



# **Promotion of Access to Information Act Manual**

**updated for**

**POPIA Compliance**

THIS MANUAL WAS PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 AND TO ADDRESS REQUIREMENTS OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013

This manual applies to ASSORE HOLDINGS PROPRIETARY LIMITED

Registration Number 2019/052159/07 (the "Company")

(Including all Subsidiaries)

**19 JUNE 2025**

Registered office address:

Assore House, 15 Fricker Road, Illovo Boulevard, Johannesburg, 2196

Copy of the manual is available for inspection at the Company and is available on the company website at [www.assore.com](http://www.assore.com)

## 1. INTRODUCTION

The Promotion of Access to Information Act, 2000 (the "PAIA Act") gives third parties the right to approach private bodies and the government to request information held by them, which is required in the exercise and/or protection of any rights. On request, the private body or government is obliged to release such information unless the PAIA Act expressly states that the records containing such information may or must not be released. This manual informs requesters of procedural and other requirements which a request must meet as prescribed by the PAIA Act.

The Protection of Personal Information Act, 2013 (the "POPI Act") provides for:

- a) promotion of the protection of Personal Information<sup>1</sup> processed by public and private bodies.
- b) certain conditions to establish minimum requirements for the processing of Personal Information.
- c) to provide for the establishment of an Information Regulator to exercise certain powers and to perform certain duties and functions in terms of the POPI Act and the PAIA Act.
- d) to provide for the issuing of conduct codes.
- e) to provide for the rights of persons regarding unsolicited electronic communications and automated decision making.
- f) to regulate the flow of Personal Information across the borders of the Republic; and
- g) to provide for matters connected therewith.

Section 14 of the Constitution of the Republic of South Africa, 1996, provides that everyone has the right to privacy. The right to privacy includes a right to protection against unlawful collection, retention, dissemination, and use of personal information.

The POPI Act gives Data Subjects<sup>1</sup> the right to, in the prescribed manner<sup>2</sup>, request a Responsible Party to correct or delete Personal Information about the Data Subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of Personal Information about the Data Subject that the Responsible Party is no longer authorised to retain access and/or request the correction or deletion of any Personal Information held about them that may be inaccurate, misleading or outdated.

The Company endorses the spirit of the PAIA Act and POPI Act and believes that this Manual will assist requesters in exercising their rights. The Act seeks, inter alia, to give effect to the constitutional right of access to any information held by the state or by any other person where such information is

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<sup>1</sup> As defined in terms of article 1 (Definitions) of POPI Act

<sup>2</sup> See sections 18 – 53 of the POPI Act

required for the exercise or protection of any right.

This PAIA Manual was compiled in terms of Section 51 of the PAIA Act to facilitate access to records held by the Company. It contains information required by a person wishing to exercise any right, contemplated by the PAIA Act. It is available in English.

A copy of this Manual is available to the public in a PDF ("Portable Document Format") version on the Company website or on request from the Information Officer referred to in this Manual.

This PAIA Manual is also available for inspection, at the office of the offices of the Human Rights Commission at Braampark Forum 3, 33 Hoofd St, Johannesburg, 2017, South Africa and on its website at [www.sahrc.org.za](http://www.sahrc.org.za).

## **2. BACKGROUND TO THE COMPANY**

The Company is a mining holding company engaged principally in ventures involving base minerals and metals. The group, through its joint venture company, Assmang Proprietary Limited and group companies, is involved in the mining of iron ore, manganese, iron, and chrome ore together with other industrial minerals and the manufacture of manganese alloys. The Company, through its subsidiaries Ore & Metal International Limited and Ore & Metal Company Limited, are also responsible for marketing all products produced by group companies worldwide. The Company is incorporated in South Africa.

## **3. CONTACT DETAILS**

Name of body:	Assore Holdings Proprietary Limited
Registration Number:	2019/052159/07
Physical Address:	15 Fricker Road, Illovo, Johannesburg
Postal Address:	As above
	Republic of South Africa
Telephone Number:	+27 11 770 6800
email:	janinegovender@assore.com

#### **4. DETAILS OF INFORMATION OFFICER**

The Information Officer of the Company is:

Name:	Ms. Janine Govender
Physical Address:	15 Fricker Road, Illovo, Johannesburg South Africa
Postal Address:	as above South Africa
Telephone Number:	+27 11 770 6841
E-mail:	janinegovender@assore.com

## **5. SCOPE:**

The scope of this manual is to provide a reference of the records held by the Company and its subsidiary companies but excluding Assmang Proprietary Limited which has compiled its own manual in this regard (the Group).

The scope of this Manual also excludes the Company's operations outside the Republic of South Africa and will serve to provide a reference regarding the records held by the Company at its Registered Office and various operations within the borders of the Republic of South Africa.

## **6. POLICY WITH REGARD TO CONFIDENTIALITY AND ACCESS TO INFORMATION**

The Company will protect the confidentiality of information provided to it by third parties, subject to the Company's obligations to disclose information in terms of any applicable law or regulation or a court order requiring disclosure of information. If access is requested to a record that contains information about a third party, the Company is obliged to attempt to contact such third party to inform him/her/it of the request.

The Company will give the third party an opportunity of responding by either consenting to the access or by providing reasons why access should be denied. In the event that the third-party furnishing reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted to the requestor or not.

## **7. RECORDS AUTOMATICALLY AVAILABLE - [Section 51(1)(c)]**

At this stage no notice(s) has/have been published in terms of section 52 of the PAIA Act on the categories of records that are automatically available without a person having to request access in terms of the PAIA Act.

Records that is automatically available at the registered office of the Company on payment of the prescribed fee for reproduction are:

- Records of the Company lodged in terms of government requirements such as the Registrar of Deeds.
- Documentation and information relating to the Company which is held by the Companies and Intellectual Properties Commission in accordance with the requirements set out in section 25 of the Companies Act 71 of 2008.
- Product and Services Brochures.
- News and other Marketing Information; and

Certain other information relating to the Company's is also made available on said website from time

to time.

