

CHANGE LAB CONSULTING

Access to Information Manual

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How to request access to our information and records

This Manual is Published [CM1.1]in terms of:

Section 51 of the
Promotion of Access to Information Act (No. 2 of 2000)
&
Sections 11 and 24 of the
Protection of Personal Information Act (No. 4 of 2013)

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1 Overview

1.1 Introduction

This manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA; “the Act”) and to address requirements of the Protection of Personal Information Act, 2013 (“POPI”). The Act gives effect to the provisions of Section 32 of the Constitution of the Republic of South Africa, 1996, which provides for the right of access to information held by the State and/or held by a private person or entity where such information is required to protect rights.

For access to information to be granted, certain requirements must be met. The purpose of this manual is to inform the public about their right to access certain information and to instruct the public how go about contacting us in this regard.

1.2 Definitions

Company, we, our means Monique Mann Consulting (PTY) LTD trading as Change Lab Consulting, a private company (reg. no. 2013/216952/07) incorporated in the Republic of South Africa;

Data Subject means a person to whom personal information relates;

DIO means Deputy Information Officer;

PAIA means the Promotion of Access to Information Act No. 2 of 2000 (as amended);

POPIA means the Protection of Personal Information Act No. 4 of 2013 (as amended);

Information Regulator means the Information Regulator (South Africa)

IO means Information Officer;

Responsible Party means a public or private body or any other person which, alone or in conjunction with another person, determines the purpose of and means for processing personal information.

Republic means the Republic of South Africa

Capitalised terms which are not defined in this section have the meaning assigned to them in the POPIA or the PAIA.

1.3 Availability of this Manual

This manual can be accessed as follows:

- From our website
- At our principal place of business for public inspection during normal business hours;
- Through the eServices Portal of the Information Regulator of South Africa <https://eservices.inforegulator.org.za/> ;
or
- By requesting a copy by e-mail from the Information Officer as provided for below.

A fee for a copy of this Manual, as contemplated in annexure B of PAIA Regulations, and provided in Annexure A of this document, shall be payable per each A4-size photocopy made.

1.4 Updating of the manual

The Information Officer will update this manual on periodic basis.

Issued by



Monique Mann

Founder and Director

2 The Purpose of a PAIA Manual

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by us which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to our records;
- 2.3 know the description of our records which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer (if applicable) who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if we will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if we have planned 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
- 2.10 know whether we have appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3 Information Officer and Contact Details

The Information Officer appointed in terms of PAIA also refers to the Information Officer referred to in POPIA. The Information Officer oversees the functions and responsibilities required by PAIA as well as the duties and responsibilities in terms of section 55 of POPIA and the regulations thereto, after registering with the Information Regulator.

The Information Officer may appoint, if necessary, Deputy Information Officers, permitted in terms of section 17 of PAIA as well as section 56 of POPIA. All requests for information in terms of PAIA or POPIA must be addressed to the Information Officer.

The contact details of the Information Officer of the Company are as follows:

Head of Private Body & Information Officer:	Monique Mann, Director
Website	www.changelab.co.za
Company Email:	info@changelab.co.za

4 Access to the Information Regulator's Guide

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 ("REGULATOR'S 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.

THE REGULATOR'S GUIDE is available in each of the official languages and in braille.

THE REGULATOR'S GUIDE contains the description of-

1. the objects of PAIA and POPIA;
2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 2.1. the Information Officer of every public body, and
 - 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;
3. the manner and form of a request for-
 - 3.1. access to a record of a public body contemplated in section 11; and
 - 3.2. access to a record of a private body contemplated in section 50;
4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
5. the assistance available from the Regulator in terms of PAIA and POPIA;
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-
 - 6.1. an internal appeal;
 - 6.2. a complaint to the Regulator; and
 - 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;
7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
10. the regulations made in terms of section 92.

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.

