



King Price Group PAIA manual

Published in terms of Section 51 of the Promotion of Access to
Information Act No.2 of 2000

Version	Responsible department	Approved on	Approval confirmed by company secretary, duly authorised on behalf of the board
1	Board approval	2/4/2026	<small>DocuSigned by:</small> <i>Schalkwylke van der Merwe</i> <small>5077E78A909A474</small>

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In a nutshell

Everyone has the constitutional right to access info to enable them to fully exercise and protect their rights. Because we're all about being open and honest with our clients, brokers, staff, and suppliers, we've created this manual to outline the types of records and personal info we hold, and to explain how you can request this info from us to make more informed decisions.

1. Terminology

- 1.1 **DIO**
Deputy Information Officer
- 1.2 **IO**
Information Officer
- 1.3 **PAIA**
Promotion of Access to Information Act No. 2 of 2000, as amended.
- 1.4 **POPIA**
Protection of Personal Information Act No. 4 of 2013.
- 1.5 **King Price**
Includes KPFS, KPIC and KPL as well as the use of we, us and our as the context may require.
- 1.6 **KPFS**
King Price Financial Services (Pty) Ltd reg no. 2009/012931/07, with its registered address at Menlyn Corporate Park, Block A, Cnr Garsfontein and Corobay Avenue, Waterkloof Glen XII, Pretoria, 0181.
- 1.7 **KPIC**
King Price Insurance Company Ltd, FSP no. 43862, reg no. 2009/012496/06, with its registered address at Menlyn Corporate Park, Block A, Cnr Garsfontein and Corobay Avenue, Waterkloof Glen XII, Pretoria, 0181. Which is a public company registered in terms of the company laws of South Africa which offers non-life insurance products to clients and potential clients.
- 1.8 **KPL**
King Price Life Insurance Ltd, reg no. 1948/029011/06, with its registered address at Menlyn Corporate Park, Block C, Cnr Garsfontein and Corobay Avenue, Waterkloof Glen XII, Pretoria, 0181. Which is a public company registered in terms of the company laws of South Africa which offers life insurance products to clients and potential clients.
- 1.9 **Regulator**
The Information Regulator.

2. Introduction

The purpose of the Promotion of Access to Information Act ('PAIA') is to give effect to the constitutional right of access to any information held by the state, as well as information held by another person that is required for the exercise or protection of any right.

This manual was prepared in accordance with section 51 of PAIA, to address requirements of the Protection of Personal Information Act No. 4 of 2013 (POPIA). In terms of section 51 of the Act, all private bodies are required to compile an information manual (PAIA manual). In addition to explaining how to access, or object to, personal info held by us, or request correction of the personal info, in terms of Sections 23 and 24 of the Protection of Personal Information Act No. 4 of 2013 (the POPI Act), the manual also explains how to submit requests for access to these records in terms of the PAIA Act.

The motivation for giving effect of the right to access to information is to foster a culture of transparency and accountability both in public and private bodies and to promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect all their rights more fully.

Accordingly, requests for access to info held by us will be made in accordance with the prescribed procedures and at the rates provided. The prescribed forms and fee tariffs are dealt with in chapter 1 of part 3 of the PAIA Act.

2.1 Availability of this PAIA Manual

This PAIA manual is published on the King Price website (www.kingprice.co.za). Alternatively, a copy can be requested from the IO or DIO (see contact details below).

2.2 Availability of guides to the PAIA and POPI Acts

Guides to the PAIA and POPI Acts can be obtained and queries directed to:

The office of the information regulator	
Physical address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal address	PO Box 31533, Braamfontein, Johannesburg, 2017
Phone no.	+27 10 023 5200
Work no.	+2710 023 5207
Email	enquiries@info regulator.org.za
Online	info regulator.org.za



3. Our contact details

PAIA prescribes the appointment of an information officer for public bodies where such information officer is responsible to, inter alia, assess requests for access to information.

The head of a private body fulfils such a function in terms of section 51. King Price has opted to appoint information officers to assess such a request for access to information, as well as to oversee its required functions in terms of PAIA. The information officer may appoint, where it's deemed necessary, deputy information officers, as allowed in terms of section 17 of PAIA as well as section 65 of POPIA.

This is to render King Price as accessible as reasonably possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of POPIA.

