



PROMOTION OF ACCESS TO INFORMATION ACT, 2000

&

THE PROTECTION OF PERSONAL INFORMATION ACT, 2013

MANUAL

Goldwagen Stores

Prepared in accordance with the Protection of Personal Information Act
No. 4 of 2013
And the
Promotion of Access to Information Act, Act No. 2 of 2000

This manual applies to the Goldwagen Store listed in the Preface of the Manual

	Manual Name: Concise POPI and PAIA Manual	Document No: POP-MAN-002 Version: 1
Approved by: Information Officer		Date Approved: 1 July 2021

PREFACE

Name of Goldwagen Store:	
Name of Company:	
Company Registration Number:	
Registered Address of Company:	
Information Officer:	
Deputy Information Officer:	N/A
Physical Address of Store:	
Contact Telephone Number(s):	
e-Mail Address of Store:	

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	Manual Name: Concise POPI and PAIA Manual	Document No: POP-MAN-002 Version: 1
Approved by: Information Officer		Date Approved: 1 July 2021

TABLE OF CONTENTS

PREFACE	2
1 Introduction	5
2 Scope and Purpose of the Manual	5
3 About Goldwagen Stores	5
4 Availability of the Manual	6
5 Contact Person Information / Information Officer - Section 51 (1)(A)(I)	6
6 Particulars in Terms of Section 51 of the PAIA Act	6
6.1 Records automatically available to the public Section 51(1)(B)(II)	7
6.2 Records Held in Accordance with other legislation Section 51(1) (B) (III)	7
6.3 Records – Categories and Subject of Records – Section 51(1) (B) (IV).....	7
6.3.1 Company Records	7
6.3.2 Financial Records	7
6.3.3 Employee Documents and Records	8
6.3.4 SHE Records.....	8
6.3.5 Information Management and Technology	8
6.3.6 Operations.....	8
7 Confidentiality, Access to Information and Third Parties	8
8 Access Request Procedure	9
9 Fees	10
10 Appeal Remedies – Section 57(1)	10
11 Protection of Personal Information that is Processed by the Store	11
12 Description of Information Security Measures.....	12
12.1 Access Control and Authorisation	12
12.2 Removable Media.....	12
12.3 Storage.....	12
12.4 Transfer of data	12
12.5 Technical Control Measures	12
12.6 Organisation Control	13
13 Objection to the Processing of Personal Information by a Data Subject	13
14 Request for Correction or Deletion of Personal Information	13

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

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	Manual Name: Concise POPI and PAIA Manual	Document No: POP-MAN-002 Version: 1
Approved by: Information Officer		Date Approved: 1 July 2021

15	Categories of Data Subjects and Personal Information/special Personal Information Section 51(1) (C) (II)	13
15.1	Personal Information of Natural Persons.....	13
15.2	Juristic Personal Information.....	13
15.3	Risks to Data Subjects.....	14
16	Processing of Personal Information in Accordance with POPI	14
17	List of Applicable Acts	14
	Annexure 1: FORM 1 – Request for access to a record in relation to PAIA	17
	Annexure 2: FORM 2 – Prescribed Fees in terms of Regulation 11	22
	Annexure 3: FORM 3 – 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).....	24
	Annexure 4: FORM 4 – 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).....	26
	Annexure 5: FORM 5 – Application for the consent of a data subject for the processing of personal information for the purpose of direct marketing in terms of SECTION 69(2) of the Protection of Personal Information Act, 2013 (ACT NO. 4 OF 2013).....	28
	Annexure 6: FORM 6 – 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).....	30

Created / Revised by: Green Futures Consulting	Authorised by: Information Officer	Public Use	Effective Date: 1 July 2021
---	---------------------------------------	-------------------	--------------------------------

	Manual Name: Concise POPI and PAIA Manual	Document No: POP-MAN-002 Version: 1
Approved by: Information Officer		Date Approved: 1 July 2021

1 Introduction

The Promotion of Access to Information Act, No. 2 of 2000 (“**PAIA**”) seeks to give effect to the constitutional right to access information as contained in section 32 of the Bill of Rights. The PAIA seeks to advance the values of transparency and accountability.