The **REGULATOR'S GUIDE** can also be obtained-

- 1) upon request to the Information Regulator using
FORM 01: Request for a copy of the Guide from the Regulator [PAIA Regulation 2] available online:
<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg2.pdf>
- 2) from the website of the Regulator, available at:
https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf
See: <https://inforegulator.org.za/paia-guidelines/>
- 3) upon request to our Information Officer using
FORM 01: Request for a copy of the guide from an Information Officer [PAIA Regulation 3], available at:
<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg3.pdf>
- 4) a copy of the **REGULATOR'S GUIDE** is also available from our offices in the following two official languages, for public inspection during normal office hours-
 - a) English
 - b) Afrikaans

Should you have any queries in this regard, please contact the Information Regulator directly at:

The Office of the Information Regulator of South Africa	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone No	+27 (0)10 023 5200
Email Address & Website	enquiries@inforegulator.org.za www.inforegulator.org.za

5 Procedure for requesting access to records

Requests for access to records held by us must be made on the request forms that are prescribed by the Act and are available from the Information Regulator's website (www.inforegulator.org.za).

FORM 2: Request For Access To Record [PAIA Regulation 7] available at:
<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

For instructions on your rights as a Data Subject under POPIA to participate in the processing of your own personal information, please refer to the section below entitled **10.6 How to participate and object to processing of your personal information.**

1. The PAIA Act provides that a requester is only entitled to access to a record, if the record is required for the exercise of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise a right, will be considered. The requester must accordingly identify the right that the requester is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.

2. The Information Officer must assist a requester with any request for access to information.
3. If a request is made orally as a result of illiteracy or a disability of a requester, the Information Officer must complete the necessary forms on behalf of the person making the request, and provide a copy of the completed form to that person.
4. The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. Not using the correct prescribed form could cause the request to be refused (if sufficient information or otherwise is not provided) or delayed. Proof of identity must be provided acceptable to the Information Officer.
5. Requests for access to records must be made to the Information Officer at the physical address, WhatsApp number or Email address provided for above.
6. The requester should also indicate which form of access is required and indicate if the requester wishes to be informed in any other manner and state the necessary particulars to be so informed.
7. If the request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.
8. All requests to us will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by us does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.
9. The Information Officer must inform the requester of the decision to either grant or refuse the request, the reasons for refusal, and the fees payable to action the request, if any.
10. If the Information Officers has the opinion that fulfilling a request will require more than six hours of effort, they must inform the requestor that a deposit will be required by using a form substantially similar to FORM 3 of Annexure A to the PAIA Regulations. The deposit must not exceed one third of the amount payable.
11. The 30 (thirty) day period within which the Information Officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has been completed with all the requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer.

6 Prescribed fees

Please note that a requester may be required to pay a prescribed fee for record requests as well as a prescribed fee for access to the relevant record. The list detailing the prescribed fees in respect of requests and access to records is attached as **Annexure A**.

Access to and participation in your own personal information is available free of charge.

If a fee is to be paid for services to access records, we will provide you with a written estimate of the fee before providing the services, including any deposits required.

If the Information Officers has the opinion that fulfilling a request will require more than six hours of effort, they must inform the requestor that a deposit will be required. The deposit must not exceed one third of the amount payable.

7 Categories of records which are available without a person having to request access

This section specifies the categories of records held by us which are available without a person having to request access by completing FORM 2, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.

Certain information can be accessed on our website and does not need to be requested using FORM 2 in terms of PAIA Regulation 7, which is describe above. This information relates to the services that we provide to clients, in-house brochures, newsletters and marketing material.

Records of a public nature, typically those disclosed our website and in its various reports, may be accessed without the need to submit a formal application.

Other non-confidential records, such as statutory records maintained at CIPC and the Master's Office, may be accessed without the need to submit a formal application, however, an appointment to view such records will still have to be made with the Information Officer.

8 Records available in terms of other legislation

This section lists all the records which are held by our Company in accordance with South African legislation.

We are required by law to keep certain records. These records are enumerated in various Acts of Parliament.

Our records are in paper and electronic form only. In terms of the Promotion of Access to Information Act, access must be granted irrespective of form or medium.