3.1 KPIC

Contact details in terms of Section 51 of PAIA:

King Price Insurance Company Limited	
FSP no.	43862
Reg no.	2009/012496/06
Physical address	Menlyn Corporate Park, Block A, Cnr Garsfontein and Corobay Avenue, Waterkloof Glen XII, Pretoria, 0181
Postal address	PO Box 284, Menlyn, Pretoria, Gauteng, 0063
Contact no.	+27 12 001 0800
Online	kingprice.co.za

Duly authorised persons:

Info officer	
Name	Schalkwyk van der Merwe
Phone no.	+27 12 001 0800
Email	POPI@kingprice.co.za

Deputy info officers	
Name	Quintin Herbst
Phone no.	+27 12 001 0800
Email	POPI@kingprice.co.za
Name	Chris Smith
Phone no.	+27 12 001 0800
Email	POPI@kingprice.co.za
Name	Jaco Labuschagne
Phone no.	+27 12 001 0800
Email	POPI@kingprice.co.za



Name	Marilize Henn
Phone no.	+27 12 001 0800
Email	POPI@kingprice.co.za
Name	Shaun Rosslee
Phone no.	+27 12 001 0800
Email	POPI@kingprice.co.za
Name	Lukas Kgari
Phone no.	+27 12 001 080
Email	POPI@kingprice.co.za
Name	Monique Manser
Phone no.	+27 12 001 080
Email	POPI@kingprice.co.za

3.2 KPL

Contact details in terms of Section 51 of PAIA:

Information officer	Name	William Harris
	Designation	Chief operating officer
	Phone no.	+27 10 590 7700
	Email	lifePOPI@kingprice.co.za
Deputy information officer	Name	Bani Schmidt
	Designation	Chief growth officer
	Phone no.	+27 10 590 7700
	Email	lifePOPI@kingprice.co.za
Head of organisation in terms of section 51(1)(a)	Name	Shaun Hammond
	Designation	Chief executive officer
	Email	lifePOPI@kingprice.co.za
	Registered physical address	Menlyn Corporate Park, Block C, Cnr Garsfontein and Corobay Avenue, Waterkloof Glen XII, Pretoria, 0181
	Postal address	P.O. Box 284 Menlyn, 0063
	Website/s	www.stangenlife.co.za www.kingprice.co.za

4. Applicable legislation: Records kept by King Price in accordance with any other legislation

The following legislation (among others) which may apply from time to time, applies to (and is observed by) King Price pursuant to undertaking its day-to-day operations:

Item no.	Legislative reference	Act
1	No. 71 of 2008	The Companies Act
2	No. 75 of 1997	The Basic Conditions of Employment Act
3	No. 55 of 1998	The Employment Equity Act
4	No. 58 of 1962	The Income Tax Act
5	No. 66 of 1995	The Labour Relations Act
6	No. 89 of 1991	The Value Added Tax Act
7	No. 37 of 2002	The Financial Advisory and Intermediary Services Act
8	No. 25 of 2002	The Electronic Communications and Transactions Act
9	No. 2 of 2000	The Promotion of Access to Information Act
10	No. 4 of 2013	The Protection of Personal Information Act
11	No. 63 of 2001	The Unemployment Insurance Act
12	No. 68 of 2008	Consumer Protection Act
13	No. 34 of 2005	National Credit Act
14	No 38 of 2001	Financial Intelligence Centre Act
15	No. 53 of 1998	Short-term Insurance Act
16	No. 52 of 1998	Long term Insurance Act
17	No. 18 of 2017	The Insurance Act

5. Company records

These documents and records are kept in accordance with various legislation that is applicable to King Price and may be requested in the prescribed format.

Note that the accessibility of the records may be subject to the grounds of refusal set out in this PAIA manual. Among others, records deemed confidential on the part of a third party will necessitate permission from the third party concerned, in addition to normal requirements, before King Price will consider access.

5.1 Public info

The following records and info are automatically available without a person having to request access in terms of the PAIA Act, on the website www.kingprice.co.za:

- Confirmation of license in terms of the Insurance Act and Financial Advisory and Intermediary Services Act.
- King Price complaints policy.
- King Price Policy Document (KPPD).
- Conflict of interest policy.
- Whistleblower policy.
- Privacy policy.
- Terms and conditions.
- Immovable property records.
- Audited financial statements.



