

Manual Of AM Logistics Pty Ltd (Private Body)

Prepared and compiled on 2023-05-30 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended) in respect of AM Logistics Pty Ltd.

Registration number: 2019/353092/07

Update: 2023-05-30

Table of Contents	
1. INTRODUCTION.....	3
2. THE ACT.....	3
3. PURPOSE OF THE MANUAL.....	3
4. CONTACT DETAILS:.....	5
5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE.....	7
6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC.....	9
7. RECORDS OF THE PRIVATE BODY.....	10
8. RECORDS REQUIRED IN TERMS OF LEGISLATION.....	15
9. PROCESSING OF PERSONAL INFORMATION.....	17
10. REQUEST PROCEDURE FOR OBTAINING INFORMATION.....	23
11. FEES.....	24
12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION.....	25
13. DECISION.....	26
ANNEXURE A:.....	27
ANNEXURE B: FORM 2.....	28
ANNEXURE B: FORM 3.....	33

1. INTRODUCTION

A M Logistics (Pty) Limited trading as A&M Logistics conducts business as a shipping tally specialist and logistic solutions provider. We are an industry expert, ready to assist any client in any tally and logistic service solutions they may require.

2. THE ACT

The Promotion of Access to Information Act, No 2 of 2000 ("The Act" or "PAIA") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

3. PURPOSE OF THE MANUAL

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act in order for them to exercise their rights in relation to public and private bodies.

Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance

And in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This PAIA Manual assist you to-

- 3.1 check the categories of records held by AM Logistics Pty Ltd which are available without a person having to submit a formal PAIA request;
- 3.2 have a sufficient understanding of how to make a request for access to a record of AM Logistics Pty Ltd, by providing a description of the subjects on which AM Logistics Pty Ltd holds records and the categories of records held on each subject;
- 3.3 know the description of the records of AM Logistics Pty Ltd which are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- 3.6 know if AM Logistics Pty Ltd processes personal information and the purpose of processing of personal information;
- 3.7 know the description of the categories of data subjects and the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 know if AM Logistics Pty Ltd plans to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10 know whether AM Logistics Pty Ltd has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. CONTACT DETAILS:

Information Officer:
Shannon Atkinson

Postal Address:
PO Box 101774
Meerensee
3901

Physical Address:
22 Bulwer Road
Glenwood
Durban
4001

Telephone No:
031 201 0945

E-mail:
shannon@amlog.co.za

Deputy Information Officer:

n/a

GENERAL INFORMATION:

Name of Private Body:
AM Logistics Pty Ltd

Registration No:
2019/353092/07

Postal Address:
PO Box 101774

Meerensee
3901

Physical Address (or principal place of business):
22 Bulwer Road
Glenwood
Durban
4001

Telephone No:
031 201 0945

E-mail:
shannon@amlog.co.za

Website:
www.amlogistics.co.za

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 5.1. The Regulator has, in terms of Section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2. The Guide is available in each of the official languages and in braille.
- 5.3. The aforesaid Guide contains the description of-
 - 5.3.1. the objects of PAIA and POPIA;
 - 5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 5.3.2.1 the Information Officer of every public body, and
 - 5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;
 - 5.3.3 the manner and form of a request for-
 - 5.3.3.1 access to a record of a public body contemplated in Section 11 of PAIA; and
 - 5.3.3.2 access to a record of a private body contemplated in Section 50 of PAIA;
 - 5.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 5.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;

- 5.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 5.3.6.1 an internal appeal;
 - 5.3.6.2 a complaint to the Regulator; and
 - 5.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 5.3.7 the provisions of Sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.3.8 the provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9 the notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
- 5.3.10 the regulations made in terms of Section 92 of PAIA.
- 5.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 5.5 The Guide can also be obtained-
 - 5.5.1 upon request to the Information Officer;
 - 5.5.2 from the website of the Information Regulator (<https://info regulator.org.za/>).
- 5.6 A copy of the Guide is also available in two official languages, for public inspection during normal office hours.

6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

Category of records	Types of the Record	Available on Website	Available upon request
Business Records	CIPC Records		X
	Privacy Notices	X	X
	B-BBEE Certificate	X	X
	Standard Trading Conditions	X	X
	Credit Application	X	X
	Section 51 manual	X	X
Marketing Records	Company Profile		X

7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that AM Logistics Pty Ltd holds in order to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

Subjects on which the body holds records	Categories of records
Human Resources	- HR policies and procedures
Company records	- Company records are all our records related to the incorporation and administration of our company: - Some are available from the Companies and Intellectual Property Commission (CIPC). - Memorandum of Incorporation. - Directors' names. - Documents of Incorporation. - Minutes of Directors' Meetings. - Written Resolutions. - Records relating to appointment of directors, auditor, secretary, public officer, or other officers. - Share register and other statutory registers. - Other statutory records.
Business records	- Business records include any documents that have economic value to the business: - Operational records. - Databases. - Published works.