Accessibility of documents and records may be subject to the grounds of refusal set out in this PAIA Manual.

Where applicable to its operations, we also retain records and documents in terms of the legislation below.

Applicable legislation	Category of records: Types of records
Companies Act 71 of 2008	Financial Records: Accounting Records; Annual Financial Statements
Companies Act 71 of 2008	Statutory Records: Memorandum of Incorporation; Notice of incorporation (registration certificate); Records of directors; Share Register
Competition Act, No 89 of 1998	Competition matters: Business records, contracts, agreements, and correspondence relating to competition matters; pricing and costing data; merger & acquisition documentation

Applicable legislation	Category of records: Types of records
Consumer Protection Act, No 68 of 2008	Protection of consumer rights: Information provided to a consumer by an intermediary; Disclosure of a conflict of interest by the intermediary; Record of advice furnished to the consumer reflecting the basis on which the advice was given; Written instruction sent by intermediary to the consumer.
Employment Equity Act 55 of 1998 (EEA) Employment Equity Amendment Act, No. 4 of 2022 (EEAA) Employment Equity Regulations, 2014, Regulation 9(3) Broad-Based Black Economic Empowerment Act 53 of 2003 (B-BBEE)	Human Resource Management: Employment Records; Certificate of Compliance (EEAA Section 53, for employers who intend on entering contracts with the State to supply goods or services) Employers with 50+ employees: Employment Equity Plans (EEA Section 20); reporting (EEA Section 21); Employment Equity Plans
Labour Relations Act 66 of 1995	Human Resource Management: Records of disciplinary transgressions, the actions taken by the Company and the reasons for the actions
Occupational Health and Safety Act, 84 of 1993 and Compensation for Occupational and Diseases Act, 130 of 1993	Employee Health & Safety Records: Records of recommendations made to the Company in terms of issues affecting the health of employees; Register of workplace incidents
Promotion of Access to Information Act 2 of 2000	Information Access Requests: Records of requests of information
Protection of Personal Information Act 4 of 2013	Records of Data Subject Participation and data breaches: Records of Data Subject access requests, complaints and consent; Privacy documentation (notices and policies); Data breach investigation and reporting
Tax Administration Act 28 of 2011, Income Tax Act 58 of 1962 and Value Added Tax Act 89 of 1991, Skills Development Levies Act 9 of 1999	Tax records
	<i>Compete / Amend this list</i>

* The above is not an exhaustive list of records kept by us.

9 Description of the subjects on which the body holds records and categories of records held on each subject

This section describes the subjects and categories of records we hold on each subject.

Subjects on which the body holds records	Categories of records
Corporate	Director and shareholder records Records relating to the incorporation of the Company Statutory records Minutes and resolutions
Human Resources	HR policies and procedures Advertised posts Employee records Job Applicant records Training records
Finance	Tax records (the Company and employees) Annual financial statements Bank statements Purchase Orders/Invoices Asset Register Insurance information
Operational	Request for Proposals Operational reviews Client records Vendor records Guidelines, policies and procedure Contracts Internal and external correspondence Records provided by a third party Information technology Strategic Plans Marketing materials Visitor Records Contact Records
Research	
	Complete / amend this list

9.1

9.2 RECORDS THAT MAY BE SUBJECT TO GROUNDS OF REFUSAL

Access to the following documents may be subject to the grounds of refusal as set out in this Manual:

Subjects on which the body holds records	Categories of records
Financial	Financial Statements; Financial and Tax Records (Company & Employees); Asset Register; Management Accounts
Personnel Records	“Personnel” refers to any person who works for or provides services to or on behalf of the Company and who receives or is entitled to receive remuneration, and any other person who assists in carrying out or conducting the Company’s business and includes, without limitation, directors, (executive and non-executive), all permanent, temporary and part-time staff as well as contract works. Personnel records include: Personal records (provided by personnel themselves); Records provided by a 3rd party relating to personnel; Conditions of employment and other personnel-related contractual and quasi-legal records; Internal evaluation records and other internal records; Correspondence relating to personnel; and Training schedules and material.
Customer records	A “customer” refers to any natural or juristic entity that receives services from the Company. Customer records include: Records pertaining to products sold and/or serviced by the Company, including without limitation, online and print publications; Records provided by a customer to a 3rd party acting for or on behalf of the Company; Records provided by a 3rd party; Records generated by or within the Company relating to its customers, including transactional data.
Private Body Records	These are records which include, but are not limited to, records which pertain to the Company’s own affairs including: Financial records; Operational records; Databases; Information technology systems and documents; Marketing records; Internal correspondence; Product and service records; Statutory records; Internal policies and procedures
Other Party Records	Personnel, customer or private body records which are held by another party on the Company’s behalf, as opposed to the records held by the Company itself; Records held by the Company pertaining to other parties, including without limitation, financial records, correspondence, contractual records, and records about Company contractors/suppliers/service providers.

9.3 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The Company may refuse a request for information on, inter alia, the following basis:

- The mandatory protection of the privacy of a 3rd party who is a natural person, in order to avoid the unreasonable disclosure of personal information concerning that natural person (including a deceased individual).

- The mandatory protection of the commercial information of a 3rd party, if the record contains:
 - Trade secrets of that 3rd party;
 - Financial, commercial, scientific or technical information, other than trade secrets, of a 3rd party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that 3rd party; or
 - Information supplied in confidence by a 3rd party, the disclosure of which could reasonably be expected to put that 3rd party at a disadvantage in contractual or other negotiations, or to prejudice that 3rd party in commercial competition.
- The mandatory protection of confidential information of 3rd parties if disclosure would constitute an action for breach of a duty of confidence owed to that 3rd party in terms of an agreement.
- The mandatory protection of the safety of individuals and the protection of property.
- The mandatory protection of records which would be privileged from production in legal proceedings.
- The protection of the Company's commercial activities including, without limitation, records that contain:
 - The Company's trade secrets;
 - Financial, commercial, customer, scientific or technical information, the disclosure of which would be likely to cause harm to the Company's commercial or financial interests;
 - Information, the disclosure of which could reasonably be expected to put the Company at a disadvantage in contractual or other negotiations, or to prejudice the Company in commercial competition.
 - Computer programs owned by the Company.
- The mandatory protection of research information of the Company or a 3rd party, if disclosure would expose the identity of the Company or a 3rd party, the researcher or the subject matter of the research to serious disadvantage.
- Requests for information that are, in the Company's reasonable opinion, manifestly frivolous or vexatious or which involve an unreasonable diversion of resources.

10 Processing of Personal Information

10.1 Purpose of Processing Personal Information

This section describes our purpose or reasons for processing personal information.

We process personal information in the ordinary course of business, including, but not limited to, the following:

- providing and improving our services;
- creating and managing client accounts;
- managing commercial relationships with clients and suppliers;
- to receive goods and/or services from suppliers;
- recruitment;
- managing employee relationships and performing employment contracts;
- for security purposes;
- to comply with legal obligations;
- information analysis;
- marketing our services;
- communication purposes; and
- administering our website.

For more information regarding the purposes we process personal information, please see our Privacy Notice on our website or for employees, please contact the Information Officer.

10.2 Categories of Data Subjects, personal information and categories of recipients

This section specifies the categories of data subjects whose personal information is processed by Us and the nature or categories of the personal information being processed i.e. Description of the categories of Data Subjects, the information or categories of information relating thereto and categories of recipients

Most commonly, we process the following personal information of the following categories of data subjects:

Categories of Data Subjects	Personal Information that may be processed	Categories of recipients
Clients	Name and contact details	Customer information may be shared with: ● Our affiliates ● Our suppliers and Operators ● Professional service providers ● Other customers ● Debt collection agencies ● Regulatory authorities and the courts, including the police
	Company registration details and incorporation documents	
	Financial and tax information	
	Key employee names, contact details	
	Teleconference and video conference call recordings	