## **8. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION: [Section 51(1)(d)]**

Records are kept in accordance with such other legislation as applicable to the Company, which includes, but is not limited to:

<ul style="list-style-type: none"><li>• Arbitration Act 42 of 1965</li></ul>	<ul style="list-style-type: none"><li>• Banks Act 94 of 1990</li></ul>
<ul style="list-style-type: none"><li>• Atmospheric Pollution Prevention Act 45 of 1965</li></ul>	<ul style="list-style-type: none"><li>• Broad-Based Black Economic Empowerment Act 53 of 2003</li></ul>
<ul style="list-style-type: none"><li>• Basic Conditions of Employment Act 75 of 1997</li></ul>	<ul style="list-style-type: none"><li>• Companies Act 71 of 2008</li></ul>
<ul style="list-style-type: none"><li>• Compensation for Occupational Injuries and Diseases Act 130 of 1993</li></ul>	<ul style="list-style-type: none"><li>• Competition Act 89 of 1998</li></ul>
<ul style="list-style-type: none"><li>• Constitution of South Africa Act 108 of 1996</li></ul>	<ul style="list-style-type: none"><li>• Consumer Protection Act 68 of 2008</li></ul>
<ul style="list-style-type: none"><li>• Copyright Act 98 of 1987</li></ul>	<ul style="list-style-type: none"><li>• Criminal Procedure Act 51 of 1977</li></ul>
<ul style="list-style-type: none"><li>• Currency and Exchanges Act 9 of 1933</li></ul>	<ul style="list-style-type: none"><li>• Customs and Excise Act 91 of 1964</li></ul>
<ul style="list-style-type: none"><li>• Debt Collectors Act 114 of 1998</li></ul>	<ul style="list-style-type: none"><li>• Deeds Registries Act 47 of 1937</li></ul>
<ul style="list-style-type: none"><li>• Electronic Communications and Transactions Act 25 of 2002</li></ul>	<ul style="list-style-type: none"><li>• Employment Equity Act 55 of 1998</li></ul>
<ul style="list-style-type: none"><li>• Environmental Laws Rationalization Act 51 of 1997</li></ul>	<ul style="list-style-type: none"><li>• Finance Act 35 of 2000</li></ul>
<ul style="list-style-type: none"><li>• Financial Intelligence Centre Act 38 of 2001</li></ul>	<ul style="list-style-type: none"><li>• Firearms Control Act 60 of 2000</li></ul>
<ul style="list-style-type: none"><li>• Income Tax Act 58 of 1962</li></ul>	<ul style="list-style-type: none"><li>• ICASA Act 13 of 2000</li></ul>
<ul style="list-style-type: none"><li>• Hazardous Substances Act 15 of 1973</li></ul>	<ul style="list-style-type: none"><li>• Insider Trading Act 135 of 1998</li></ul>
<ul style="list-style-type: none"><li>• Insolvency Act 24 of 1936</li></ul>	<ul style="list-style-type: none"><li>• Insurance Act 27 of 1943</li></ul>
<ul style="list-style-type: none"><li>• Intellectual Property Laws Amendments Act 38 of 1997</li></ul>	<ul style="list-style-type: none"><li>• Labour Relations Act 66 of 1995</li></ul>
<ul style="list-style-type: none"><li>• Long-Term Insurance Act 52 of 1998</li></ul>	<ul style="list-style-type: none"><li>• Land Survey Act 8 of 1997</li></ul>
<ul style="list-style-type: none"><li>• Magistrates Court Act 32 of 1944</li></ul>	<ul style="list-style-type: none"><li>• Medical Schemes Act 131 of 1998</li></ul>

<ul style="list-style-type: none"> <li>Mineral and Petroleum Resources Development Act 28 of 2002</li> </ul>	<ul style="list-style-type: none"> <li>Mine Health and Safety Act no 29 of 1996</li> </ul>
<ul style="list-style-type: none"> <li>National Environmental Management Act 107 of 1998</li> </ul>	<ul style="list-style-type: none"> <li>National Water Act 36 of 1998</li> </ul>
<ul style="list-style-type: none"> <li>Occupational Health and Safety Act 85 of 1993</li> </ul>	<ul style="list-style-type: none"> <li>Patents Act 57 of 1987</li> </ul>
<ul style="list-style-type: none"> <li>Pension Funds Act 24 of 1956</li> </ul>	<ul style="list-style-type: none"> <li>Preferential Procurement Policy Framework Act of 2000</li> </ul>
<ul style="list-style-type: none"> <li>Prevention of Organized Crime Act 14 of 1998</li> </ul>	<ul style="list-style-type: none"> <li>Promotion of Access to Information Act 2 of 2000</li> </ul>
<ul style="list-style-type: none"> <li>Promotion of Equality and Prevention of Unfair Discrimination Act No 4 of 2000</li> </ul>	<ul style="list-style-type: none"> <li>Protected Disclosures Act 26 of 2000</li> </ul>
<ul style="list-style-type: none"> <li>Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002</li> </ul>	<ul style="list-style-type: none"> <li>South African Revenue Service Act 34 of 1997</li> </ul>
<ul style="list-style-type: none"> <li>Regional Services Council Act 109 of 1985</li> </ul>	<ul style="list-style-type: none"> <li>Short Term Insurance Act 53 of 1998</li> </ul>
<ul style="list-style-type: none"> <li>Skills Development Levies Act 9 of 1999</li> </ul>	<ul style="list-style-type: none"> <li>Skills Development Act 97 of 1998</li> </ul>
<ul style="list-style-type: none"> <li>Statistics Act 6 of 1999</li> </ul>	<ul style="list-style-type: none"> <li>Value Added Tax Act 89 of 1991</li> </ul>
<ul style="list-style-type: none"> <li>Trademarks Act 194 of 1993</li> </ul>	<ul style="list-style-type: none"> <li>Transfer Duty Act 40 of 1949</li> </ul>
<ul style="list-style-type: none"> <li>Unemployment Contributions Act 4 of 2002</li> </ul>	<ul style="list-style-type: none"> <li>Unemployment Insurance Act 63 of 2001</li> </ul>

## 9. PARTICULARS IN TERMS OF SECTION 51 OF THE ACT

9.1. On 9 March 2001 the PAIA Act came into effect. The Act seeks to advance a culture of transparency and accountability in both public and private bodies. The legislation was enacted as a direct response to Section 32(2) of the Constitution of South Africa – the right of access to information – which requires that the Government implements laws in an effort to make information pertaining to public and private bodies more accessible to all.