	- Internal correspondence.
Financial records	- Financial records are all our records related to our finances: - Financial Statements. - Tax records and returns. - Other documents relating to taxation of the company. - Accounting records. - Auditor reports. - Financial reports. - Banking records. - Banking details. - Bank statements. - Electronic banking records. - Asset registers. - Quotes and invoices. - Financial agreements.
Insurance records	- Insurance records are all our records related to our insurable assets: - Insurance policies held by the company. - Records of insurance claims. - Register of all immovable property owned by the company.
Income tax records	- Income tax records are all our records related to our income tax obligations: - PAYE records. - Corporate tax records.

	- Documents issued to employees for income tax purposes. - Records of payments made to SARS on behalf of employees. - VAT records. - Skills Development Levies. - UIF. - Workmen's Compensation.
Personnel records	- Personnel records are all our records about anyone who works for us, provides services to us, or provides services on our behalf and who receives or is entitled to receive remuneration, including our employees, contractors, and other personnel: - List of employees. - Employee personal information. - Employee employment contracts. - Employee benefit records. - Employment applications and appointment documents. - Employment policies and procedures. - Employment Equity Plan and related records. - Health and safety records. - Medical aid records. - Pension and provident fund records. - Salaries or wages of employees. - Leave records. - Internal evaluations and performance records. - Disciplinary records.

	- Disciplinary codes. - Training records. - Operating manuals. - Personal records provided by personnel. - Other statutory records. - Related correspondence. - Rental agreements. - Supplier or service contracts.
Regulatory documents	- Regulatory documents include any documents required to comply with any laws: - Permits. - Licences. - Authorities.
Published information	- Published information includes any document that we prepare and produce: - Operational documentation. - Information available on the website.

Customer information	- Customer information includes any information about anyone that we provide goods or services to, including our customers, leads, or prospects: - Customer details. - Contact details of individuals within customers. - Communications with customers. - Sales records. - Transactional information. - Marketing records.
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8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to AM Logistics Pty Ltd, which includes but is not limited to, the following –

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employment Contracts Medical Certificates	Basic Conditions of Employment Act 75 of 1997 Labour Relations Act, No 66 of 1995
Medical Records	Occupational Health and Safety Act 85 of 1993
Sales Records	Consumer Protection Act No 68 of 2008
Compliance Framework	The Protection of Personal Information Act, No 4 of 2013
Electronic Data	Electronic Communication and Transaction Act No 25 of 2002
Medical Records	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Client Records	Financial Intelligence Centre Act 38 of 2001
BEE Certificate	Broad-Based Black Economic Empowerment Act 53 of 2003

Although we have used our best endeavours to supply a list of applicable legislations, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a Requester access on a basis other than as set out in PAIA, we shall update the list accordingly. If a Requester believes

that a right of access to a record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

For consumers:

- a. Performing duties in terms of any agreement with consumers.
- b. Make, or assist in making, credit decisions about consumers.
- c. Operate and manage consumers' accounts and manage any application, agreement or correspondence consumers may have with us.
- d. Communicating (including direct marketing) with consumers by email, SMS, letter, telephone or in any other way about our products and services, unless consumers indicate otherwise.
- e. To form a view of consumers as individuals and to identify, develop or improve products, that may be of interest to consumers.
- f. Carrying out market research, business and statistical analysis.
- g. Performing other administrative and operational purposes including the testing of systems.
- h. Recovering any debt consumers may owe us.
- i. Complying with our regulatory and other obligations.
- j. Any other reasonably required purpose relating to our business.

For prospective consumers:

- a. Verifying and updating information.
- b. Pre-scoring.
- c. Direct marketing.
- d. Any other reasonably required purpose relating to the processing of a prospect's personal information reasonably related to our business.

For employees:

- a. The same purposes as for consumers (above).
- b. Verification of applicant employees' information during recruitment process
- c. General matters relating to employees:
 - i. Pension
 - ii. Medical Aid
 - iii. Payroll
 - iv. Disciplinary action
 - v. Training
- d. Any other reasonably required purpose relating to the employment or possible employment relationship.

