

# PAIA MANUAL OF GO ADVENTURE (PTY) LTD

**Prepared and compiled on 18 December 2025 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended).**

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## 1. List of Acronyms and Abbreviations

TERM	DEFINITION
"Data Subject"	means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;
"Deputy Information Officer"	means a Deputy Information Officer designated in terms of section 56 of the POPIA;
"Information Officer"	means in the case of a juristic person, (i) the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or (ii) the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;
"Information Regulator"	means the Information Regulator established in terms of section 39 of POPIA;
"Manual"	means this manual compiled by Go Adventure (Pty) Ltd in terms of PAIA and POPIA;
"PAIA"	means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;
"Personal Information"	means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;
"Personnel"	means all partners, directors, officers, employees, individual contractors and other personnel of Go Adventure (Pty) Ltd.
"POPIA"	means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;
"Processing"	means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;
"Private Body"	means any former or existing juristic person, as contemplated in the Act and POPIA;
"Record"	means a record as contemplated in PAIA and includes Personal Information;

"Requester"	means, in relation to a Private Body, i. any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of that Private Body; or ii. a person acting on behalf of such person as contemplated in the Act;
"Responsible Party"	means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in the POPIA;
"Regulator"	Information Regulator

## 2. Purpose Of PAIA Manual

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 PAIA, in order for them to exercise their rights in relation to public and private bodies.

Wherever reference is made to "Private Body" in this manual, it will refer to Go Adventure (Pty) Ltd.

This PAIA Manual is useful for the public to -

- 2.1 check the categories of records held by a body 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 a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body 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 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 the body 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 the body has 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 the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. Key contact details for access to information of the Private Body:

<b>3.1. Information Officer:</b>	Mr. Uwe Auer
<b>3.2. Deputy Information Officer</b>	N/A
<b>3.3 Access to information general contact:</b>	<a href="mailto:uwe@goadventure.travel">uwe@goadventure.travel</a>

#### **3.4. Head Office**

Physical address:	267 Main Road, Esterville, Paarl, 7646
Postal address:	267 Main Road, Esterville, Paarl, 7646
Telephone No:	021 879 7810
Website:	<a href="https://www.goadventure.travel">https://www.goadventure.travel</a>

## 4. Guide On How To Use PAIA And How To Obtain Access To The Guide

- 4.1 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.
- 4.2 The Guide is available in each of the official languages and in braille.
- 4.3 The aforesaid Guide contains the description of-
  - 4.3.1. the objects of PAIA and POPIA;
  - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of –
    - 4.3.2.1. the Information Officer of every public body, and
    - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 4.3.3. the manner and form of a request for-
    - 4.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
    - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;

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<sup>1</sup> Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

<sup>2</sup> Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

<sup>3</sup> Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

<sup>4</sup> Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*

- 4.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. 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-
  - 4.3.6.1. an internal appeal;
  - 4.3.6.2.a complaint to the Regulator; and
  - 4.3.6.3. 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;
- 4.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

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c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92<sup>11</sup>.

4.4 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.

4.5 The Guide can also be obtained-

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://info regulator.org.za/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours - In English and Afrikaans.

## 5. Categories Of Records Of The Private Body Which Are Available Without A Person Having To Request Access

To date no notice in terms 52(2) of the Act has been published regarding the categories of Records that are automatically available without having to request access.

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<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that -“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.

## 6. Description Of the Records of The Private Body Which Are Available In Accordance With Any Other Legislation

Companies Act 71 of 2008  
 Income Tax Act 58 of 1962  
 Tax Administration Act, 2011  
 Labour Relations Act, 66 of 1995  
 Employment Equity Act, 55 of 1998  
 Electronic Communications and Transactions Act 36 of 2005  
 Basic Conditions of Employment Act, 75 of 1997  
 Broad Based Economic Empowerment Act, 53 of 2003  
 Constitution of the Republic of South Africa, 108 of 1996  
 Companies Act, 61 of 1973  
 Consumer Protection Act, 68 of 2008  
 Value Added Tax Act, 89 of 1991  
 Protection of Personal Information Act, 4 of 2013  
 Occupational Health and Safety Act, 85 of 1993  
 Tourism Act, 3 of 2014  
 Insurance Act, 18 of 2017  
 Unemployment Insurance Act, 63 of 2001  
 Compensation for Occupational Injuries and Diseases Act, 130 of 1993