9.2. The Act gives effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of the PAIA Act, the body to whom the request is made is obliged to release the information, except where the PAIA Act expressly provides that the information may or must not be released.

9.3. One of the main requirements specified in the PAIA Act is the compilation of a manual that provides information on both the types and categories of records held by the public or private body. In terms of the PAIA Act, the Company is regarded as a “private body” and therefore the requirements regarding access must be in compliance with the provisions of the PAIA Act relevant to private bodies and more in particular Section 51 of the PAIA Act.

9.4. In compliance with Section 51 of the PAIA Act this PAIA Manual sets out the following details:

- (a) The Company's contact details include physical and postal addresses, telephone and fax numbers, and the electronic mail address of the person tasked in terms of this Code of Conduct.
- (b) Information on how to obtain and access this Code of Conduct and a guide on how to use it.
- (c) Categories of information held by the Company that are available without a person having to formally request such details in terms of the PAIA Act.
- (d) Categories of information held by the Company that are available in accordance with other legislation and which, subject to the PAIA Act, may be made available by the Company on receipt of and consideration of a formal request made in terms of the PAIA Act.
- (e) Sufficient information to facilitate a request for access to records and a description of the subjects on which records are available from the Company.

9.5. Adherence to these requirements entails not only compilation of the external manual but also compliance with the general provisions stated in the PAIA Act.

## **10. GUIDE ON HOW TO USE THE ACT – [Section 10]**

10.1. The Human Rights Commission has been tasked with the administration of the PAIA Act.

10.2. In terms of Section 10 of the PAIA Act, the Human Rights Commission has compiled a guide which is intended to assist users in the interpretation of the PAIA Act and how to access the records of private and public bodies and the remedies available in law regarding a breach of any of the provisions of the PAIA Act.

10.3. Should any person have queries or concerns relating to their rights and in particular their right to access information from a private or public body, such queries should be directed to:

The South African Human Rights Commission PAIA Unit

Private Bag X2700

Houghton, 2041

Republic of South Africa

Business phone: +27 11 877 3600

Fax: +27 11 403 0625

Email address: [section51.paia@sahrc.org.za](mailto:section51.paia@sahrc.org.za)

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

## 11. SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE COMPANY: [SECTION 51(1)(e)]

The list(s) below depict records of information which the Company has available in terms of laws applicable to The Company and its Subsidiary companies listed under section 5 above (jointly referred to as the Company). Some of this information and access thereto may be restricted to protect the Privacy and Private information of Data Subjects.

### 11.1 Corporate Secretariat and Governance:

<ul style="list-style-type: none"><li>Annual Reports</li></ul>	<ul style="list-style-type: none"><li>Memoranda of Incorporation</li></ul>
<ul style="list-style-type: none"><li>Applicable Statutory Documents</li></ul>	<ul style="list-style-type: none"><li>Minutes of Board of Directors and Board Committee Meetings</li></ul>
<ul style="list-style-type: none"><li>Board of Directors and Board Committee Terms of Reference</li></ul>	<ul style="list-style-type: none"><li>Minutes of Shareholders' Meetings</li></ul>
<ul style="list-style-type: none"><li>Codes of Conduct</li></ul>	<ul style="list-style-type: none"><li>Policies and Procedures</li></ul>
<ul style="list-style-type: none"><li>Compliance Certification</li></ul>	<ul style="list-style-type: none"><li>Records relating to the appointment of directors/ auditor/ secretary/public officer and other officers</li></ul>
<ul style="list-style-type: none"><li>Fraud alerts and whistle blowing</li></ul>	<ul style="list-style-type: none"><li>Share Certificates</li></ul>
<ul style="list-style-type: none"><li>Health &amp; Safety Records</li></ul>	<ul style="list-style-type: none"><li>Share Register and other statutory registers</li></ul>
<ul style="list-style-type: none"><li>Legal Compliance Records</li></ul>	<ul style="list-style-type: none"><li>Statutory Returns to Relevant Authorities</li></ul>

### 11.2 Company Policies and Directives:

<ul style="list-style-type: none"><li>Internal relating to employees and the Company</li></ul>	<ul style="list-style-type: none"><li>External relating to clients and other third parties</li></ul>
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### 11.3 Finance and Taxation:

<ul style="list-style-type: none"><li>Accounting Records</li></ul>	<ul style="list-style-type: none"><li>Leases</li></ul>
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<ul style="list-style-type: none"> <li>Annual Financial Statements</li> </ul>	<ul style="list-style-type: none"> <li>Management Reports</li> </ul>
<ul style="list-style-type: none"> <li>Asset Register</li> </ul>	<ul style="list-style-type: none"> <li>Monthly expenses</li> </ul>
<ul style="list-style-type: none"> <li>Audit Reports</li> </ul>	<ul style="list-style-type: none"> <li>Paid Cheques</li> </ul>
<ul style="list-style-type: none"> <li>Banking Records Bank Statements</li> </ul>	<ul style="list-style-type: none"> <li>PAYE Records</li> </ul>
<ul style="list-style-type: none"> <li>Business Plan and Budgets</li> </ul>	<ul style="list-style-type: none"> <li>Payment Terms</li> </ul>
<ul style="list-style-type: none"> <li>Capital Expenditure Records</li> </ul>	<ul style="list-style-type: none"> <li>Records of payments made to SARS on behalf of employees</li> </ul>
<ul style="list-style-type: none"> <li>Debtors and Creditors Statements and Invoices</li> </ul>	<ul style="list-style-type: none"> <li>Rental Agreements</li> </ul>
<ul style="list-style-type: none"> <li>Documents issued to employees for income tax purposes</li> </ul>	<ul style="list-style-type: none"> <li>Risk Management and Insurance</li> </ul>
<ul style="list-style-type: none"> <li>Electronic banking records</li> </ul>	<ul style="list-style-type: none"> <li>Tax Records and Returns</li> </ul>
<ul style="list-style-type: none"> <li>Financial Policies and Procedures</li> </ul>	<ul style="list-style-type: none"> <li>Transaction Records</li> </ul>
<ul style="list-style-type: none"> <li>General Ledger and Sub Ledgers</li> </ul>	<ul style="list-style-type: none"> <li>Treasury Dealing</li> </ul>
<ul style="list-style-type: none"> <li>General Ledger Reconciliations</li> </ul>	<p><b>All other statutory compliances</b></p> <ul style="list-style-type: none"> <li>Income Tax Returns</li> <li>Skills Development Levies Returns</li> <li>UIF Returns</li> <li>VAT Returns</li> <li>Workmen's Compensation Returns</li> </ul>

