Form to enable the Information Officer to clearly identify:
    - 14.1.5.1. The record(s) Requested.

- 14.1.5.2. The Requester (positive proof of identification).
- 14.1.5.3. The format of access required:
  - i. the postal address, email address and telephone number of the Requester in the Republic; and
  - ii. if the Requester wishes to be informed of the decision in any manner (in addition to written), the manner and particulars thereof.
- 14.1.6. Access is not automatic. The Requester must therefore identify the right he/ she is seeking to exercise or protect and provide an explanation as to why the Requested Record is required for the exercise or protection of that right.
- 14.1.7. If a Request is made on behalf of a person, the Requester must then submit proof, to the satisfaction of the Information Officer, of his/ her authority to make the Request. Failure to do so will result in the Request being rejected.
- 14.2. Decision on Request (Section 56):
  - 14.2.1. The Requester will be notified, within 30 (thirty) days, in the manner indicated by him/ her of the outcome of his/ her Request, alternatively whether an extension not exceeding 30 (thirty) days is required to deal with the Request.
  - 14.2.2. If the Request for access is granted, a further access fee must be paid for the search, preparation and reproduction of the Records as well as for any time that has exceeded the prescribed hours to search and prepare the Record for disclosure. Access will be withheld until the Requester has made payment of the applicable fee(s).
  - 14.2.3. If the Request for access is refused, reasons for the refusal will be provided and the Requester will be advised that he/ she may lodge an application with a court against the refusal of the Request, as well as the procedure for lodging the application.
  - 14.2.4. The main grounds for refusal of a Request relates to:
    - 14.2.4.1. the unreasonable disclosure of personal information about a third-party, including a deceased person (subject to section 63(2) of the Act);
    - 14.2.4.2. disclosure that could reasonably be expected to endanger the life or physical safety of an individual;
    - 14.2.4.3. the disclosure that would likely prejudice or impair, inter alia -
      - i. the security of a building, structure or system, including but not limited to, a computer or communication system;
      - ii. a means of transport; or
      - iii. any other property;
    - 14.2.4.4. mandatory protection of the privacy of a third-party who is a natural person, which would involve unreasonable disclosure of personal information of that natural person;
    - 14.2.4.5. mandatory protection of commercial information of a third-party, if the record contains:
      - i. trade secrets of that third-party;
      - ii. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that third-party; or
      - iii. information disclosed in confidence by a third-party to NOFSA, if the disclosure could put that third-party at a disadvantage in negotiations or commercial competition;
    - 14.2.4.6. mandatory protection of confidential information of third-parties if it is protected in terms of any agreement;
    - 14.2.4.7. mandatory protection of the safety of individuals and the protection of property;
    - 14.2.4.8. mandatory protection of records which would be regarded as privileged in legal proceedings;
    - 14.2.4.9. commercial activities of NOFSA, which may include:
      - i. trade secrets of NOFSA;
      - ii. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of NOFSA;
      - iii. information which, if disclosed could put NOFSA at a disadvantage in negotiations or commercial competition;
      - iv. a computer programme which is owned by NOFSA and which is protected by copyright; or
      - v. the research information of NOFSA or a third-party, if its disclosure would disclose the identity of NOFSA, the researcher or the subject matter and would place the research at a serious disadvantage; or

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- 14.2.4.10. requests for information which is clearly frivolous or vexatious, or which involve unreasonable diversion of resources.
- 14.2.5. The Requester may lodge an internal appeal or an application to court against the tender or payment of the Request fee.
- 14.3. Records that cannot be found or that are lost:
- 14.3.1. If all reasonable steps have been taken to find a Requested Record, and there are reasonable grounds to believe the Record is in NOFSA's possession but cannot be found or does not exist, NOFSA's Information Officer will notify the Requester, by way of affidavit or affirmation as prescribed by the Act, that it is not possible to give access to the Requested Record.
- 14.3.2. If, after notice is given as per 14.3.1 above, the Record is found, the Requester concerned must be given access to the Record, unless access is refused on any of the refusal grounds provided for in the Act.
- 14.4. Remedies Available when a Request is Refused:
- 14.4.1. NOFSA does not have an internal appeal procedure.
- 14.4.2. Any decision made by the Information Officer is final.
- 14.4.3. Should the Requester not be satisfied, the Requester should exercise the external remedies provided for in the Act.
- 14.5. Limitation of Liability:
- 14.5.1. NOFSA is relieved from liability and shall have no duty whatsoever in relation to:
- 14.5.1.1. the integrity or accuracy of the information Requested;
- 14.5.1.2. any delay associated with the delivery except to comply with the procedures stipulated herein; and/ or
- 14.5.1.3. that the information Requested will conform with the requirements of the Requester except that it should correspond with the title and description provided by the Requester.