5.2 Availability of records

The list of documents and the classification key provided therewith provides a list of records and classification in respect of its availability:

Departmental records	Subject	Classification no.
Secretarial division	CIPC records	1
	Securities register	2/4
	Constitutional documents	1
	Records of resolutions and decisions	12/13
	Shareholders' agreements	5/6/7/8/12/13
	Health and safety records (employees and contractors)	4/5/8/9
Human resources division	Employee records	4/5
	Employment contracts	4/5
	Personnel guidelines, policies and procedures	3/12
	Employee medical records	4/5
	Employee disability insurance records	4/5
	Employee pension and provident fund records	4/5
	Payroll records	4/5
	Recruitment records	4/5/8/12
Financial division	Tax records (King Price and employees)	12
	Asset register	12
	Supplier records	8/12
	Management accounts	12
	Internal King Price records	12
Legal services and corporate governance division	General contract documentation	6/8/10/12
	Company guidelines, policies and procedures	3/12
	Intellectual property records	3/12
	Employee, client, partner, service provider and supplier info	2/4/5
	Statutory records	2/12
Sales and marketing division	Product/service info and materials	1/3
	Policy and premium details	1/3
	Product sales records	12
	Marketing and future product/plan strategies	12/13
	Client info and database	9/13
	Third party agreements and documents	4/8
	User agreements and history in relation to the use of King Price's products and services	3/4/5/9
	Client info and history	4/5/9
Info technology division	Processing, administrative and development records	3/12/13

Our record classification key

Classification no.	Access	Classification (the PAIA Act section)
1	May be disclosed	Public access document
2	May not be disclosed	Request after commencement of criminal or civil proceedings (s7)
3	May be disclosed	Subject to copyright
4	Limited disclosure	Personal info of natural persons that belongs to the requester of that info, or personal info of juristic persons represented by the requester of that info (s61)
5	May not be disclosed	Unreasonable disclosure of personal info or of natural person (s63)
6	May not be disclosed	Likely to harm the commercial or financial interests of a third party (s64(1)(a) and (b))
7	May not be disclosed	Likely to harm the company or third party in contract or other negotiations (s64(1)(c))
8	May not be disclosed	Would breach a duty of confidence owed to a third party in terms of an agreement (s65)
9	May not be disclosed	Likely to compromise the safety of individuals or protection of property (s66)
10	May not be disclosed	Legally privileged document (s67)
11	May not be refused	Environmental testing/investigation which reveals public safety/ environmental risks (s64(2); s68(2))
12	May not be disclosed	Commercial info of private body (s68)
13	May not be disclosed	Likely to prejudice research and development info of the company or a third party (s69)
14	May not be refused	Disclosure in public interest (s70)

6. Processing of personal information

Pursuant to promoting responsible information processing practices within its organisation, as well as in its capacity as responsible party contemplated in terms of the provisions of the POPI Act, we take any activity relating to the protection and processing of personal info (as defined in terms of the provisions of Section 1 of the POPI Act) very seriously. To promote the data subjects' constitutional right to privacy, as well as to play its part in promoting the rights protected in terms of the POPI Act, we undertake to, in so far as is required of it, observe the requirements and conditions for the lawful processing of personal information.

6.1 Why we process personal information

King Price may process personal info for a variety of purposes, which may include, but aren't limited to, the following:

- 6.1.1 To provide or manage any info, products, or services requested by data subjects.
- 6.1.2 To establish a data subject's needs, wants and preferences in relation to the products/services provided by us.
- 6.1.3 To identify a data subject's risk profile and decide whether we wish to enter into a contractual relationship with the data subject and, if so, on what terms.
- 6.1.4 To help us identify data subjects when they contact us.
- 6.1.5 To facilitate the delivery of products/services to clients.
- 6.1.6 To administer claims and client premiums.
- 6.1.7 To activate policies.
- 6.1.8 To allocate unique identifiers to clients for the purpose of securely storing, retaining, and recalling such member's personal info/personal data from time to time.
- 6.1.9 To maintain records of data subjects and specifically client records.
- 6.1.10 To maintain third party records.
- 6.1.11 For recruitment purposes.
- 6.1.12 For employment purposes.