The Protection of Personal Information Act, No. 4 of 2013 (the “**POPI Act**”) seeks to give effect to the constitutional right to privacy as contained in section 14 of the Bill of Rights. The POPI Act seeks to safeguard personal information by regulating the manner in which it may be processed by public and private bodies. It provides that data subjects have the right to have their personal information processed in accordance with the conditions for the lawful processing of personal information, which are set out in the POPI Act.

The PAIA and the POPI Act are collectively referred to in this document as the “**Acts**”.

2 Scope and Purpose of the Manual

The scope of this manual includes the Goldwagen Store and all the employees, contractors, visitors, suppliers that do work for or on behalf of the Goldwagen Store.

For the purposes of PAIA, the manual details the process to be followed by a Requester and the manner in which a Request for Access will be facilitated; and

For the purposes of POPI, it details the purpose for which Personal Information may be processed; a description of the categories of Data Subjects for whom the Goldwagen Store processes personal information as well as the categories of Personal Information relating to such Data Subjects; and the recipients to whom Personal Information may be supplied.

3 About Goldwagen Stores

Goldwagen Stores (also referred to as Branches) constitute the network of some 120 retail stores of the Goldwagen Group and brand.

A Goldwagen Store can be a franchise – an independent company that operates a Goldwagen Store under a franchise agreement – or a store that is wholly or partially owned by Goldwagen (Pty) Ltd, the amalgamation of Worldwide Automotive Group (Pty) Ltd and MotoEuro Parts (Pty) Ltd.

Goldwagen is the franchisor for the Goldwagen franchisee stores, procures parts from OEM and aftermarket automotive suppliers locally and internationally, operates a central distribution warehouse to supply the Branches and provide common services to the Branches, including but not limited to ICT services, marketing and branding and backup support for product and warranty claims.

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

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4 Availability of the Manual

This manual is available for inspection at the premises of the Goldwagen Store (see address in the Preface) during normal business hours.

5 Contact Person Information / Information Officer - Section 51 (1)(A)(I)

The responsibility for the administration of and compliance with the Acts lies the Information Officer of the Goldwagen Store. Requests pursuant to the provisions of the Acts should be directed to the Information Officer at the address in the Preface.

6 Particulars in Terms of Section 51 of the PAIA Act

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 legitimate 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.

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 Store 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.

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

1. The Store’s contact details including, physical and postal addresses, telephone and fax numbers, electronic mail address of the Information Officer;
2. Information on how to obtain and access this Manual;
3. Categories of information held by the Store that is available without a person having to formally request such details in terms of the PAIA Act;
4. Categories of information held by the Store that is available in accordance with other legislation and which, subject to the PAIA Act, may be made available by the Store on receipt of and consideration of a formal request, made in terms of the PAIA Act;
5. Sufficient information to facilitate a request for access to records and a description of the subjects on which records are available from the Store;
6. Adherence to these requirements entails not only compilation of the external manual but also compliance with the general provisions stated in the PAIA Act.

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

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6.1 Records automatically available to the public Section 51(1)(B)(II)

The Schedule of Records as indicated below in this Manual, details the records that are held and/or processed by the Goldwagen Store for the purposes of PAIA and POPIA respectively. Access to such records may not be granted if they are subject to the grounds of refusal which are specified in clauses 6.3, 7 and 10 below.

6.2 Records Held in Accordance with other legislation Section 51(1) (B) (III)

The Goldwagen Store retains records which are required in terms of legislation other than PAIA.

Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. The Goldwagen Store will comply with all such legislation. Examples of legislation that may be consulted to establish whether the Requester has a right of access to a record other than in terms of the procedure set out in the PAIA are set out in section 17.

