



**PAIA MANUAL PREPARED IN ACCORDANCE WITH SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, ACT NO 2 OF 2000 (“PAIA”) AS AMENDED BY THE PROTECTION OF PERSONAL INFORMATION ACT, ACT NO 4 OF 2013 (“POPIA”)**

The Community Schemes Ombud Service (“CSOS”) is a statutory body established in terms of the Community Schemes Service Act 9 of 2011.

**THIS MANUAL CONSTITUTES THE CSOS PAIA MANUAL.**

This Manual is compiled in accordance with section 14 of PAIA as amended by the Protection of Personal Information Act, 2013 ("POPIA"), which gives effect to everyone’s Constitutional right to privacy and largely commenced on 1 July 2020. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions 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 providing for 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.

**1. ACCESS TO INFORMATION MANUAL**

This Manual is published in terms of Section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

The purpose of this manual is to help you get access to information that the CSOS holds. The CSOS is required in terms of PAIA to make this manual available to you so you can see what type of information the CSOS has, as well as how you can request access to it.

**2. THE CSOS DETAILS**

The CSOS has duly authorised the Information Officer to deal with all matters in connection with requests for information in terms of PAIA.

Statutory Name	Community Schemes Ombud Service
Registration Number	None – Statutory Body

Structure and Function	The main objective of the CSOS is to investigate and resolve complaints in terms of the Community Schemes Service Act 9 of 2011.
Mandate	<ul style="list-style-type: none"> <li>• Provide an alternative dispute resolution service;</li> <li>• Regulate, monitor and quality assure all community schemes governance documentation;</li> <li>• Provide training for conciliators, adjudicators and other employees of the CSOS; and</li> <li>• We are the custodians of, preserve and provide public access (electronically or by other means) to schemes governance documentation.</li> <li>• Promote good governance of community schemes;</li> <li>• Provide education, information, documentation and other such services as may be required to raise awareness to owners, occupiers, executive committees and other persons or entities who have rights and obligations in community schemes, as regards those rights and obligations;</li> <li>• Monitor community schemes governance; and</li> <li>• Deal with any matters as may be necessary to give effect to the objectives of this CSOS Act.</li> </ul>
Information Officer	Chief Ombud (Adv. Boyce Mkhize)
Physical Address	Building 4, Berkley Office Park, 8 Bauhinia Street, Highveld Techno Park, Centurion
Postal Address	Building 4, Berkley Office Park, 8 Bauhinia Street, Highveld Techno Park, Centurion
Telephone Number	0800-000-653/ 010 593 0533
Fax Number	0866881276
General E-mail Address	<a href="mailto:info@csos.org.za">info@csos.org.za</a> / <a href="mailto:fax@csos.org.za">fax@csos.org.za</a>
Website Address	<a href="https://csos.org.za/">https://csos.org.za/</a>

### 3. GUIDE OF SOUTH AFRICAN HUMAN RIGHTS COMMISSION

The South African Human Rights Commission has compiled the guide contemplated in Section 10 of the PAIA. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA. Any enquiries regarding this guide should be directed to:

#### The South African Human Rights Commission:

PAIA Unit (the Research and Documentation Department)

27 Siemens Street, Braamfontein

Postal address: Private Bag 2700, Houghton, 2041

Telephone: +27 11 877 3600

Fax: +27 11 484-7146

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

E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

Or, alternatively, its successor,

### The Information Regulator (South Africa)

JD House, 27 Siemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Fax: 086 500 3351

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

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

#### 4. NOTICES (Section 14(1)(e) and 15(2))

Notice(s) in terms of PAIA:

At this stage, no notice(s) has/have been published by the Minister on the categories of information available without a person having to request access in terms of PAIA. However, certain records / information is freely available on our website. Information which is automatically disclosed includes:

TYPE	DESCRIPTION
Publications	<ul style="list-style-type: none"><li>• Strategic Plans</li><li>• Practice Directives</li><li>• Notices</li><li>• Newsletters</li><li>• Updates</li><li>• Brochures/ Pamphlets</li><li>• Videos</li><li>• Presentations</li><li>• Adjudication Orders</li><li>• Legislation</li><li>• Images</li><li>• Tenders</li></ul>
Reports	<ul style="list-style-type: none"><li>• Annual Reports</li><li>• Annual Financial Statements</li></ul>

#### 5. RECORDS DISCLOSED UPON REQUEST

A description of the records held by the CSOS, as required by Section 14(1)(d) of PAIA, is set out in the table below.