- 6.1.13 For apprenticeship purposes.
- 6.1.14 For general administration purposes.
- 6.1.15 For legal/contractual purposes.
- 6.1.16 For health and safety purposes.
- 6.1.17 To retain the records of brokers. To monitor access, secure, and manage any facilities owned or operated by us regardless of location in South Africa.
- 6.1.18 To transact with third parties.
- 6.1.19 To improve the quality of our products and services.
- 6.1.20 To detect and prevent money laundering.
- 6.1.21 To analyse the personal info/data collected for research and statistical purposes.
- 6.1.22 To enable underwriting management agencies (UMAs) to process claims and discharge any functions specified in a binder agreement.
- 6.1.23 To help recover bad debts.
- 6.1.24 To transfer personal info/data across the borders of South Africa to other jurisdictions.
- 6.1.25 To carry out analysis and client profiling.
- 6.1.26 To identify other products and services which might be of interest to our clients and data subjects in general, as well as to inform them of such products/services.
- 6.1.27 To obtain and share info about a data subject’s creditworthiness and risk profile with any credit bureau or credit provider’s industry association or industry body, which includes info pertaining to a data subject’s credit history, claims history, financial history, judgements, default history and sharing info for purposes of risk analysis, tracing, and related purposes.

6.2 Categories of data subjects and personal information processed by King Price

The categories of data subjects and personal information processed by King Price may include, but isn’t limited to the following:

Who	What
Clients/potential clients/visitors	<ul style="list-style-type: none"> • Personal information • Financial information • Special personal information
Suppliers/partners/service providers	<ul style="list-style-type: none"> • Personal information • Special personal information
Employees/potential employees	<ul style="list-style-type: none"> • Personal information • Special personal information

6.3 Recipients or categories of recipients with whom personal information is shared

Subject to any relevant terms and conditions of use which may be applicable when a data subject engages with us, we may share the personal info of any data subject we process for any of the purposes outlined in this manual, with the following third parties, whether such third parties qualify as ‘responsible parties’ in terms of Section 1 of the POPI Act or not:

- 6.3.1 Any associated company.
- 6.3.2 Any relevant service providers.
- 6.3.3 Any consultant or advisor.
- 6.3.4 Any relevant regulatory authorities who may govern us in undertaking its operations or business.
- 6.3.5 Any approved service provider, contractor, or supplier with whom we have an agreement.
- 6.3.6 Authorised financial services providers. such as intermediaries and underwriting managers.
- 6.3.7 Any approved business partners who provide products and services to us.
- 6.3.8 Any approved service providers or authorised agents who perform services on our behalf.

King Price processes personal information in order to facilitate and enhance the delivery of products and services to its clients, foster a legally compliant workplace environment, as well as safeguard the personal information relating to any data subjects which it in fact holds. King Price undertakes to process any personal information in a manner that promotes the constitutional right to privacy and retains accountability and data subject participation.



6.4 Security measures to protect personal information

King Price has, and continues to, implement reasonable technical and organisational measures for the protection of personal information it processes. King Price Life at all times takes reasonable and appropriate security measures to secure the integrity and confidentiality of personal information in its possession in order to guard against the following:

- 6.4.1 Loss of damage to, or unauthorised destruction of, personal information.
- 6.4.2 Unlawful access or processing of personal information.
- 6.4.3 Willful manipulation of personal information.

King Price will take steps to ensure that any third-party process operators (as defined in terms of section 1 of POPIA) who process personal information on its behalf applies adequate safeguards as outlined above.

6.5 Trans-border flows of personal information

King Price will only transfer personal info across South African borders if the relevant business transactions or situation requires trans-border processing and will do so only in accordance with South African legislative requirements or if the relevant data subject consents to the transfer of their personal info to third parties in any foreign jurisdictions.

King Price will take reasonable steps to ensure that any third-party process operators are bound by laws, binding corporate rules, or binding agreements that provide an adequate level of protection and uphold the principles for reasonable and lawful processing of personal info as contemplated in terms of the POPI Act.

6.6 Personal information received from third parties

When King Price receives personal information from any third party on behalf of a data subject, it requires confirmation that such a third party has written consent from the data subject, that they're aware of the contents of this PAIA manual and the King Price privacy policy, and don't have any objection to King Price processing their personal information accordingly.