Categories of Data Subjects	Personal Information that may be processed	Categories of recipients
Suppliers	Name and contact details	Supplier information may be shared with: • Our affiliates • Our suppliers and Operators • Professional service providers • Our customers • Regulatory authorities and the courts, including the police
	Company registration details and incorporation documents	
	Physical and/or postal address	
	Key employee names, contact details	
	Financial and tax information	
	Teleconference and video conference call recordings	
Employees	Name and Contact Details	Supplier information may be shared with: • Our affiliates • Our suppliers and Operators • Professional service providers • Our customers • Third Party verification • Regulatory authorities and the courts, including the police • Persons or organisations in the context of a sale of our shares, assets or business
	Identity number and date of birth / ID and/or passport copies	
	Employment history	
	Employment contracts	
	Performance records	
	Details of dependants, marital status and emergency contacts	
	Payroll, financial and tax records	
	Electronic access and communication records	
	Health and safety records	
	Training records	
	Leave records	
	Time and attendance records	
	Teleconference and video conference call recordings	
Job Applicants	Name and contacts details	Job applicant information may be shared with: • Our affiliates • Our suppliers and Operators • Professional service providers • Third Party verification • Regulatory authorities and the courts, including the police
	Country of residence	
	Visa information	
	Educational background	
	Interview notes and assessment result	
	Employment history	
	Additional information you choose to tell us	
Third Parties	Name and contact details	Personal Information may be shared with: • Our affiliates

Categories of Data Subjects	Personal Information that may be processed	Categories of recipients
e.g. public, persons who contact us / engage with us and visitors to our website	Additional Information you choose to tell us	• Our suppliers and Operators • Professional service providers • Regulatory authorities and the courts, including the police

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 approved. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act.

Records we hold may be records of a third party, such as customers or employees and we take protection of third-party confidential information very seriously. We will protect the confidentiality of such information subject to our obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information.

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

This section specifies the persons or categories of persons to whom We may disseminate personal information.

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 qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Customer data	Our cloud-based software and platform services are used for data storage, communication and analysis. We make every effort to avoid adding customer data to third-party artificial intelligence language models. We do not share customer data with third parties without the express permission of the customer.

10.4 Transborder flows of personal information

This section outlines the instances where we intend to transfer data across our national borders to be processed in some way by a party in another country.

While we generally store all the personal information that we collect about you in the Republic of South Africa, it is possible that your personal information will be transmitted and hosted outside your region. For example, our email and storage, accounting software and messaging service providers have servers outside of South Africa.

When making authorised transfers of Personal Information in terms of Section 72 of the Protection of Personal Information Act, 4 of 2013, Personal Information shall only be transferred to recipients outside of the Republic where the requirements defined in POPIA Section 72 are satisfied.

We ensure that countries to which your information is being shared either have adequate laws in place or that we have contractual arrangements to ensure the protection of your personal information. Most of our hosting platforms are in the Republic of Ireland or another EU state. For more information, please refer to our Privacy Policy available on our website.

10.5 Information Security Measures

This section specifies the nature of the security safeguards implemented or under implementation to ensure the confidentiality and integrity of the personal information under our care.

In our role as a Responsible Party and in our role as a Processor under POPIA, we have taken technical and organisational measures to satisfy the requirements of “Condition 7 Security Safeguards” of POPIA listed in Section 19 to secure the integrity and confidentiality of personal information in a way that is appropriate, reasonable for our business.

Our cybersecurity framework actively works to prevent loss, damage, unauthorised destruction of, unlawful access to or processing of the personal information that we manage. Our Framework also has due regard to generally accepted information security practices and procedures which apply generally or may be required in terms of our specific industry or professional rules and regulations.