##### GENERAL

Personnel Records	Personal records provided by personnel with the purpose to comply with the employment relationship between the CSOS and the employees Records provided by a third party in relation to personnel Conditions of employment and other similar personnel related information Internal evaluation and other internal records Correspondence relating to personnel Training schedules, material and Reports
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CSOS Court Records	Records provided by litigants in relation to civil or criminal proceedings before a court of law
CSOS Act Complaint Related Records	Records provided by a complainant or third party with the purpose to investigate and dispose of complaints in terms of the CSOS Act Records relating complaints and complainants
CSOS Records	Financial records Operational records Databases Information technology Internal correspondence Statutory records Internal policies and procedures Treasury-related records Records held by officials of the CSOS
Procurement Records	Third party records for the purpose of establishing and managing a procurement relationship between the CSOS and third-party service providers Asset Register Agreements with service providers Tender Committee Minutes

## **INFORMATION RELATED TO POPIA**

### **Introduction**

POPIA requires us to provide you with certain information relating to how personal information that we process is, amongst others, used, disclosed, and destroyed. We have set out the required information below.

### **Information on how you can request your personal information under POPIA**

Requests for personal information under POPIA must be made in accordance with the provisions of PAIA. This process is outlined below.

If we provide you with your personal information, you have the right to request the correction, deletion, or destruction of your personal information, in the prescribed form. You may also object to the processing of your personal information in the prescribed form.

We have attached the prescribed forms to this Manual for your convenience.

We will give you a written estimate of the fee for providing you with your personal information, before providing you with the services. We may also require you to provide us with a deposit for all or part of the fee prior to giving you the requested personal information.

### **Purpose of processing**

POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe your (the data subject's) privacy. The type of personal information that we process will depend on the purpose for which it is collected. We will disclose to you why the personal information is being collected and will process the personal information for that purpose only.

## **LEGISLATION:**

NOTE: The Acts listed are Acts that impose specific duties and responsibilities on the CSOS, which duties and responsibilities relate to the ability of the CSOS to effectively execute its mandate. The list is not a comprehensive list of all legislation that may possibly impact on the CSOS, but the Compliance function's opinion of material legislation. For example, the Copyright Act is not listed even though the CSOS is bound by the Act. Similarly, the Environment Conservation Act is not listed even though it obliges the CSOS to remove litter from the premises it occupies.

### **DISPUTE MANAGEMENT UNIT**

- 1 Community Schemes Service Act, 9 of 2011
- 2 Sectional Title Schemes Management Act, 8 of 2011
- 3 Companies Act, 71 of 2008
- 4 Housing Development Schemes for Retired Persons Act, 65 of 1988
- 5 Co-Operatives Act, 14 of 2005
- 6 Share Block Control Act, 59 of 1980
- 7 Sectional Titles Act, 95 of 1986
- 8 Protection of Personal Information Act, 4 of 2013
- 9 Promotion of Access to Information Act, 2 of 2002
- 10 Promotion of Administrative Justice Act, 3 of 2002
- 11 The Use of Official Languages Act, 12 of 2012

### **HUMAN RESOURCES UNIT**

- 12 Labour Relations Act, 66 of 1995
- 13 Occupational Health and Safety Act, 85 of 1993
- 14 Employment Equity Act, 55 of 1998
- 15 Skills Development Act, 97 of 1998
- 16 Basic Conditions of Employment Act, 75 of 1997
- 17 Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- 18 Unemployment Insurance Act, 63 of 2001
- 19 Protected Disclosures Act, 26 of 2000

### **FINANCE UNIT**

- 20 Public Finance Management Act, 1 of 1999
- 21 Preferential Procurement Policy Framework Act, 5 of 2000
- 22 Prevention and Combating of Corrupt Activities Act, 12 of 2004
- 23 Broad Based Black Economic Empowerment Act, 53 of 2003
- 24 Income Tax Act, 58 of 1963
- 25 Prevention of Organised Crime Act, 121 of 1998
- 26 National Treasury Regulations

### **INFORMATION AND COMMUNICATION TECHNOLOGY UNIT**

- 27 Electronic Communications and Transactions Act, 25 of 2002

## **OTHER INFORMATION AS MAY BE PRESCRIBED:**

The CSOS will make available any other information as prescribed by the Minister of Justice and Constitutional Development in terms of the regulations of the Act, subject to the provision to grant or refuse access detailed under Section 8.