Note that the information will only be provided in accordance with the requirements stipulated in the relevant pieces of legislation. If a requester believes that a right to access to a record exists in terms of the legislation above, or any other legislation, the requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity to consider the request in light thereof.

6.3 Records – Categories and Subject of Records – Section 51(1) (B) (IV)

The information contained in this section is intended to identify the main categories of records held by the Store.

Subject to the restrictions and right of refusal to access provided for in the PAIA, not all records in respect of the following aspects of the Store's businesses and operations are available:

6.3.1 Company Records

- CIPC / company registration documents
- Franchisee contract and related documentation
- Other contracts
- Legal compliance records
- Statutory Returns to relevant authorities
- Policies

6.3.2 Financial Records

- Annual Financial Statements
- Tax records and tax returns including VAT
- Bank Statements
- Asset Register

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

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- Insurance documentation
- Vehicle registration documents
- Invoices and statements
- Remittances / payments
- Purchase orders

6.3.3 Employee Documents and Records

- Employment contracts / letters of employment
- Employee salary, PAYE, IRP5 and statutory compliance records (Skills Development Levy, UIF, Workmen's Compensation)
- Leave records
- Performance management records
- Disciplinary records
- Training records incl. SETA records

6.3.4 SHE Records

- Mandatory SHE Records.

6.3.5 Information Management and Technology

- Equipment registers

6.3.6 Operations

- Time & Attendance records
- General correspondence
- Used order books
- Cellular phone registration documents, including RICA.
- Word documents, Excel documents, E-mail

7 Confidentiality, Access to Information and Third Parties

The Goldwagen Store will protect the confidentiality of information provided to it by data subjects, subject to the Store's obligations to disclose information in terms of any applicable law or regulation or a court order requiring disclosure of information.

If a third party request a record pertaining to a data subject per the process described in section 8, the Information Officer of the Store must take all reasonable steps to inform the data subject of the request. This must be done within 7 (seven) days of receipt of the request by the fastest means reasonably possible, including written confirmation of the notification.

The data subject must within 14 (fourteen) days thereafter either make representation to the Store as to why the request should be refused; alternatively, grant written consent to the disclosure of the record. If no response is received from the data subject, the Information Officer will take the "no response" as implicit consent to the disclosure of the requested record.

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

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

8 Access Request Procedure

Any person making a request for access to records of the Store is referred to as a "requester". The requester must comply with ***all the procedural requirements contained in the PAIA Act relating to the request for access to records.***

The requester must complete the prescribed form application form (**Form 1**) and submit the form as well as payment of the request fee and a deposit, if applicable, to the Information Officer of the Store at physical address as stated in the Preface.

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

- identity and contact details of the requester;
- record or records requested;
- whether the information is required to exercise or protect the requestor's right and clearly state what the nature of the right is to be exercised or protected;
- which form of access is required, if the request is granted.

A request must be processed, and the requester shall be informed whether the access has been granted or denied with reasons to that effect, within 30 (thirty) days after receipt of the request. 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 of not more than 30 (thirty) days be sought.

If the request for access is granted, the Information Officer of the Store must advise the requestor:

- the access fee (if any) to be paid upon access;
- the form in which access will be given.

If the request for access is refused, the Information Officer of the Store must:

- state adequate reasons for the refusal, including the provisions of this Act relied on;
- exclude, from any such reasons, any reference to the content of the record; and
- 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.

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 Store but cannot be found, or if it does not exist, then the Information Officer of the Store must notify the requester by way of affidavit or affirmation, that it is not possible to give access to that record.

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

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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 to appeal the decision.

Section 59 provides that the Information Officer of the Goldwagen Store may serve a record and grant access only to that portion which the law does not prohibit access to.

9 Fees

The Act provides for two types of fees, namely:

- A request fee, which will be a standard fee; and
- An access fee, which must be calculated by considering reproduction costs, search and preparation time and costs, as well as postal costs.