## 7. Description Of The Subjects On Which The Body Holds Records And Categories Of Records Held On Each Subject By the Private Body

Subjects on which the body holds records	Categories of records
Incorporation Documents and Records	These include, but are not limited to the following: <ul style="list-style-type: none"> <li>● Documents of Incorporation</li> <li>● Memorandum and Articles of Association</li> <li>● Copies of Shareholder’s Agreement(s)</li> <li>● Minutes of meetings held by the Board of Directors; Shareholders; Management and / or staff meeting(s)</li> <li>● Internal telephone list(s) and list of employees</li> </ul>

Human Resources	<ul style="list-style-type: none"> <li>● Pay slip / salary status</li> <li>● Leave records</li> <li>● Educational history</li> <li>● Letter/record of appointment / employment agreement</li> <li>● Records relating to salary increases</li> <li>● Disciplinary records</li> <li>● Performance management records</li> <li>● Medical certificates of employees</li> <li>● Tax records</li> <li>● Training records</li> <li>● Training manuals</li> <li>● Written Company policies</li> <li>● Written Employment Equity Plan</li> <li>● Workplace Skills Development Plan</li> <li>● Registration with a SETA (not currently – 2025)</li> <li>● <b>Monthly contribution of employees</b> <ul style="list-style-type: none"> <li>○ Unemployment fund</li> <li>○ Records of deductions from employees</li> </ul> </li> <li>● Identification records for security purposes</li> <li>● <b>Safety Records: (not currently)</b></li> <li>● Record of incidents</li> <li>● Records of corrective action</li> <li>● Records relating to Occupational Health &amp; Safety Act</li> </ul>
Information technology records	<ul style="list-style-type: none"> <li>● Licenses</li> <li>● Software programs</li> <li>● Software applications</li> <li>● Internal company e-mails</li> <li>● Internet connectivity reports</li> </ul>
Financial Documents	<p><b>General</b></p> <ul style="list-style-type: none"> <li>● VAT Records</li> <li>● Tax Records</li> <li>● PAYE Records</li> <li>● UIF Records</li> <li>● SDL Records (not currently)</li> <li>● Management Accounts and Audited Financial Statements</li> <li>● Asset Inventories</li> <li>● Asset Register</li> </ul> <p><b>Operating System</b></p> <ul style="list-style-type: none"> <li>● Quotations / Invoices</li> </ul>

	<ul style="list-style-type: none"> <li>• Weekly / Monthly / Quarterly / Annual statement(s)</li> <li>• Debit note(s)</li> <li>• Credit note(s)</li> </ul> <p><b>Banking</b></p> <ul style="list-style-type: none"> <li>• Cheque accounts / Current accounts</li> <li>• Cash Records</li> <li>• Financial reporting</li> </ul>
Learning and Education	<ul style="list-style-type: none"> <li>• Training Material</li> <li>• Training Records and Statistics</li> <li>• Training Agreement</li> </ul>
Operational Documents and Records	<ul style="list-style-type: none"> <li>• Promotional material</li> <li>• Written policies regarding business activities</li> <li>• Work Instruction manuals</li> <li>• Customer database</li> <li>• Customer application forms</li> <li>• Payment in respect of services based on C.O.D / 30 days and longer</li> <li>• Sales records</li> <li>• Records in respect of scheduling and supplying of services</li> </ul> <p><b>Documentation with regards to:</b></p> <ul style="list-style-type: none"> <li>• Business Plans</li> <li>• Strategy</li> <li>• Vision</li> <li>• Mission</li> <li>• Action Plans</li> <li>• Company Profile</li> <li>• Customer complaints / assessments / both</li> <li>• Records pertaining to costing / quoting</li> </ul>
Client Services Records	<ul style="list-style-type: none"> <li>• Client correspondence</li> <li>• Client contracts</li> <li>• Client standard business documentation</li> </ul>