#### 11.4 Personnel Documents and Records:

<ul style="list-style-type: none"><li>• CV's, application details</li></ul>	<ul style="list-style-type: none"><li>• Letters of Appointment and Employment Contracts</li></ul>
<ul style="list-style-type: none"><li>• Disciplinary Code and Records</li></ul>	<ul style="list-style-type: none"><li>• Medical Aid Records</li></ul>
<ul style="list-style-type: none"><li>• Disciplinary Procedures, CCMA and court matters, Retrenchment and legal processes re employment matters</li></ul>	<ul style="list-style-type: none"><li>• Organisational Structures</li></ul>
<ul style="list-style-type: none"><li>• All employment records of employees, education and training Records, Union membership and information</li></ul>	<ul style="list-style-type: none"><li>• PAYE Returns</li></ul>
<ul style="list-style-type: none"><li>• Employee Benefit Records</li></ul>	<ul style="list-style-type: none"><li>• Payroll Reports</li></ul>
<ul style="list-style-type: none"><li>• Employee Relations</li></ul>	<ul style="list-style-type: none"><li>• Pension and Retirement Funding Records</li></ul>
<ul style="list-style-type: none"><li>• Employment Contracts</li></ul>	<ul style="list-style-type: none"><li>• Performance Records</li></ul>
<ul style="list-style-type: none"><li>• Employment Equity Plan</li></ul>	<ul style="list-style-type: none"><li>• Personal Records</li></ul>
<ul style="list-style-type: none"><li>• Employee Information</li></ul>	<ul style="list-style-type: none"><li>• Remuneration Policy</li></ul>
<ul style="list-style-type: none"><li>• Forms and Applications</li></ul>	<ul style="list-style-type: none"><li>• SETA Records</li></ul>
<ul style="list-style-type: none"><li>• Grievance Procedure</li></ul>	<ul style="list-style-type: none"><li>• Skills Development</li></ul>
<ul style="list-style-type: none"><li>• Group HR Policies and Procedures</li></ul>	<ul style="list-style-type: none"><li>• Social Responsibility</li></ul>
<ul style="list-style-type: none"><li>• Incentives and Bonuses</li></ul>	<ul style="list-style-type: none"><li>• Study Assistance Scheme/s</li></ul>
<ul style="list-style-type: none"><li>• IRP5's</li></ul>	<ul style="list-style-type: none"><li>• Time Management</li></ul>
<ul style="list-style-type: none"><li>• Job Profiles</li></ul>	<ul style="list-style-type: none"><li>• Training and Development</li></ul>
<ul style="list-style-type: none"><li>• Leave Records</li></ul>	<ul style="list-style-type: none"><li>• UIF Returns</li></ul>

#### 11.5 Information Technology and Infrastructure:

<ul style="list-style-type: none"><li>• Call Desk Agent Schedule</li></ul>	<ul style="list-style-type: none"><li>• License Agreements</li></ul>
<ul style="list-style-type: none"><li>• Device Management</li></ul>	<ul style="list-style-type: none"><li>• Maintenance Plans</li></ul>
<ul style="list-style-type: none"><li>• Disaster Recovery Policy and Plans</li></ul>	<ul style="list-style-type: none"><li>• Network Topologies/Diagrams</li></ul>

• E and Voice mail	• Operating Systems
• Equipment Specifications	• Performance of Client Call Desk
• Facilities	• Performance of IT Infrastructure
• Faults, Troubleshooting and Reporting	• Root Cause Analyses
• Hardware and Software Manuals	• Security Access
• ICT Policies, Standards, Procedures and Templates	• Software Licences
• Information, Communication and Technology Policies	• Supplier Agreements/ Vendor Agreements
• Internal Systems Support and Programming	• System/Application landscape Diagrams
• ISAE3402 Audit Reports	• System documentation and manuals

#### 11.6 Intellectual Property:

• Agreements relating to intellectual property	• Licenses
• Copyrights Agreements	• Patents
• Designs	• Trademark applications
• Intellectual property pertaining to solutions and products developed	• Know-how

#### 11.7 Corporate Affairs and Investor Relations / Communications:

• Client Events	• Newsletters and Publications
• Corporate Social Investment	• Public Corporate Records
• Media Releases	

#### 11.8 Legal:

• Agreements and Contracts	• Records of Stolen Goods
• Competition Notifications	• Subpoenas

<ul style="list-style-type: none"> <li>Documents pertaining to commercial disputes, litigation, arbitration or regulatory investigations</li> </ul>	<ul style="list-style-type: none"> <li>Title deeds and leases</li> </ul>
<ul style="list-style-type: none"> <li>Health and Safety Records</li> </ul>	<ul style="list-style-type: none"> <li>Trademark Registration Documentation</li> </ul>
<ul style="list-style-type: none"> <li>SAPS investigations and cases</li> </ul>	<ul style="list-style-type: none"> <li>Disputes with third parties and ex-employees</li> </ul>