For vendors /suppliers /other businesses:

- a. Verifying information and performing checks.
- b. Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties.
- c. Payment of invoices.
- d. Complying with our regulatory and other obligations.
- e. Any other reasonably required purpose relating to our business.

9.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Name, address, registration numbers or identity numbers, employment status, contact details and bank details
Service Providers	Names, Registration number, VAT numbers, address, contact details and bank details.
Employees	Name, surname, ID number, contact details, next of kin, medical information, address, qualifications, gender, race, banking details, tax number.

9.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names for criminal checks	South African Police Services
Qualifications for verifications	South African Qualifications Authority
Credit and payment history for credit information	Credit Bureaus
Staff personal information relating to employment and tax	Department of Labour South African Revenue Services

9.4 Planned transborder flows of personal information

n/a

9.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

We undertake to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. We may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

Access Control of Persons

We shall implement suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data are processed.

Data Media Control

We undertake to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by us and containing personal data of Customers.

Data Memory Control

We undertake to implement suitable measures to prevent unauthorized input into data memory and the unauthorised reading, alteration or deletion of stored data.

User Control

We shall implement suitable measures to prevent our data processing systems from being used by unauthorised persons by means of data transmission equipment.

Access Control to Data

We shall ensure that the persons entitled to use our data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).

Transmission Control

We shall be obliged to enable the verification and tracing of the locations/ destinations to which the personal information is transferred by utilization of our data communication equipment/devices.

Transport Control

We shall implement suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

Organisation Control

We shall maintain our internal organisation in a manner that meets the requirements of this Manual.

10. REQUEST PROCEDURE FOR OBTAINING INFORMATION

Access to records held by AM Logistics Pty Ltd

Records held by AM Logistics Pty Ltd may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of The Act, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in The Act relating to the request for access to a record.

The requester must complete the prescribed Form 2 (Annexure B) and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, fax number or electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester,
- Which form of access is required, if the request is granted;
- The postal address or fax number or email address of the requester.

The requester must state that they require the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

AM Logistics Pty Ltd will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.

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

11. FEES

When the Information Officer receives the request, such Officer shall, by notice, require the requester to pay the prescribed request fee (if any), before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

The fees applicable to a request for information are set out in Annexure A hereto.

The requester must pay the prescribed fee before any further processing can take place.

12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

The main grounds for AM Logistics Pty Ltd to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
 - o Trade secrets of that third party;
 - o Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
 - o Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of confidential information of the protection of property;
- Mandatory protection of records that would be regarded as privileged in legal proceedings;
- The commercial activities of AM Logistics Pty Ltd which may include:
 - o Trade secrets of AM Logistics Pty Ltd
 - o Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of AM Logistics Pty Ltd ;
 - o Information which, if disclosed could put AM Logistics Pty Ltd at a disadvantage in negotiations or commercial competition;
 - o A computer program, owned by AM Logistics Pty Ltd and protected by copyright.
- The research information of AM Logistics Pty Ltd or a third party, if its disclosure would reveal the identity of AM Logistics Pty Ltd, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

13. DECISION

AM Logistics Pty Ltd will within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30 day period within which AM Logistics Pty Ltd has to decide whether to grant or refuse the request, may be extended for further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of AM Logistics Pty Ltd and the information cannot reasonably be obtained within the original 30 day period. AM Logistics Pty Ltd will notify the requester in writing should an extension be sought.

AVAILABILITY OF THE MANUAL

The manual of AM Logistics Pty Ltd is available at the premises of AM Logistics Pty Ltd as well as on the website of AM Logistics Pty Ltd.

Signed by: _____

Date: _____

ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by

Item	Description	Amount
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced.
6.	For a copy of visual images	Will depend on quotation from service provider.
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

ANNEXURE B: FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		

Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel.(B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			

TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES

- a) A request fee must be paid before the request will be considered.*
- b) You will be notified of the amount of the access fee to be paid.*
- 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	

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name and Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

ANNEXURE B: FORM 3

OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

Note:

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

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

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

2. You requested:

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

3. To be submitted:

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

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regard to your request:

<u>Item</u>	<u>Description</u>	<u>Amount</u>	<u>Number of pages/items</u>	<u>Total:</u>
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	<u>TOTAL:</u>			

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

☐

Yes

☐

No

Hours of search		Amount of deposit (<i>calculated on one third of total amount per request</i>)	
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The amount must be paid into the following Bank account:

Name of Bank:

Name of account holder:

Type of account:

Account number:

Branch Code:

Reference No.:

Submit proof of payment to:

Signed at _____ this _____ day of _____ 20 _____

Information officer