## 8. Processing Of Personal Information

### 8.1 Purpose of processing personal information

Categories of Data Subjects	Purpose for processing Personal Information
Employees	<ul style="list-style-type: none"> <li>• To comply with employment, and other legislation</li> <li>• Disciplinary Proceedings</li> <li>• Manage relationships</li> </ul>
Service Providers / Suppliers	<ul style="list-style-type: none"> <li>• Manage relationships</li> <li>• To comply with legislation</li> </ul>
Clients	<ul style="list-style-type: none"> <li>• To provide our services</li> <li>• To comply with legislation</li> </ul>

### 8.2 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	<p><b>Standard Personal Information (Essential for Bookings)</b></p> <ul style="list-style-type: none"> <li>• <b>Identification:</b> Full names, titles, and ID numbers or Passport numbers (required for flight and hotel bookings).</li> <li>• <b>Contact Details:</b> Email addresses, telephone numbers, and physical addresses (for invoicing and emergency contact).</li> <li>• <b>Travel Preferences:</b> Dietary requirements, seating preferences, and frequent flyer/loyalty program numbers.</li> <li>• <b>Financial Information:</b> Credit card details (processed securely) and billing history.</li> </ul> <p><b>Special Personal Information (Processed by Exception)</b></p> <ul style="list-style-type: none"> <li>• <b>Health Information:</b> Information regarding physical or mental health or disabilities, but <b>only</b> where necessary to arrange special assistance, wheelchair access, or medical clearance for travel.</li> </ul>

	<ul style="list-style-type: none"> <li>● <b>Religious Beliefs:</b> Only if revealed through specific dietary requirements (e.g., Halal or Kosher meals).</li> <li>● <b>Age/Birth Date:</b> Required specifically for age-restricted bookings (e.g., child discounts or senior rates).</li> </ul> <p><b>Information relating to Children</b></p> <ul style="list-style-type: none"> <li>● Personal information of minors (under 18), such as names and birth certificates, strictly for the purpose of arranging travel and complying with Department of Home Affairs regulations.</li> </ul>
Service Providers	<ul style="list-style-type: none"> <li>● <b>Entity Identity:</b> Registered Business Name, Trade Name, and Registration Number.</li> <li>● <b>Tax Compliance:</b> VAT Registration Number and Tax Clearance status.</li> <li>● <b>Contact Details:</b> Physical and Postal Addresses, Professional Email Addresses, and Business Telephone Numbers.</li> <li>● <b>Financial Data:</b> Bank Account details for EFT payments, Invoices, and Statements.</li> <li>● <b>Verification Documents:</b> Copies of IDs for sole proprietors or contractors, and Credit or Financial references where required for vetting.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>● <b>Personal Identity:</b> Full Names, Surnames, Gender, Race, and Language preferences.</li> <li>● <b>Contact Information:</b> Personal Email Addresses, Mobile/Telephone numbers, and Residential Address.</li> <li>● <b>Employment Records:</b> Qualifications, Employment History, Employment Contracts, and Marital Status.</li> <li>● <b>Financial &amp; Payroll:</b> Bank Account details, Salary information, and UIF/Tax details.</li> </ul> <p><b>Confidential/Sensitive Data:</b></p> <ul style="list-style-type: none"> <li>● <b>Medical History:</b> Health information strictly for managing sick leave, disability, or occupational health.</li> <li>● <b>Disciplinary Records:</b> Internal grievance and disciplinary proceedings.</li> </ul>

**8.3 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
Names & surnames, Identity / Passport number, medical history (if applicable), email address, telephone numbers, date of birth	Hotels / accommodation facilities, airlines, transport companies,
Payroll purposes & accounting	Payroll service providers
Credit and payment history, for credit information	Credit Bureaus
Call recording(s)	IT service provider
CRM & Bookkeeping	Bookkeeping service provider
Email communication	Cloud services

**8.4 Planned transborder flow of personal information.**

We may transfer your personal information to third parties in foreign countries (such as airlines, hotels, and Global Distribution Systems like Amadeus) to fulfill your travel bookings. We will only do so if the transfer is necessary to perform our contract with you, or if the recipient is subject to laws or agreements that provide an adequate level of protection similar to POPIA.