Our cybersecurity framework achieves the requirements of Section 19 in the following ways:

- ❖ Identify all reasonably foreseeable internal and external risks
 - We monitor threats identified by international and industry experts
 - Personal Information Impact Assessments (PIIAs) are conducted whenever we believe processing might introduce risk to Data Subjects using a formalised methodology
 - PIIAs and the Information Risk Register align to our overarching risk management methodology

- ❖ Establish and maintain appropriate safeguards against the risks identified
 - We proactively manage access to personal information as required by POPIA section 23. Privileged access is tightly controlled, and our infrastructure design supports security objectives.
 - We have adequate security measures in contracts & underpinning SLAs with all Operators as per POPIA Section 21, and we conduct security and data protection due diligence exercises against high-risk operators.
 - All transfers of personal information to other jurisdictions are secured and monitored as per POPIA Section 72
- ❖ Regularly verify that the safeguards are effectively implemented
 - Our cyber-security officers and partners actively manage health checks of all controls
 - Our risk assurance programme ensures that appropriate tests are conducted periodically or as needed.
- ❖ Ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards
 - Our threat and vulnerability management plan monitors for new or potential risks within the technologies that we use
 - We analyse lessons learnt from incidents and near misses to identify weaknesses, vulnerabilities and opportunities for improvement
 - Our senior management drive a continual improvement plan for our cyber-security framework

10.6 How to participate and object to processing of your personal information

10.6.1 What is personal Information?

According to the Protection of Personal Information Act (POPIA), “Personal Information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person (i.e. an organisation or company, etc), including, but not limited to –

- a) Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- b) Information relating to the education or the medical, financial, criminal or employment history of the person;
- c) Any identifying number, symbol, e-mail address, telephone number, location information, online identifier or other assignment to the person;

- d) The biometric information of the person, for example, digital fingerprints, facial recognition maps, eye-scans, etc.
- e) The personal opinions, views or preferences of the person;
- f) Correspondence sent by the person that would reveal the contents of the original correspondence;
- g) The views or opinions of another individual about the person; and
- h) 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.

10.6.2 Your rights as a Data Subject

Your Constitutional right to privacy is protected by the POPI Act. Section 5 of POPIA gives you the following rights when it comes to your personal information: You have the right to:

- be informed when your data is collected
- be notified if the security of your data is compromised, i.e. a data breach has caused you data to be accessed by an unauthorised party
- participate in processing, specifically you can ask what data we have about you, that your data be deleted or updated and you can request access to your data.
- object to processing and request that it cease, especially direct marketing
- not receive direct marketing via unsolicited electronic messaging or unsolicited telephone calls unless you have explicitly consented to it before receiving the marketing messages
- understand when automated decision-making is being used and not suffer any impact because of that processing

If you would like to contact us to exercise any of these rights, please use the [Information Officer and Contact Details](#) above.

10.6.3 Your legal rights

You have the right to:

10.6.3.1 Request access to your personal data

This is commonly known as a “data subject access request”. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

10.6.3.2 Request correction of your personal data.

This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

10.6.3.3 Request erasure of your personal data.

This enables you to ask us to delete or remove personal data where there is no valid reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always

be able to comply with your request of erasure for specific legal reasons which will be communicated to you, if applicable, at the time of your request.

10.6.3.4 Object to processing of your personal data

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

10.6.3.5 Request restriction of processing of your personal data.

This enables you to ask us to suspend the processing of your personal data in the following scenarios:

1. if you want us to establish your data's accuracy;
2. where our use of the data is unlawful but you do not want us to erase it;
3. where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
4. you have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.

10.6.3.6 Request the transfer of your personal data to you or to a third party.

We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform on a contract with you.

10.6.3.7 Withdraw consent

You can withdraw consent at any time where we are relying on consent to process your personal data.

This will not affect the lawfulness of any processing carried out before you withdraw your consent.

If you withdraw your consent, we may not be able to provide certain Website access or Services to you. We will advise you if this is the case at the time you withdraw your consent.

Please take note that regardless of your right to withdraw consent under POPI, other South African legislation applies and may require that we continue to process your data to comply with anti-corruption, crime-fighting and/or other national legislation, which you expressly understand and agree to.