The Information Officer of the Store shall require the requester to pay the prescribed request fee, if any, upon submission of a request. If the request is the access to records of the requester's Personal Information, no request fee shall be payable. However, the requester must pay the prescribed access and reproduction fees for such Personal Information.

The Information Officer of the Goldwagen Store shall withhold the record until the requester has paid the fees as indicated in **Form 2** hereto.

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.

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

10 Appeal Remedies – Section 57(1)

The Store does not have an internal appeal procedure. As such, the decision made by the Information Officer of the Store 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 Goldwagen Store.

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 Information Officer's decision, apply to court or to the information regulator for appropriate relief within the timeframes prescribed by PAIA

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

	Manual Name: Concise POPI and PAIA Manual	Document No: POP-MAN-002 Version: 1
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The court will review the request and decide whether in fact the Information Officer of the Store 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:

- confirming, amending or setting aside the decision which is the subject of the application;
- requiring the Information Officer of the Store to take such action or to refrain from taking such action, as the court considers necessary within the period mentioned in the court order;
- granting an interdict, interim or specific relief, a declaratory order or compensation; or
- granting an order as to costs.

11 Protection of Personal Information that is Processed by the Store

Chapter 3 of POPI provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPI.

The Goldwagen Store needs Personal Information relating to both individual and juristic persons in order to carry out its business and organisational functions. The manner in which this information is processed and the purpose for which it is processed is determined by the Store.

The Store is accordingly a Responsible Party for the purposes of POPI and will ensure that the Personal Information of a Data Subject:

- is processed lawfully, fairly and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by the Store, in the form of privacy or data collection notices. The Store must also have a legal basis (for example, consent) to process Personal Information;
- is processed only for the purposes for which it was collected;
- will not be processed for a secondary purpose unless that processing is compatible with the original purpose.
- is adequate, relevant and not excessive for the purposes for which it was collected;
- is accurate and kept up to date;
- will not be kept for longer than necessary;
- is processed in accordance with integrity and confidentiality principles, which includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by the Goldwagen Store, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;
- is processed in accordance with the rights of Data Subjects, where applicable, including to:
 - be notified that their Personal Information is being collected by the Store. The Data Subject also has the right to be notified in the event of a data breach;
 - know whether the Store holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;

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

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- request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;
- object to the Store's use of their Personal Information and request the deletion of such Personal Information (subject to the Store's record keeping requirements);
- object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications; and
- complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPI and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information.

12 Description of Information Security Measures

The Goldwagen Store will institute and maintain the technical and organisational data protection measures to secure the integrity and confidentiality of personal information in their possession or under their control, including:

12.1 Access Control and Authorisation

Only the persons entitled to use the Store's ICT system shall be able to access the data within the scope and to the extent covered by their respective access permissions (authorisation). Unauthorised persons shall be prevented from gaining access to the ICT systems and applications. .

12.2 Removable Media

Unauthorised manipulation of media, including reading, copying, alteration or removal of the data media used by the Store and containing any personal information shall be prevented.

12.3 Storage

Unauthorised input and the unauthorised reading, alteration or deletion of stored data shall be prevented.

12.4 Transfer of data

Information containing personal information will only be shared with authorised entities, including customers who have provided implicit consent through communicating with the Store requesting information. Where possible, the Store will implement suitable measures to prevent personal information from being read, copied, altered or deleted by unauthorised persons during the transmission thereof or during the transport of the data media.

12.5 Technical Control Measures

Measures to protect the confidentiality, integrity and availability of personal information include:

- Virus protection software
- Logical and physical access control

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

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12.6 Organisation Control

The Goldwagen Store shall maintain its internal organisation in a manner that meets the requirements of these Acts. Outsourced Service Providers who process personal information on behalf of the Store are required to implement commensurate security controls.

13 Objection to the Processing of Personal Information by a Data Subject

Section 11 (3) of POPIA and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed **Form 3**, subject to exceptions contained in POPIA.