**8.5 General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information.**

We have implemented the following Information Security Measures to ensure the confidentiality, integrity and availability of all information residing on our IT Systems:

## Technical Measures (Cloud-Based Security)

- **Secure Cloud Environment:** All company data is stored within Google Workspace and Zoho environments. We rely on the enterprise-grade security infrastructure of these providers, which includes data encryption at rest and in transit.
- **Access Control & Authentication:** Access to cloud platforms is strictly limited to authorised personnel. We enforce Multi-Factor Authentication (MFA) and secure logins to prevent unauthorised account access.
- **Endpoint Security:** All managed devices (laptops/computers) used to access company data are equipped with industry-standard Anti-Virus and Anti-Malware software to prevent local data compromises.
- **Network Security:** Our office network is protected by a managed Firewall that monitors and controls incoming and outgoing traffic to safeguard against external threats.
- **Data Loss Prevention (DLP):** We utilise built-in cloud security features, such as sharing restrictions and activity logging, to prevent the accidental or intentional misuse of sensitive data.

## Availability and Resilience

- **Cloud Redundancy:** By using Google Workspace and Zoho, availability is maintained through the providers' geo-redundant data centers, ensuring that data is accessible even in the event of localized hardware failures.
- **Internet Failover:** To ensure business continuity, we maintain [e.g., secondary LTE/Fiber] backup connections to ensure constant access to our cloud-based records.

## Organisational Measures

- **Confidentiality:** All employees have signed non-disclosure and confidentiality agreements.
- **Operator Oversight:** We ensure that our primary service providers (Google and Zoho) comply with international security standards (such as ISO 27001 or SOC 2) which align with POPIA's requirements for "Reasonable Measures."
- **Staff Awareness:** Employees receive guidance on identifying phishing attempts and maintaining password hygiene to protect the integrity of our cloud accounts.

## 9. Availability Of The Manual

9.1 A copy of the manual is available at:

- 9.1.1 The manual of the Private Body is available at the premises of the Private body as well as on the website (<https://www.goadventure.travel>) of the Private Body.
  - 9.1.2 At the Head Office of Go Adventure (Pty) Ltd for public inspection during normal business hours.
  - 9.1.3 To any person upon request upon the payment of a reasonable prescribed fee.
  - 9.1.4 To the Information Regulator upon request.
- 9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations shall be payable per each A4-size photocopy made.

## 10. Updating of the Manual

The head of Go Adventure (Pty) Ltd will update this manual on a regular basis.

**Issued by: Mr. Uwe Auer**  
**Director**

## ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by Go Adventure (Pty) Ltd.

	<b>DESCRIPTION</b>	<b>AMOUNT</b>
	The request fee payable by every requester	R 140.00
	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
	Printed copy of A4-size page	R 2.00 per page or part thereof
	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
	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotations from the service provider.
	For a copy of visual images	
	Transcription of an audio record, per A4-size page	R 24.00
	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
	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

	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
	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			
	Tel. (B):		Facsimile

Contact Numbers			:	
	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**

*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.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD (Mark the applicable box with an "X")	
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 (Mark the applicable box with an "X")	
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 (Mark the applicable box with an "X")	
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:** The Information Officer

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body (*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*) 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.

**OR**

**2. You requested:**

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form )

Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)



**4. Fees payable with regard to your request:**

	<b>DESCRIPTION</b>	<b>AMOUNT</b>	<b>NUMBER OF PAGES/ ITEMS</b>	<b>TOTAL:</b>
	The request fee payable by every requester	R 140.00		
	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
	Printed copy of A4-size page	R 2.00 per page or part thereof		
	For a copy of computer-readable form on:			
	(i) Flash drive (to be provided by the requestor)	R 40.00		
	(ii) Compact Disk:			
	a. If provided by requester	R 40.00		
	b. If provided to the requester	R 60.00		
	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
	For a copy of visual images			
	Transcription of an audio record, per A4-size page	R 24.00		
	For a copy of audio recording on:			
	(i) Flash drive (to be provided by the requestor)	R 40.00		
	(ii) Compact Disk:			
	a. If provided by requester	R 40.00		
	b. If provided to the requester	R 60.00		
	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.	R 145.00		
	Not to exceed a total cost of	R 435.00		
	Deposit: If search exceeds 6 hours	One third of the amount per request calculated		

		in terms of items 2 to 8.		
	Postage, email or any other electronic transfer	Actual expense, if any.		
	<b>TOTAL:</b>			

**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**