#### 11.9 Sales, Marketing and Communication:

<ul style="list-style-type: none"> <li>Actual Sales</li> </ul>	<ul style="list-style-type: none"> <li>Media and Advertising</li> </ul>
<ul style="list-style-type: none"> <li>Branding</li> </ul>	<ul style="list-style-type: none"> <li>Point of Sale (POS)</li> </ul>
<ul style="list-style-type: none"> <li>Commission</li> </ul>	<ul style="list-style-type: none"> <li>Press releases / Communique</li> </ul>
<ul style="list-style-type: none"> <li>Customer Orders and Delivery Notes</li> </ul>	<ul style="list-style-type: none"> <li>Products and Services Brochures</li> </ul>
<ul style="list-style-type: none"> <li>External Publications</li> </ul>	<ul style="list-style-type: none"> <li>Proposals and Tenders</li> </ul>
<ul style="list-style-type: none"> <li>Marketing Brochures</li> </ul>	<ul style="list-style-type: none"> <li>Media and Advertising</li> </ul>

#### 11.10 Business Interactions with other entities:

<ul style="list-style-type: none"> <li>Agreements with third parties (Clients, Vendors and Suppliers)</li> </ul>	<ul style="list-style-type: none"> <li>Licensing and Maintenance Agreements</li> </ul>
<ul style="list-style-type: none"> <li>Contractual disputes with third parties</li> </ul>	<ul style="list-style-type: none"> <li>Payment History</li> </ul>
<ul style="list-style-type: none"> <li>Customer Credit vetting</li> </ul>	<ul style="list-style-type: none"> <li>Service Level Agreements</li> </ul>
<ul style="list-style-type: none"> <li>Customer Satisfaction Surveys</li> </ul>	

#### 11.11 Insurance:

<ul style="list-style-type: none"> <li>Insurance Declarations</li> </ul>	<ul style="list-style-type: none"> <li>Insurance Claim Files</li> </ul>
<ul style="list-style-type: none"> <li>Insurance Policies</li> </ul>	<ul style="list-style-type: none"> <li>Register of all immovable property owned by the company</li> </ul>

#### 11.12 Environmental:

<ul style="list-style-type: none"> <li>Impact Assessment</li> </ul>	<ul style="list-style-type: none"> <li>Records of disposal of equipment</li> </ul>
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<ul style="list-style-type: none"> <li>• Maintenance Records</li> </ul>	<ul style="list-style-type: none"> <li>• Standards</li> </ul>
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#### 11.13 Regulatory:

<ul style="list-style-type: none"> <li>• Applications</li> </ul>	<ul style="list-style-type: none"> <li>• Permits</li> </ul>
<ul style="list-style-type: none"> <li>• Exemptions</li> </ul>	<ul style="list-style-type: none"> <li>• Registrations</li> </ul>
<ul style="list-style-type: none"> <li>• Licenses</li> </ul>	<ul style="list-style-type: none"> <li>• Submissions</li> </ul>

#### 11.14 Logistics and Procurement:

<ul style="list-style-type: none"> <li>• Dispatch</li> </ul>	<ul style="list-style-type: none"> <li>• Statements of Work</li> </ul>
<ul style="list-style-type: none"> <li>• Inspection</li> </ul>	<ul style="list-style-type: none"> <li>• Inventory Records</li> </ul>
<ul style="list-style-type: none"> <li>• Procurement Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Supplier and Contractor Agreements</li> </ul>
<ul style="list-style-type: none"> <li>• Purchase Orders</li> </ul>	<ul style="list-style-type: none"> <li>• Suppliers and Manufacturers Details</li> </ul>
<ul style="list-style-type: none"> <li>• Standard Terms and Conditions of Supply of Services, Products and Software to the Company</li> </ul>	<ul style="list-style-type: none"> <li>• Tender Documentation</li> </ul>

#### 11.15 Administrative:

<ul style="list-style-type: none"> <li>• Correspondence with internal and external parties</li> </ul>	<ul style="list-style-type: none"> <li>• Intranet</li> </ul>
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## 12. RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE

Records of the Company which are not automatically available must be requested in terms of the procedure set out in section 8 of this PAIA Manual or the Regulations as set out in terms of POPIA, and which may be subject to the restrictions and right of refusal to access as provided for in the PAIA Act and in POPIA.

No request shall be accepted telephonically, nor shall any information be supplied telephonically. Only the Information Officer or any Information Officer appointed shall have the mandate to disclose information in terms of this manual.

## 13. REQUEST PROCEDURE

- 13.1. Please be aware that the Company is very concerned about protecting the private and/or confidential information of its Data Subjects. Please motivate any request for Personal Information very carefully, having regard to the POPI Act and the rights that the requestor may rely upon. A request will not automatically be granted and short reasons for the refusal shall be supplied.
- 13.2. Any person making a request for access to records of the Company is referred to as a "requester".
- 13.3. The requester must comply with all the procedural requirements contained in the PAIA and POPIA Acts relating to the request for access to records.
- 13.4. The requester must complete the prescribed form application form attached hereto marked **Form C** and submit the form as well as payment of the request fee and a deposit, if applicable, to the Information Officer of the Company at the postal or physical, or electronic mail address as stated above.

The prescribed form must be filled in with sufficient particulars to at least enable the Information Officer of the Company to identify:

- (a) record or records requested.
  - (b) identity of the requester.
  - (c) which form of access is required if the request is granted; and
  - (d) postal address, telephone number and fax number of the requester.
- 13.5. The requester must state that he/she requires the information to exercise or protect her/his right and clearly states what the nature of the right is to be exercised or protected. In addition, the requester must clearly specify why the records are necessary to exercise or protect such a right.
  - 13.6. Such a request must be processed within 30 (thirty) days after the request has been received.