## **6. COUNTRIES OF OPERATION**

The CSOS operates in South Africa.

## 7. HOW TO REQUEST ACCESS

In order to comply with our obligations in terms of PAIA, the CSOS have authorised and designated the CSOS Information Office to deal with all matters relating to PAIA and POPIA.

In order to request access to a record, please complete the Request for Access Form, which is available at [www.sahrc.org.za](http://www.sahrc.org.za), and submit it to the CSOS at its physical address or via the contact details provided above. **A copy of the form is attached as Annexure 1.**

Remember to indicate the following on the form:

- Form of access required;
- Identify the right you want to exercise or protect and give an explanation why the record is needed for that purpose;
- Specify a postal address or fax number in South Africa or an e-mail address;
- Proof of the capacity in which you are acting, if requesting access on behalf of a third party.

## 8. PROVISION TO GRANT OR REFUSE ACCESS

In terms of records that may be requested, the mere fact that the information of the CSOS is listed in the Manual does not mean that the information will be made available. The CSOS in terms of Part 2 Chapter 4 of PAIA, has the right to refuse a request for information should any of the grounds of refusal as set out in Chapter 4 of the Act, exist.

For instance, we may have to refuse you access to certain records in terms of PAIA to protect:—

- someone else's privacy;
- the CSOS's confidential information;
- certain records of the South African Revenue Service;
- Information that by agreement between the CSOS and a third party, is confidential (for example the content of a confidential agreement);
- another company's personal, commercial, or confidential information;
- someone else's confidential information;
- the safety of individuals and property;
- economic interests and financial welfare of the Republic and commercial activities of the CSOS;
- records privileged from production in legal proceedings;
- research information;
- manifestly frivolous or vexatious requests, or substantial and unreasonable diversion of resources;
- operations of the CSOS, or
- commercial activities of the CSOS, which may include trade secrets, intellectual property, proprietary information, financial information, commercial information, or technical information which disclosure would likely cause harm to the business interests of the CSOS.

You will be notified in writing whether your request has been approved or denied within 30 calendar days after we have received a completed Request for Access Form.

Should any record of the CSOS requested by you not be found or not exist, the CSOS will, by way of an affidavit, notify you that it is not possible to give access to that particular record.

If your request for access to records of the CSOS is approved, the CSOS will determine how it will provide access to you, unless you have requested access in a specific form or format.

## **9. REMEDIES AVAILABLE WHEN THE CSOS REFUSES A REQUEST FOR INFORMATION**

### **9.1 INTERNAL REMEDIES**

The CSOS does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

### **9.2 EXTERNAL REMEDIES**

A requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief.

Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

## **10. COST TO OBTAIN INFORMATION**

Section 15 (3) states that fees payable for access to records are to be prescribed. The prescribed fees are as set out in the Fee Schedule – Annexure 2.

If the search for a record of the CSOS has been made by a requester and if the preparation of the record for disclosure would, in the opinion of the Information Officer of the CSOS, require more than the prescribed hour for this purpose for requesters, the Information Officer will by notice require the requester to pay as a deposit the prescribed portion (being not be more than one third) of the access fee which will be payable if the request is granted, as determined in Section 22(2) of PAIA.

## **11. PROCESSING PERSONAL INFORMATION**

In terms of the Protection of Personal Information Act, 2013, the CSOS is required to detail how and what personal information it processes. The details of these are available on the CSOS website under the Website POPIA Policy.

The CSOS does not plan to transfer personal information across borders out of SA, but it may do so to secure or backup the data, or for technical reasons. The nature of cloud computing means that some data may be transferred across borders. Where it is within the CSOS's control, it will only transfer data to other countries who have similar privacy and data protection laws as our own.

## **12. INFORMATION SECURITY**

The CSOS is committed to ensuring that your personal information is secure. In order to prevent unauthorised access or disclosure to such information, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect.