14 Request for Correction or Deletion of Personal Information

Section 24 of POPIA and regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed **Form 4**.

15 Categories of Data Subjects and Personal Information/special Personal Information Section 51(1) (C) (II)

As per section 1 of POPI, a Data Subject may either be a natural or a juristic person. Below is a description of the various categories of Data Subjects about which the Store processes personal information, and the types of personal information relating thereto.

15.1 Personal Information of Natural Persons

- Name
- Identification (ID number)
- Contact and location / address information
- Financial information incl. payroll information
- Tax information
- Biometric

15.2 Juristic Personal Information

- CIPC information – Company name, trading name and registration number
- Owners, shareholders and directors' information including ID numbers
- Financial information incl. bank accounts, tax details
- Annual financial statements, debtors and creditors' information
- Contact details and location/address information
- Contracts
- Government Authorities, government departments, statutory bodies or regulators
- BEE certificates
- Auditing and accounting bodies (internal and external)

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

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15.3 Risks to Data Subjects

- Harm or damage to the individuals involved - physical, emotional or material
- Significant economic or social disadvantage
- Inability to exercise rights
- Inability to access services or opportunities
- Loss of control over the use of personal data
- Discrimination
- Identity theft or fraud
- Financial loss
- Reputational damage
- Physical harm
- Loss of confidentiality
- Re-identification of pseudonymised data.

16 Processing of Personal Information in Accordance with POPI

The purpose of processing the personal information:

- to provide services to a customer in accordance with terms agreed to by the customer;
- to undertake activities related to the provision of services and transactions;
- for risk assessment and security management;
- for planning purposes;
- for crime detection, prevention, investigation and prosecution;
- to enforce or defend the Store's rights;
- to manage the Store's relationship with the customer;
- for purposes related to any authorised disclosure made in terms of agreement, law or regulation;
- for any additional purposes expressly authorised by the customer; and
- any additional purposes as may be notified to the customer or data subjects in any notice provided by the Store.

17 List of Applicable Acts

Records held in Accordance with the following Legislation - SECTION 51(1)(b)(iii)

Administrative Adjudication of Road Traffic Offences Act 46 of 1998 (and Amendment Bill)
Basic Conditions of Employment Act 75 of 1997 (and Amendment Act)
Broad-Based Black Economic Empowerment Act 53 of 2003 (and Amendment Act and Regulations)
Broad-Based Black Economic Empowerment Revised Codes of Good Practice 2014
Companies Act 71 of 2008
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Competition Act, No 89 of 1998
Consumer Protection Act 68 of 2008

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

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Constitution of South Africa Act 108 of 1996
 Copyright Act 98 of 1987 Counterfeit Goods Act 37 of 1997
 Criminal Procedure Act 51 of 1977
 Currency and Exchanges Act 9 of 1933
 Designs Act 195 of 1993
 Electronic Communications and Transactions Act 25 of 2002
 Employment Equity Act 55 of 1998
 Employment Services Act 4 of 2014
 Employment Tax Incentive Act 26 of 2013
 Environment Conservation Act 73 of 1989 Environmental Legislation – Other:
 - Atmospheric Pollution Prevention Act No. 45 of 1965
 - National Environmental Management: Biodiversity Act No.10 of 2004
 - National Environmental Management: Protected Areas Act No. 57 of 2003
 - National Heritage Resources Act No. 25 of 1999
 Financial Intelligence Centre Act 38 of 2001 (and Amendment Act)
 Firearms Control Act 60 of 2000
 Formalities in Respect of Leases of Land Act 18 of 1969
 Hazardous Substances Act 15 of 1973
 Health Act 63 of 1977
 Income Tax Act 58 of 1962
 Labour Relations Act 66 of 1995 (and Amendment Act)
 National Credit Act 34 of 2005
 National Environmental Management Act 107 of 1998 (and Amendment Acts)
 National Environmental Management: Air Quality Act 39 of 2004 (and Amendment Act)
 National Environmental Management: Waste Act 59 of 2008 (and Amendment Act)
 National Road Traffic Act 93 of 1996
 Occupational Health and Safety Act 85 of 1993
 Pension Funds Act 24 of 1956
 Prevention and Combating of Corrupt Activities Act 12 of 2004
 Prevention of Organised Crime Act 121 of 1998
 Promotion of Access to Information Act 2 of 2000
 Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
 Protected Disclosures Act 26 of 2000 (and Amendment Bill)
 Protection of Personal Information Act 4 of 2013
 Protection of Constitutional Democracy Against Terrorist & Related Activities Act 33 of 2004
 Prevention of Organised Crime Act 121 of 1998
 Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
 Regulations on Interception of Communications and the Provisions of Communication Related to Information Act 70 of 2002
 Sales and Service Matters Act 25 of 1964 Skills Development Act 97 of 1998
 Short-Term Insurance Act 53 of 1998
 Skills Development Act 97 of 1997
 Skills Development Levies Act 9 of 1999
 The South African National Roads Agency Limited & National Roads Act 7 of 1998