- 13.7. The requester shall be informed whether access has been granted or denied within 30 (thirty) days of receipt of the request and give notice with reasons for that effect.
- 13.8. The 30 (thirty) day period, within which the company must decide whether to grant or refuse the request, may be extended for a further period of not more than 30 (thirty) days if the request is for a vast amount of information, or the information cannot reasonably be obtained within the original 30 (thirty) day period. The Information Officer will notify the requester in writing should an extension be sought.
- 13.9. If the request for access is granted, the Information Officer of the Company must advise the requestor:
- (a) the access fee (if any) to be paid upon access.
  - (b) the form in which access will be given; and
  - (c) that the requester may lodge an application with a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging the application.
- 13.10. If the request for access is refused, the Information Officer of the Company must:
- (a) state adequate reasons for the refusal, including the provisions of this Act relied on.
  - (b) exclude, from any such reasons, any reference to the content of the record; and
  - (c) state that the requester may lodge an application with a court against the refusal of the request, and the procedure (including the period) for lodging the application.
- 13.11. In terms of Section 54 of the PAIA Act, if all reasonable steps have been taken to find the record requested and there are reasonable grounds to believe that the record is in possession of the Company but cannot be found, and if it does not exist, then the Information Officer of the Company must notify by way of affidavit or affirmation, the requester that it is not possible to give access to that record.
- 13.12. If after notice is given, the record in question is found, the requester must be given access thereto unless the ground for the refusal of access exists.
- 13.13. If the request is declined for any reason the notice must include adequate reasons for the decision, together with the relevant provisions of the PAIA Act relied upon and provide the procedure to be followed should the requester wish appeal the decision.
- 13.14. Section 59 provides that the Information Officer of the Company may serve a record and grant access only to that portion which the law does not prohibit access to.
- 13.15. The requester must pay the prescribed fee before any further processing can take place.

## 14. FEES

- 14.1. The Act provides for two types of fees, namely:
- (a) A request fee, which will be a standard fee; and
  - (b) An access fee, which must be calculated by considering reproduction costs, search and preparation time and costs, as well as postal costs.
- 14.2. When the request is received by the Information Officer of the Company, such a person shall by notice require the requester to pay the prescribed request fee, if any, before further processing of the request.
- 14.3. If a requester requires access to records of his/her Personal Information, there shall be no request fee payable. However, the requester must pay the prescribed access and reproduction fees for such Personal Information.
- 14.4. If the search for the record has been made and the preparation of the record for disclosure including arrangements to make it available in the request form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer of the Company shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 14.5. The Information Officer of the Company shall withhold the record until the requester has paid the fees as indicated in **Annexure "B"** hereto.
- 14.6. A requester whose request for access to a record has been granted must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the records for disclosure including making arrangements to make it available in the request form.
- 14.7. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer of the Company must repay the deposit to the requester with interest at the prescribed rate.

## 15. THIRD PARTIES

- 15.1. If the request is for the record pertaining to the third party, the Information Officer of the Company must take all reasonable steps to inform the third party of the request. This must be done within 21 (twenty-one) days of receipt of the request. The manner in which this is done must be by the fastest means reasonably possible, but if orally, the Information Officer of the Company must thereafter give the third party a written confirmation of the notification.
- 15.2. The third party may within 21 (twenty-one) days thereafter either make representation to the company as to why the request should be refused; alternatively grant written consent to the disclosure of the record.

- 15.3. The third party must be advised of the decision taken by the Information Officer of the Company whether to grant or to decline the request. A third party, who is dissatisfied with the Information Officer of the Company's decision to grant a request for information, may, within 30 (thirty) days of notification of the decision, apply to a Court for relief.

## **16. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF SECTION 62-69 OF THE ACT**

The Company has the right to refuse access to information on legal grounds as set out in POPIA and in PAIA, which will mainly be on one or more of the following grounds:

- 16.1. ***Mandatory protection of the personal information, special personal information or privacy of a third party who is a natural person (including children)***, if such disclosure would involve the unlawful or unreasonable disclosure of Personal Information about a third party, including a deceased individual or child, subject to the provisions of section 63 (2) of PAIA or any section or regulation of POPIA.
- 16.2. ***Mandatory protection of the personal, confidential, or commercial information of a third party (which may be a natural person or legal entity)***, if the record contains:
- (a) Trade secrets of that party.
  - (b) Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that third party.
  - (c) Information disclosed in confidence by a third party, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
  - (d) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- 16.3. ***Mandatory protection of certain confidential information of third party***, where the head of a private body must refuse a request for access to a record of the body if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.
- 16.4. ***Mandatory protection of the safety of individuals and the protection of property***, where such disclosure could endanger the life or physical safety of an individual, or prejudice or impair the security of:
- (a) a building, structure, or any system
  - (b) a means of transport, or
  - (c) any other property.
- 16.5. ***Mandatory protection of records, which would be regarded as privileged from production in legal proceedings.***
- 16.6. ***Commercial information of private body***, in that a request for access to a record may be

refused if the record contains:

- (a) trade secrets, financial, commercial, scientific, or technical information of the institution, which disclosure, could likely cause harm to the financial or commercial interest of the institution.
- (b) Information which, if disclosed could cause prejudice or put the institution at a disadvantage in negotiations or commercial competition; and
- (c) A computer program which is owned by the institution, and which is protected by copyright.

16.7. **Mandatory protection of research information of the institution.** A request will be refused if this disclosure discloses the identity of the institution, the researcher or the subject matter of the research and would place the researcher at a serious disadvantage.

16.8. **Mandatory disclosure in public interest.** Despite any of the protections mentioned above, the Director of the Company shall grant a request for access to a record if:

- (a) the disclosure of the record would reveal evidence of-
  - (i) a substantial contravention of, or failure to comply with, the law; or
  - (ii) imminent and serious public safety or environmental risk; and
- (b) Public interest in the disclosure of the record clearly outweighs the harm contemplated in the provision in question.

## 17. **APPEAL - REMEDIES [section 57(1)]**

The Company does not have an internal appeal procedure. As such, the decision made by the Information Officer (or the Deputy Information Officer) of the Company is final and requesters will have to exercise such external remedies at their disposal if the request for information is refused and the requester is not satisfied with the answer supplied by the Information Officer of the Company.

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Deputy Information Officer's decision, apply to court for appropriate relief.