We secure our data by maintaining reasonable measures to protect personal information from loss or misuse and unauthorized access, disclosure, alteration, and destruction. We also take reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

### **13. OBJECTION**

POPIA provides that a data subject may object, at any time, to the processing of personal information by the CSOS, 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 4 - FORM 1 - Objection to the processing of personal information in terms of section 11(3) of POPIA Regulations relating to the protection of personal information, 2018 [Regulation 2] and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.

### **14. CORRECTION**

A data subject may also request the CSOS 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 the CSOS 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, facsimile number or electronic mail address set out above on the form attached hereto as Annexure 5 - FORM 2 - Request for correction or deletion of personal information or destroying or deletion of record of personal information in terms of section 24(1) of POPIA's Regulations relating to the protection of personal information, 2018 [Regulation 3]

### **15. PROOF OF IDENTITY**

Proof of identity is required to authenticate your identity and 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.

### **16. UPDATES TO THIS MANUAL (Section 14(2))**

This Manual will be updated and amended from time to time.

### **17. LEGISLATIVE AND REGULATORY FRAMEWORK**

This Manual should be read in conjunction with the following legislative framework:

- Promotion of Access to Information Act 2 of 2000;
- Protection of Personal Information Act 4 of 2014.

### **18. AVAILABILITY OF THE MANUAL**

This manual is made available in terms of Regulation 4 of PAIA. The CSOS's manual will also be available on its website <https://csos.org.za/> as well as at the CSOS's physical offices.



## Prescribed Form A

**REQUEST FOR ACCESS TO RECORDS OF:  
THE OFFICE OF THE CSOS**

**(Section 18(1) of the Promotion of Access to Information Act (Act No of 2000)**

**[Regulation 6]**

**FOR INTERNAL USE ONLY**

<b>Reference number</b>	
<b>Request received by</b>	
<b>Date request received</b>	
<b>Place request received</b>	
<b>Request fee (if any)</b>	
<b>Deposit (if any)</b>	
<b>Access fee</b>	

\_\_\_\_\_  
**Signature of  
 Information Officer/Deputy Information Officer**

**A) Particulars of the Information Officer / Deputy Information Officer**

The Information Officer/Deputy Information Officer:

**Attention:**

Adv. Boyce Mkhize

Telephone number:

E-mail address: [info@csos.org.za](mailto:info@csos.org.za) / [fax@csos.org.za](mailto:fax@csos.org.za)

Fax number: 0866881276

Postal Address:

**B) Particulars of requester (person requesting access to information)**

- (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.*

<b>Full names and surname</b>	
<b>Postal address</b>	
<b>Identity number</b>	
<b>Fax number</b>	
<b>Telephone number</b>	
<b>E-mail address</b>	
<b>Capacity in which request is made, when made on behalf of another person</b>	

**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.

<b>Full names and surname</b>	
<b>Identity/company number</b>	

**D) Particulars of record**

<p>(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.</p> <p>(b) If the provided space is inadequate, please continue on a separate page and attach it to this form.</p> <p><b>Please sign all additional pages.</b></p>
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<b>1. Full description of the record or relevant part of the record</b>

<b>2. Reference number(s), if available</b>

<b>3. Any further particulars of the record</b>

**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.

**Mark the appropriate box with an X.**

**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.

Disability	Form in which record is required

**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\*

<p><b>3. If record consists of recorded words or information which can be reproduced in sound:</b></p> <p><input type="checkbox"/> listen to the soundtrack (audio cassette)</p> <p><input type="checkbox"/> transcription of soundtrack* (written or printed document)</p>
<p><b>4. If record is held on computer or in an electronic or machine-readable form:</b></p> <p><input type="checkbox"/> printed copy of record</p> <p><input type="checkbox"/> printed copy of information derived from the record*</p> <p><input type="checkbox"/> copy in computer readable form* (compact disc)</p>
<p>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable.</b></p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>In which language would you prefer the record?</p> <p>_____</p> <p>Note that <i>if</i> the record is not available in the language you prefer, access may <i>be granted</i> in the language in <i>which</i> the record is available.</p>

**G) Notice of decision regarding request for access**

You will be notified 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.