If you would like to contact us to exercise any of these rights, please use the [Information Officer and Contact Details](#) above.

10.6.4 How to make a request

If you would like to know what data we have about you, or if you would like us to update your information or delete it, or if you are not happy at any point, please escalate queries to our Information Officer (see [the Information Officer and Contact Details](#) above.)

1. To object to us processing your data please use
FORM 1 Objection to the Processing of Personal Information [POPIA Regulation 2(1)], available from the website of the Information Regulator:
<https://info regulator.org.za/wp-content/uploads/2020/07/FORM-1-OBJECTION-TO-THE-PROCESSING-OF-PERSONAL-INFORMATION.pdf>
2. To , please use
FORM 2 Request for Correction or Deletion of Personal Information [POPIA Regulation 3(2)], available from the website of the Information Regulator:
<https://info regulator.org.za/wp-content/uploads/2020/07/FORM-2-REQUEST-FOR-CORRECTION-OR-DELETION-OF-PERSONAL-INFORMATION-OR.pdf>

10.6.5 Response to your request

If necessary, we will send you the correct form to be completed in order to make your request official, as per the POPIA Regulations.

We will also ask you to provide proof of your identify, as mandated in the POPI Act Section 23(1).

The POPIA Regulations of Dec 2021 state that we, as a responsible party must, within thirty (30) days of receipt of the outcome of the request, notify a data subject, in writing, of the action taken as a result of the request

10.6.6 How to submit a complaint to the Information Regulator

If you are unhappy with the way that we are managing your data, or someone else's data, you have the right to complain either directly to our Information Officer or to the Information Regulator. You also have the right to initiate civil proceedings if you believe your rights have been infringed.

We hope it would never come to that, and request that you get in touch with us to give us an opportunity to rectify any issue you may have with the way we manage your information.

POPIA Regulation 7 states that the following persons may lodge a complaint-

1. A data subject whose personal information has been interfered with in terms of section 73 of the Act;
2. Any person acting on behalf of a data subject whose personal information has been interfered with, as referred to in section 73 of the Act;
3. Any person with a sufficient personal interest in the subject matter of the complaint referred to in section 73 of the Act;
4. A responsible party or data subject who is aggrieved by the determination of an adjudicator in terms of section 63(3) of the Act; or
5. Any person acting in the public interest

To direct a complaint to the Regulator, you need to complete FORM 5 [POPIA Regulation 7] which you will find on the Information Regulator's website.

FORM 5 [POPIA Regulation 7] available at:

<https://infoeregulator.org.za/wp-content/uploads/2020/07/FORM-5-COMPLAINT-REGARDING-INTERFERENCE-WITH-THE-PROTECTION-OF-AN-ADJUDICATOR.pdf>

ANNEXURE A

Fees in respect of Private Bodies as contemplated in annexure B of PAIA Regulations. Access to and participation in your own personal information is available free of charge.

Item	Description	Amount
1	The request fee payable by every requester	R 140.00
2	Photocopy/printed black and 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 in a computer-readable form on a Flash Drive (to be provided by requester)	R 40.00
5	For a copy in a computer-readable form on a Compact Disk (If provided by requester)	R 40.00
6	For a copy in a computer-readable form on a Compact Disk (If provided to the requester)	R 60.00
7	For a transcription of visual images per A4 size page	Service to be outsourced. Will depend on quotation from the service provider.
8	Copy of visual images	Service to be outsourced. Will depend on quotation from the service provider.
9	Transcription of an audio record, per A4 size page	R 24.00
10	Copy of an audio record on Flash Drive (to be provided by requester)	R 40.00
11	Copy of an audio record on Compact Disk (If provided by requester)	R 40.00
12	Copy of an audio record on Compact Disk (If provided to the requester)	R 60.00
13	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. (To not exceed a total cost of R 435.00)	R 145.00
14	Deposit (If search exceeds 6 hours)	One third of amount per request calculated in terms of items 1 to 13
15	Postage, email or other electronic transfer	Actual expense, if any