The court will review the request and decide whether in fact the Information Officer of the Company should give the requester the information requested or not. A court hearing an application in terms of the PAIA Act may grant any order that is just and equitable including orders:

- (a) confirming, amending, or setting aside the decision which is the subject of the application.
- (b) requiring the Information Officer of the Company or relevant authority of a public body

or the head of a private body to take such action or to refrain from taking such action, as the court considers necessary within the period mentioned in the court order.

- (c) granting an interdict, interim or specific relief, a declaratory order or compensation; or
- (d) granting an order as to costs.

#### **18. WITHDRAWAL OF CONSENT IN TERMS OF POPIA**

You may withdraw consent to process your personal information at any time by completing the withdrawal of consent notice attached hereto and by sending it to:

Name: Janine Govender

Email: janinegovender@assore.com

You may request reasonable assistance free of charge to make any request, or objection on any form supplied to you by contacting the following:

Name: Janine Govender

Email: janinegovender@assore.com

#### **19 OBJECTIONS TO PROCESSING IN TERMS OF POPIA**

You may object to processing of your personal information at any time by completing the form 1, attached hereto and by sending it to:

Name: Janine Govender

Email: janinegovender@assore.com

You may request reasonable assistance free of charge to make any request, or objection on any form supplied to you, by contacting the following:

Name: Janine Govender

Email: janinegovender@assore.com

#### **20 REQUESTS FOR ACCES TO PERSONAL INFORMATION, DELETION, CORRECTION OR DESTRUCTION IN TERMS OF POPIA**

You may request access, deletion or correction or destruction of your personal information at any time by completing the form 2, attached hereto and by sending it to:

Name: Janine Govender

Email: janinegovender@assore.com

You may request reasonable assistance free of charge to make any request, or objection on any form supplied to you, by contacting the following:

Name: Janine Govender

## 21 COMPLAINTS IN TERMS OF POPIA

You may lodge a complaint with the Regulator at the address and contact particulars set out below in clause 22.

A complaint with the Regulator may be about an interference with the protection of your personal information the following regard:

- A breach of any of the conditions for lawful processing of POPIA; or
- non-compliance with sections 22,54,69,70,71,72 of POPIA; or
- a breach of a condition of a code of conduct in terms of section 60 of POPIA.

You may also lodge a complaint with the RESPONSIBLE PARTY by contacting the following:

Name: Janine Govender

Email: janinegovender@assore.com

You may also lodge a complaint with the Regulator in terms of section 63(3) if you are unhappy about the determination of an adjudicator as appointed by the Regulator, after the Regulator has investigated your complaint, by using form 5. The determination will have effect, until such time that the Regulator changes or overrules the determination post your complaint.

The complaint to the Regulator must be made in writing and should you experience any problems, you may contact the office of the Regulator who will provide you with reasonable assistance to make the complaint in writing.

The Regulator has the following powers when a complaint is lodged:

- Consult with the Responsible Party and with the complainant.
- Investigate the complaint by gathering information through subpoenas and warrants or search premises.
- Summons people to appear and testify or compel them to provide written evidence.
- Conduct private interviews with people.
- Conduct any enquiry she sees fit and
- Resolve the complaint by means of dispute resolution such as mediation and conciliation.
- Apply for fines and penalties to be ordered by a competent court as set out in section **107 and 109 of POPIA.**
- Refer the matter to an enforcement committee and issue enforcement notices or information notices.
- Institute civil action for damages.

## **22 INFORMATION AND CONTACT**

Information of the PAIA and POPIA Information Officer:

Name:	Janine Govender
Position:	Group Company Secretary
Email:	janinegovender@assore.com
Website address:	www.assore.com
Enquiries:	Tel: 011 770 6897

**Document management:**

Version Number	Responsible Person	Summary of Changes
Draft ver.001, 2023	Information Officer	Updated per the POPIA requirements
Draft ver.002, 202	Information Officer	Updated in line with the organisation's structures

**Annexure of forms:**

Form C: PAIA – Application for access to record of a private body

Form 1 – POPIA – objection to processing

Form 2 – POPIA – request for correction or deletion of personal information or the destruction or the deletion of a record in terms of section 24(1) of POPIA

Form 5 – POPIA – complaint to the Regulator in terms of section 74

Part 1 of Form 5 of POPIA – complaint in terms of section 74(1)

Part 2 of Form 5 of POPIA – complaint in terms of section 74(2)

**FORM C**

**REQUEST FOR ACCESS TO RECORD OF <Insert company registered name>**

Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No 2 of 2000)

**A. PARTICULARS OF <Insert company registered name>**

The Information Officer

<Insert company registered name>

<Insert Address details>

South Africa

Business fax:

E-mail address: janinegovender@assore.com

**B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

- (a) The particulars of the person who requests access to the records must be recorded below.
- (b) Furnish an address and/or fax number in the Republic South Africa to which information must be sent must be given.
- (c) Proof of identity and the capacity in which the request is made must be attached.

Full Name and  
Surname:

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Identity Number:

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Postal Address:

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Telephone Number:

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Fax Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

E-mail

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Address:

Capacity in which request is made, when made on behalf of another person:

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**C. PARTICULARS OF PERSON ON WHO'S BEHALF REQUEST IS MADE:**

This section must be completed *ONLY* if a request for information is made on behalf of another person.

Full Name and  
Surname:

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Identity Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal Address:

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Telephone Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Fax Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

E-mail

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Address:

**D. PARTICULARS OF RECORD:**

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **[The requester must sign all the additional folios.]**

1. Description of record or relevant part of the record:

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2. Reference number, if available:

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3. Any further particulars of record:

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## E. FEES

- (a) A request for access to a record, other than record containing Personal Information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount required to be paid.
- (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.

*Note: Refer Annexure A for Fees*

Reason for exemption from payment of fees:

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## F. FORM OF ACCESS TO RECORD

If you are prevented by a disability from reading, viewing or listening to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:

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Form in which record is  
required:

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

**NOTES:**

- (a) Your indication as to the required form of access depends on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form:</b>						
	Copy of record*		Inspection of record			
<b>2. If record consists of visual images: (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</b>						
	View the images		Copy of the images*		Transcription of the images*	
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>						
	Listen to the soundtrack (audio cassette)		Transcription of soundtrack* (written or printed document)			
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>						
	Printed copy of record		Printed copy of information derived from		Copy in computer readable form* (stiffy or compact disc)	
<b>* If you requested a copy or transcription of a record (above), do you wish for a copy or transcription to be posted to you? A postal fee is payable.</b>					<div>Yes</div>	<div>No</div>

**G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED:**

If the provided space is inadequate, please continue on a separate folio and attach it to this form.