## 15. Availability

- 15.1. This manual is available on the National Osteoporosis Foundation of South Africa website, <https://osteoporosis.org.za/>, alternatively at: 4 Somerset crescent, Durbanville, Western Cape, 7550, during office hours: 08:00 - 17:00, Monday to Friday, excluding Public Holidays and Weekends in the Republic of South Africa.
- 15.2. Fees:  
The fees payable in respect of access to Records are attached as [Annexure 2](#).

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SIGNATURE OF HEAD OF FOUNDATION  
TERESA HOUGH (CEO)



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**3. 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.

3.1. Full Names and Surname:

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3.2. Identity Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--

3.3. 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.

3.4. Description of the Record or relevant part of the Record:

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3.5. Reference number, if available:

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3.6. Any further particulars of the Record:

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**4. Fees**

- (a) A Request for access to a Record, other than a Record containing personal information about you, will be processed only after a Request fee has been paid.
- (b) You will be notified of the amount payable 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.

4.1. Reason for exemption of payment of the fee (if any):

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**5. 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 hereunder, state your disability and indicate in which form the Record is required.

Disability:		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 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.			
If the Record is in written or printed form:			
	Copy of Record*		Inspection of Record
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*
If Records consists of Records, words or information which can be reproduced in sound:			
	Listen to the soundtrack (Audio cassette)		Transcription of soundtrack* (Written or printed)

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* (USB drive 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

**6. Particulars of right to be exercised or protected**

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

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

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6.2. Explain why the Requested Record is required for the exercising or protection of the  
aforementioned right:

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**7. 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.

7.1. How would you prefer to be informed of the decision regarding your Request for access to the  
Record?

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

\_\_\_\_\_  
SIGNATURE OF REQUESTER/  
PERSON ON WHOSE BEHALF REQUEST IS MADE

## **ANNEXURE 2: FEES PAYABLE**

### **1. Copy of manual**

The fee for a copy of the manual is R1,10 for every photocopy of an A4-size page or part thereof.

### **2. Reproduction fees**

The fees for preparation of Records referred to in regulation 11(1) are as follows:

	Rand
For every photocopy of an A4-size page or part thereof	1,10
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
For a copy in a computer-readable form on:	
Compact disc	70,00
USB drive	70,00
Transcription of visual images, for an A4-size page or part thereof	40,00
Copy of visual images	60,00
Transcription of an audio Record, for an A4-size page or part thereof	20,00
For a copy of an audio recording	30,00

### **3. Request fee**

The Request fee payable by a Requester, other than a personal Requester, referred to in Regulation 11(2) is R50,00.

### **4. Access fees**

The access fees payable by a Requester referred to in regulation 11(3) are as follows:

	Rand
For every photocopy of an A4-size page or part thereof	1,10
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
For a copy in a computer-readable form on -	
USB drive	70,00
Compact disc	70,00
Transcription of visual images, for an A4-size page or part thereof	40,00
Copy of visual images	60,00
Transcription of an audio Record, for an A4-size page or part thereof	20,00
To search for and prepare the Record for disclosure for each hour or part of an hour reasonably required for such search and preparation	30,00

### **5. For purposes of section 22(2) of the Act, the following applies:**

- 5.1 Six hours as the hours to be exceeded before a deposit is payable; and
- 5.2 One third of the access fee is payable as a deposit by the Requester. The actual postage is payable when a copy of a Record must be posted to a Requester.