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

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Tax Administration Act 28 of 2011
Tobacco Products Control Act 12 of 1999
Trade Marks Act 194 of 1993
Unemployment Insurance Act 63 of 2001
Unemployment Insurance Contributions Act 4 of 2002
Value-Added Tax Act 89 of 1991

PLEASE NOTE:
This may not be an exhaustive list.

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

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Annexure 1: FORM 1 – Request for access to a record in relation to PAIA

REQUEST FOR ACCESS TO A RECORD OF PRIVATE BODY

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

[Regulation 10]

PARTICULARS OF PRIVATE BODY

Requests can be submitted either via conventional mail, e-mail or fax and should be addressed to the Information Officer as identified in the Preface:

Information Officer	
Postal Address	
Street Address	
Business Phone	
Business Fax	
Email Address	
Deputy Information Officer	
Postal Address	
Street Address	
Business Phone	
Business Fax	
Email Address	

PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD (REQUESTER)

- | | |
|-----|---|
| (a) | The particulars of the person who requests access to the record must be given below. |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) | Proof of the capacity in which the request is made, if applicable, must be attached. |

Full names and surname : _____

Identity number : _____

Postal address : _____

Fax number : _____ Telephone number : _____

email address : _____

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

PARTICULARS OF REQUESTER (IF A LEGAL ENTITY)

Name of entity: _____

- | | |
|-----|---|
| (a) | The particulars of the entity that requests access to the record must be given below. |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) | Proof of the capacity in which the request is made, if applicable, must be attached. |

Registration number :

Postal address :

Fax number: _____ Tel number: _____

E-mail address:

Capacity in which request is made:

PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

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

Full names and surname _____ :

Identity number : _____

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: _____

2. Reference number, if available: _____

3. Any further particulars of record: _____

FEES

(a) A request for access to a record will be processed only after a **non-refundable request fee of R57.50 (including VAT)** has been paid.

(b)

(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:

FORM OF ACCESS TO RECORDS

If you are prevented by a disability to read, view or listen 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:	Form in which record is required:
Mark the appropriate box with an X. NOTES: (a) Compliance with your request in the specified form may depend 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 by the form in which access is requested.	

1.	If the record is in written or printed form:		
	copy of record*	inspection of record	
2.	If record consists of visual images: (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):		
	view the images	copy the images*	transcription of the images*
3.	If record consists of recorded words or information which can be reproduced in sound:		
	listen to soundtrack (audio CD)	transcription of soundtrack* (written or printed documents)	
4.	If record is held on computer or in an electronic or machine-readable form:		
	printed copy of record*	printed copy of information derived from the record*	copy in computer readable form* (compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable			
		YES	NO

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

-
-
1. Explain why the record requested is required for the exercise or protection of the aforementioned right.