7. Request procedure

Access to records held by King Price may be accessed by requesters only once the prerequisite requirements for access have been met. The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.

7.1 Personal requester

A personal requester is a requester who is seeking access to a record containing personal information about the requester. King Price will voluntarily provide the requested information or give access to any record with regard to the requester's personal information. King Price may require the requester to pay an access fee, and such fee will include fees associated with the search for, preparation of, and reproduction of documents. Such fees will not exceed the maximum applicable published by the Minister of Justice and Constitutional Development in the Government Gazette.

7.2 Other requester

This requester (other than a personal requester) is entitled to request access to information on third parties. However, King Price is not obliged to voluntarily grant access. King Price may require this type of requester to pay an access fee, and such fee will include fees associated with the search for, preparation of, and reproduction of documents. Such fees will not exceed the maximum applicable published by the Minister of Justice and Constitutional Development in the Government Gazette.

7.3 Form of request

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

- 7.3.1 The Requester must use the prescribed form (annexure A: Form 2) to make the request for access to a record. The request should be made to the Information Officer at the address or email address as stated in this document.
- 7.3.2 The prescribed form must be filled in with sufficient detail to enable the information officer to identify the following:
 - 7.3.2.1 The record or records requested;
 - 7.3.2.2 The identity of the requester;
 - 7.3.2.3 Which form of access is required;



7.3.2.4 The postal address of the requester;

7.3.2.5 The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

7.3.3 King Price will process the request within 30 (thirty) days, unless the requestor has stated special reasons, which would satisfy the information officer that circumstances dictate that the above time period not be complied with.

7.3.4 The requester will be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, they must state the manner and the particulars so required.

7.3.5 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the information officer.

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

7.4 Decision

7.4.1 King Price will, within 30 (thirty) calendar days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

7.4.2 The 30 (thirty) day period with which King Price has to decide whether to grant or refuse the request, may be extended for a further period, but not more than 30 (thirty) days if the request is for a large amount of information, or the information can't reasonably be obtained within the initial 30 (thirty) day period. King Price will notify the requester in writing if an extension is sought.

7.4.3 The information officer will respond to a request in the format of form 3 as listed in annexure B hereto. The said form is used to report the outcome of a request as well as information regarding the required fees payable, if applicable.

8. Grounds for refusal

The main reasons for King Price to refuse a request for information may amongst others relate to the:

8.1 Mandatory protection of the commercial information of a third party, if the record contains -

8.1.1 Trade secrets of that third party;

8.1.2 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;

8.1.3 Information disclosed in confidence by a third party to King Price, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;

8.1.4 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;

8.1.5 Mandatory protection of the safety of individuals and the protection of property; or

8.1.6 Mandatory protection of records which would be regarded as privileged in legal proceedings.

8.2 The commercial activities of King Price, which may among others include:

8.2.1 Trade secrets of King Price;

8.2.2 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of King Price;

8.2.3 Information, which, if disclosed, could put King Price at a disadvantage in negotiations or commercial competition;

8.2.4 A computer program which is owned by King Price, and which is protected by copyright; or

8.2.5 The research information of King Price or a third party, if its disclosure would disclose the identity of King Price, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

8.3 Requests for information that is clearly frivolous or vexatious, or which involves an unreasonable diversion of resources shall be refused.

9. Prescribed fees

9.1 Access fees

The following access fees apply to requests (other than personal requests) and are payable by the requester to cover the costs of finding and copying the records requested:

- 9.1.1 A requester is required to pay the prescribed fees before a request will be processed.
- 9.1.2 If the preparation of the record requested requires more than the prescribed hours (6), a deposit will be paid (of not more than one third of the access fee which would be payable if the request were granted).
- 9.1.3 A requester may lodge an application with a court against the tender/payment of the request fee/deposit.
- 9.1.4 Records may be withheld until the fees have been paid.

The detailed fee structure as prescribed in terms of section 54 of the PAIA Act is attached hereto as Annexure B and is also available on our website (www.kingprice.co.za) and the information regulator's website.

9.2 Access to prescribed forms and fees

Prescribed forms can be requested from the info officer or deputy info officers, via email (popi@kingprice.co.za) or at King Price's head office.