**[The requester must sign all the additional folios]**

1. Indicate which right is to be exercised or protected:

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2. Explain why the requested record is required for the exercising or protection of the  
aforementioned right:

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**H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS:**

You will be notified in writing whether your request has been approved / denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

1. How would you prefer to be informed of the decision regarding your request for access to the record?

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

**SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF REQUEST IS MADE**

**FEES IN RESPECT OF PRIVATE BODIES**

1. The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R1.10 for every photocopy of an A4-size page or part thereof.
2. The request fee payable by a requester referred to in regulation 11(2) is R50.00. People who are requesting access to their Personal Information are exempt from paying a request fee – all other fees are the same.
3. The fees for reproduction referred to in regulation 11(1) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c) For an e- copy in a computer-readable form	R70.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	R40.00 R60.00
(e) (i) For a transcription of an audio record, for an A6-size page or part thereof (ii) For a copy of an audio record	R20.00 R30.00

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c) For an e- copy in a computer-readable form	R70.00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	R40.00 R60.00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record	R20.00 R30.00
(f) To search for and prepare the record for disclosure R30.00, for each hour or part of an hour reasonably required for such search and preparation.	

- (2) For purposes of section 54(2) of the PAIA Act, the following applies:

- (a) Six hours as the hours to be exceeded before a deposit is payable; and
  - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.
- (4) The banking details to be used can be obtained from the Information Officer.

**FORM 1 POPIA**

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE  
PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)  
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017  
[Regulation 2(1)]**

**Note:**

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

**Reference Number....**

<b>A</b>	<b>DETAILS OF THE DATA SUBJECT</b>
<b>Surname:</b>	
<b>Full names:</b>	
<b>Identity number:</b>	
<b>Residential, postal or business address:</b>	
	<b>CODE:</b>
<b>Contact number(s):</b>	
<b>Fax number:</b>	
<b>E-mail address:</b>	
<b>B</b>	<b>DETAILS OF THE RESPONSIBLE PARTY</b>
<b>Surname:</b>	
<b>Full names:</b>	
<b>Identity number:</b>	
<b>Residential, postal or business address:</b>	
	<b>CODE:</b>
<b>Contact number(s):</b>	
<b>Fax number:</b>	
<b>E-mail address:</b>	

<b>C</b>	<b>REASONS FOR OBJECTION.</b> (Please provide detailed reasons for objections)

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

.....  
**Signature of Data subject (applicant)**

FORM 2 POPIA

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR  
DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE  
PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)  
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017  
[Regulation 3(2)]**

**Note:**

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

**Reference Number....**

Mark the appropriate box with an "x".

**Request for:**

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

A	DETAILS OF THE DATA SUBJECT
<b>Surname:</b>	
<b>Full names:</b>	
<b>Identity number:</b>	
<b>Residential, postal or business address:</b>	
	<b>CODE:</b>
<b>Contact number(s):</b>	
<b>Fax number:</b>	
<b>E-mail address:</b>	
B	DETAILS OF THE RESPONSIBLE PARTY
<b>Surname:</b>	
<b>Full names:</b>	
<b>Identity number:</b>	
<b>Residential, postal</b>	

<b>or business address:</b>	
	<b>CODE:</b>
<b>Contact number(s):</b>	
<b>Fax number:</b>	
<b>E-mail address:</b>	
<b>C</b>	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY.</b> (Please provide detailed reasons for the request)

\* Delete whichever is not applicable

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

.....

**Signature of Data subject**

**FORM 5 POPIA: PART I AND PART II**

**COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL  
INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF  
SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013(ACT NO. 4 OF 2013)  
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 7]**

**Note:**

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

**Reference Number: ...**

Mark the appropriate box with an "x".

**Complaints regarding:**

<input type="checkbox"/>	Alleged interference with the protection of personal information
<input type="checkbox"/>	Determination of an adjudicator.

<b>PART 1</b>	<b>ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION</b> <b>(Section 74(1) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013))</b>
<b>A</b>	<b>DETAILS OF THE COMPLAINANT</b>
Full names and surname of person interfering with personal information (if the person is a natural person)	
Name of public or private body (if not a natural person):	
Residential, postal or business address:	
	<b>CODE:</b>
Contact number(s):	

<b>Fax number:</b>	
<b>E-mail address:</b>	
<b>B</b>	<b>PARTICULARS OF BODY/RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION</b>
<b>Surname:</b>	
<b>Full names:</b>	
<b>Identity number:</b>	
<b>Residential, postal or business address:</b>	
	<b>CODE:</b>
<b>Contact number(s):</b>	
<b>Fax number:</b>	
<b>E-mail address:</b>	
<b>C</b>	<b>REASONS FOR COMPLAINT</b> (Please provide detailed reasons for the complaint)

**FORM 5: PART II**

<b>PART II</b>	<b>GRIEVANCE REGARDING DETERMINATION OF ADJUDICATOR</b> (Section 74(2) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013))
<b>A</b>	<b>DETAILS OF THE COMPLAINANT</b>
Full names and surname of person interfering with personal information (if the person is a natural person)	
Name of public or private body (if not a natural person):	
Residential, postal or business address:	
	<b>CODE:</b>
Contact number(s):	
Fax number:	
E-mail address:	
<b>B</b>	<b>PARTICULARS OF BODY/RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION</b>
Full names and surname of adjudicator	
Name and surname of responsible party (if it is a public or private body):	
Name of responsible party (if it is a public or private body):	

Residential, postal or business address:	
	<b>CODE:</b>
Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR COMPLAINT</b> (Please provide detailed reasons for the grievance)

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

.....

Signature of complainant/person aggrieved.