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 in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

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

Signed at _____ this _____ day of _____ 20____

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

Annexure 2: FORM 2 – Prescribed Fees in terms of Regulation 11

PRESCRIBED FEES FOR REPRODUCTION OF RECORDS

PLEASE NOTE THAT ALL AMOUNTS LISTED ARE INCLUSIVE OF VALUED-ADDED TAX

(Section 54(7) of the Promotion of Access to Information, Act No. 2 of 2000)

Regulation 11(1)]

(a)	For every photocopy of an A4-size page or part thereof	R2.00
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in an electronic or machine-readable form	R1.00
(c)	For a copy in a computer-readable form on compact disc	R100.00
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof	R50.00
	(ii) For a copy of visual images	R80.00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof	R50.00
	(ii) For a copy of an audio record	R40.00

PRESCRIBED FEES FOR ACCESS OF RECORDS

PLEASE NOTE THAT ALL AMOUNTS LISTED ARE INCLUSIVE OF VALUED-ADDED TAX

(Section 54(7) of the Promotion of Access to Information, Act No. 2 of 2000)

[Regulation 11(3)]

- | | | |
|-----|--|---------|
| (a) | For every photocopy of an A4-size page or part thereof | R2.00 |
| (b) | For every printed copy of an A4-size page or part thereof held on a computer or in an electronic or machine-readable form | R1.00 |
| (c) | For a copy in a computer-readable form on compact disc | R100.00 |
| (d) | (i) For a transcription of visual images, for an A4-size page or part thereof | R50.00 |
| | (ii) For a copy of visual images | R80.00 |
| (e) | (i) For a transcription of an audio record, for an A4-size page or part thereof | R50.00 |
| | (ii) For a copy of an audio record | R40.00 |
| (f) | To search for and prepare the record for disclosure or part thereof – R50.50 for each hour or part thereof reasonably required for such search and preparation | |
| (g) | Six hours of searching to be exceeded before a deposit is payable | |
| (h) | One third of the access fee is payable as a deposit by the requester | |
| (i) | The actual postage fee is payable when a copy of a record must be posted to a requester | |

Annexure 3: FORM 3 – 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, 2018

[Regulation 2]

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may 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.
3. Complete as is applicable.

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of 20.....

.....
Signature of data subject/designated person

Annexure 4: FORM 4 – 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, 2018

[Regulation 3]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may 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.
3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

☐

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐

Destroying or deletion 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
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()

Contact number(s):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. (Please provide detailed reasons for the request)

Signed at this day of 20.....

.....
Signature of data subject/ designated person

Annexure 5: FORM 5 – Application for the consent of a data subject for the processing of personal information for the purpose of direct marketing in terms of SECTION 69(2) of the Protection of Personal Information Act, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 6]

TO: _____

(Name of data subject)

FROM: _____

Contact number(s): _____
Fax number: _____
E-mail address: _____
(Name, address and contact details of responsible party)

Full names and designation of person signing on behalf of responsible party:

.....
Signature of designated person

Date: _____

PART B

I, _____ (*full names of data subject*) hereby:

☐

Give my consent.

To receive direct marketing of goods or services to be marketed by means of electronic communication.

SPECIFY GOODS or SERVICES:

SPECIFY METHOD OF COMMUNICATION:

FAX:

E - MAIL:

SMS:

OTHERS – SPECIFY:

Signed at this day of 20.....

.....
Signature of data subject

Annexure 6: FORM 6 – 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, 2018

[Regulation 7]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may 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.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Complaint regarding:

☐

Alleged interference with the protection of personal information

☐

Determination of an adjudicator.

PART I	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No. 4 of 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname / registered name of data subject:	
Unique Identifier/Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
B	PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	

	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the complaint)</i>
PART II	COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
B	PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY
Name(s) and surname of adjudicator:	
Name(s) and surname of responsible party /registered name:	
Residential, postal or business address:	

	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the grievance)</i>

Signed at this day of 20.....

.....
Signature of data subject/ designated person