<p><b>How would you prefer to be informed of the decision regarding your request for access to the record?</b></p> <p><input type="checkbox"/> Postal address</p> <p><input type="checkbox"/> E-mail</p> <p><input type="checkbox"/> Fax</p> <p><input type="checkbox"/> Other. Specify: _____</p>
--

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

\_\_\_\_\_  
**SIGNATURE OF REQUESTER**

## ANNEXURE 2

### FEES IN RESPECT OF PUBLIC BODIES IN TERMS OF GOVERNMENT NOTICE NO. R. 187 IN GOVERNMENT GAZETTE 23119 OF 15 FEBRUARY 2002

1. The Act makes provision for two types of fees, namely, a non-refundable request fee and access fee (s22). A requestor seeking access to a record, other than that containing personal information about himself (i.e a personal requestor), is required to pay a non-refundable access fee of R35,00 before the request will be processed. The CSOS will withhold a record until the requester has paid the applicable fees.
2. The fee for a copy of the manual as contemplated in regulation 5(c) is R0,60 for every photocopy of an A4 size page or part thereof.

3. The fees for reproduction referred to in regulation 7(1) are as follows:

Description		R/C
(a)	For every photocopy of an A4 size paper or part thereof	0,60
(b)	For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c)	For a copy in a computer-readable form on – (i) Compact disc	40,00
(d)	(i) For a transcription of visual images, for an A4 size page or part thereof	22,00
	(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	12,00
	(ii) For a copy of audio records	17,00

4. The access fees payable by a requester referred to in Regulation 7(3) are as follows:

Description		R/C
(a)	For every photocopy of an A4 size paper or part thereof	0,60
(b)	For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c)	For a copy in a computer-readable form on – (i) compact disk	40,00
(d)	(i) For a transcription of visual images, for an A4 size page or part thereof	22,00
	(ii) For a copy of visual images	60,00
(e)	(i) For a transcription of audio records, for an A4 size page or part thereof	12,00
	(ii) For a copy of an audio record	17,00
(f)	To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	
(g)	For purposes of section 22(2) of the Act, the following applies: (i) Six hours as the hours to be exceeded before a deposit is payable; and (ii) One third of the access fee is payable as a deposit by the requester	
(h)	The actual postage is payable when a copy of a record must be posted to a requester	

5. Copies shall be printed in black and white.

## ANNEXURE 3

### PAIA

#### GLOSSARY

<b>Access fee</b>	A fee prescribed for the purpose of reproduction, search and preparation of records and, if applicable, postal fees.
<b>Date of submission</b>	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.
<b>Deputy Information Officer (DIO)</b>	The individual in the public body who is responsible for assisting the Information Officer with the PAIA Request.
<b>Grounds for refusal</b>	The Section(s) of PAIA referred to by the Information Officer or Deputy Information Officer in order to refuse a PAIA Request.
<b>Information Officer (IO)</b>	The individual in the public or private body who is responsible for dealing with a PAIA Request.
<b>Inventory</b>	A complete list of items in the custody of a particular public body.
<b>Letter of authorisation</b>	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.
<b>PAIA</b>	The Promotion of Access to Information Act 2 of 2000.
<b>PAIA Request</b>	The name given to the document(s) submitted to a public body requesting access to information in terms of PAIA.
<b>PAIA Request reference number</b>	The reference number allocated for an individual PAIA Request. It is advisable to use this reference number throughout all correspondence.
<b>Personal requester</b>	A requester seeking access to a record containing personal information about themselves.
<b>Public body</b>	Generally, any section of government, or any organisation that is set up by government, set up by law, or gets its money from government.
<b>Record</b>	Any recorded information irrespective of form or medium.
<b>Requester</b>	An individual seeking or requesting access to records and/or information held by the State and/or public body.
<b>Request fee</b>	The fee that must be paid by the requester before a request can be processed.

**ANNEXURE 4**

**FORM 1 - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION  
IN TERMS OF SECTION 11(3) OF POPIA**

**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.*

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
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>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname / Registered name of responsible party:	
Residential, postal or business address:	

	Code (     )
Contact number(s):	
Fax number/ E-mail address:	

<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)</b> <i>(Please provide detailed reasons for the objection)</i>

Signed at ..... this ..... day of .....20.....

.....

*Signature of data subject/designated person*



## ANNEXURE 5

FORM 2

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

#### REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

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

Mark the appropriate box with an "x".

**Request for:**

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

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

A	DETAILS OF THE 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):	
Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>
<b>D</b>	<p><b>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</b></p> <p><b>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.</b></p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at ..... this ..... day of .....20.....

.....  
*Signature of data subject/ designated person*