10. Remedies

10.1 Internal remedies

Matters which are refused may be escalated to the information officer by sending an email to the IO as per the contact details contained in this document Any decision made by the IO is final. If the requestor is not satisfied with the answer supplied by the IO, they should exercise the external remedies at their disposal.

10.2 External remedies

A requestor being either a personal requester or any other requester that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, apply to a court for relief.

11. Availability of this manual

This manual is available for inspection by the general public upon request, during office hours and free of charge at the offices of King Price. It is also published on King Price website: www.kingprice.co.za.



Annexure A

Form 2

Request for access to record

[Regulation 7]

Note:

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

To: The information officer

Information officer		Deputy information officer	
Physical address		Physical address	
Email		Email	
Phone no.		Phone no.	

Mark the applicable box with a tick	<input type="checkbox"/> Request is made in my own name <input type="checkbox"/> Request is made on behalf of another person
-------------------------------------	---

Personal information	
Name	
ID no.	
Capacity in which request is made (when made on behalf of another person)	
Postal address	
	Code
Physical address	
	Code
Email	
Phone no.	
Fax no.	
Cell no.	
Name of person on whose behalf the request is made (if applicable)	
ID no.	
Postal address	
	Code



Physical address			
		Code	
Email			
Phone no.			
Fax no.			
Cell no.			

Particulars of record requested	
Provide full particulars of the record to which access is requested, including the reference number if that's 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 no. (if available)	
Any further particulars of record	
Type of record (Mark the applicable box with a tick)	
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
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 a tick)	
Printed copy of record (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.)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	
Manner of access (Mark the applicable box with a tick)	
Personal inspection of record 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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	



Cloud share/file transfer		
Preferred language (Note that if the record isn't available in the language you prefer, access may be granted in the language in which the record is available)		
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 <ul style="list-style-type: none"> • The non-refundable request fee of R140 must be paid before the request will be considered. • You'll be notified of the amount of the access fee to be paid. • 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. • If you qualify for exemption of the payment of any fee, please state the reason for exemption. 		
Reason		

You'll 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			
		Code	
Fax no.			
Electronic communication (please specify)			

Signed at _____ this _____ day of _____ 20_____.

Signature of requester/person on whose behalf the request is made



For official use	
Reference no.	
Request received by: (State rank, name and surname of information officer)	
Date received	
Access fees	
Deposit (if any)	

Signature of information officer



Annexure B

Form 3

Outcome of request and of fees payable

[Regulation 8]

Note:

1. If your request is granted the:
 - 1.1 Amount of deposit (if any) is payable before your request is processed.
 - 1.2 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 no. _____

To: _____

Your request dated _____ refers.

You requested (Mark the applicable box with a tick)	
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're 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'll be liable for the fees prescribed in Annexure B.	
Or	
You requested (Mark the applicable box with a tick)	
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.)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	



To be submitted (Mark the applicable box with a tick)	
Postal services to postal address	
Postal services to physical address	
Courier service to physical address	
Fax of information in written or printed format (including transcriptions)	
Email of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record isn't available in the language you prefer, access may be granted in the language in which the record is available)	
Kindly note that your request has been:	
<input type="checkbox"/> Approved <input type="checkbox"/> Denied, for the following reasons:	

Fees payable with regards to your request			
Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Non-refundable fee			R140
Photocopy	R2,00 per page		
Printed copy	R2,00 per page		
For a copy in a computer-readable form on:			
• Flash drive			
- To be provided by requestor	R40,00		
• Compact disc			
- If provided by requestor	R40,00		
- If provided to the requestor	R60,00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24,00		
Copy of an audio record:			
• Flash drive			
- To be provided by requestor	R40,00		
• Compact disc			
- If provided by requestor	R40,00		
- If provided to the requestor	R60,00		
Postage, email or any other electronic transfer	Actual costs		
Total			



Deposit payable (if search exceeds 6 hours)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hours of search	
Amount of deposit (calculated on 1 third of total amount per request)	

The amount must be paid into the following bank account	
Bank	
Account holder	
Account type	<input type="checkbox"/> Cheque <input type="checkbox"/> Transmission <input type="checkbox"/> Savings
Account no.	
Code	
Reference no.	
Submit proof of payment to	

Signed at _____ this _____ day of _____ 20 ____.

Signature of information officer