



Family Health International (d/b/a FHI 360)

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information
Act 2 of 2000 (as amended)**

Version Date: 30 September 2022

TABLE OF CONTENTS

1. List of Acronyms and Abbreviations	3
2. Introduction	3
3. Purpose of PAIA Manual	3
4. FHI 360 Contact Details	4
5. Guide on How to Use PAIA and How to Obtain Access to the Guide ..	4
6. FHI 360 Records	5
7. Processing of Personal Information	9
8. Planned Transborder Flows of Information	10
9. Information Security Measures	11
10. Access Procedures and Requests	12
11. Availability of the Manual	13
12. Updating of the Manual	14
Annex A – Fees	15
Annex B – Request for Access to Record of Private Body	16
Annex C – Form – Objection to the Processing of Personal Information in.. Terms of Section 11(2) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)	20
Annex D – Form – Request for Correction or Deletion of Personal	22
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)	

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“IO“	Information Officer;
1.2	“Minister”	Minister of Justice and Correctional Services;
1.3	“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as Amended);
1.4	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.5	“Regulator”	Information Regulator; and
1.6	“Republic”	Republic of South Africa

2. INTRODUCTION

FHI 360 is an international nonprofit working to improve the health and well-being of people around the world. FHI 360 partners with governments, the private sector, and civil society to bring about positive social change and to provide lifesaving health care, quality education, and opportunities for meaningful economic participation.

This PAIA Manual (“Manual”) provides an outline of the types of records and personal information FHI 360 holds. It also explains how to submit requests for access, object to processing of personal information, or request for correction and deletion of personal information held by FHI 360, in alignment with the Promotion of Access to Information Act (“PAIA”) and the Protection of Personal Information Act (“POPIA”).

3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- know the description of the records of the body which are available in accordance with any other legislation;
- access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- know how FHI 360 will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- know the description of the categories of data subjects and of the information or categories of information relating thereto;

- know the recipients or categories of recipients to whom the personal information may be supplied;
- know how FHI 360 transfers and processes personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- understand FHI 360's appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is processed.

4. FHI 360 CONTACT DETAILS

FHI 360 has appointed an Information officer to fulfil duties in accordance with Section 51 of PAIA. The Information officer assesses requests for access to information and oversees its required functions in terms of PAIA and POPIA. All requests for information in terms of PAIA or POPIA must be addressed to the Information Officer.

Information Officer

Name: Emmanuel Osembo
 Tel: +27.12.762.4000
 Email: privacysa@fhi360.org
 Fax number: +27.12.762.4001

South Africa National Office

Postal and Physical Address: 333 Grosvenor Street
 Hatfield Gardens, Block B
 Hatfield, Pretoria 0083 South Africa
 Telephone: +27.12.762.4000
 Website: fhi360.org

For access to general information about FHI 360's data protection, please contact privacysa@fhi360.org.

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

- 5.1. The Guide is available in each of the official languages and in braille.
- 5.2. The aforesaid Guide contains the description of-
 - the objects of PAIA and POPIA;
 - the postal and street address, phone and fax number and, if available, electronic mail address of the Information Officer of every public body, and every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

- the manner and form of a request for access to a record of a public body contemplated in section 11; and access to a record of a private body contemplated in section 50;
 - the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - the assistance available from the Regulator in terms of PAIA and POPIA;
 - all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging an internal appeal, a complaint to the Regulator, and an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - the regulations made in terms of section 92.
- 5.3. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 5.4. The Guide can also be obtained-
- upon request to the Information Officer;
 - from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

6. FHI 360 RECORDS

FHI 360 processes personal data in order to operate as a business, comply with legal obligations, and for its operations as a non-profit to improve the health and well-being of people around the world.

The purpose of this section is to identify the main categories of records held by FHI 360. Records that can be accessed in accordance with the PAIA (subject to restrictions and limitations outlined in PAIA) are available with regards to FHI 360's operations and programs.

6.1. Records Available to the Public

No notice has been published pursuant to Section 51(1)(b)(ii), regarding the categories of records which are automatically available without having to request access in terms of PAIA.

FHI 360's website is accessible to anyone with an internet connection and contains various categories of information relating to FHI 360's operations, programs, services, areas of expertise, contact details, and careers.

6.2. Records Held by FHI 360

Subjects on Which FHI 360 Holds Records	Categories of Records
Company Records	<ul style="list-style-type: none"> - Documents of Incorporation - Records Relating to the Appointment of Directors and Officers - Statutory Registers - Board of Director Meeting Minutes - Annual Reports - Executive Committee Meeting Minutes - Legal Compliance Records - Corporate Policies and Procedures
Corporate Affairs and Investor Relations/Communications	<ul style="list-style-type: none"> - Media Releases - Newsletters and Publications - Public Corporate Records
Human Resources	<ul style="list-style-type: none"> - Absence and Leave Records - Disciplinary Records - Employee Contracts - Employee Records - Employee Salary Benefit Arrangements - Employment Equity Plan - Grievance Procedures - HR Policies and Procedures - Retirement Fund Records - Salary Records - Workplace Agreements and Records - Training and Education
Financial Records	<ul style="list-style-type: none"> - Accounting Records - Annual Financial Statements - Audit Reports - Banking Details/Records/Statements - Debtors/Creditors Statements and Invoices - General Ledgers and Subsidiary Ledgers - General Reconciliations - Invoices - Policies and Procedures - Tax Returns/Records - Transactional Records

Subjects on Which FHI 360 Holds Records	Categories of Records
Procurement	<ul style="list-style-type: none"> - Contractor, Client, and Supplier Agreements - List of Suppliers, Products, Services, and Distribution - Policies and Procedures - Standard Terms and Conditions for Services and Products
Sales, Marketing and Communications	<ul style="list-style-type: none"> - Advertising and Promotional Material - Customer Details - Information and Records Provided by Third Parties - Marketing Brochures
Risk Management and Compliance	<ul style="list-style-type: none"> - Audit Reports - Disaster Recovery Plans - Risk Management Plans
Information Technology and Security	<ul style="list-style-type: none"> - Asset Registers - Disaster Recovery - Policies and Procedures - Internal Systems Support and Programming - Operating Systems - Software Licensing Information - System Documentation and Manuals
Legal	<ul style="list-style-type: none"> - Complaints, pleadings, briefs and any other documents pertaining to any actual or pending litigation, arbitration or investigation. - Material licenses, permits, and authorizations.

6.3. Records Available in Terms of Other Legislation (required under section 51(d) of the Act)

FHI 360, where applicable, may hold information in terms of the following Legislation, but is not limited to:

- Basic Conditions of Employment Act, No. 75 of 1977
- Companies Act, No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Electronic Communications and Transactions Act, No. 25 of 2002
- Employment Equity Act, No. 55 of 1998
- Income Tax Act, No. 68 of 1962
- Income Tax Act 58 of 1962 (Section 75) (repealed)
- Income Tax Act 95 of 1967

- Labour Relations Act, No. 66 of 1978
- Occupational Health and Safety Act, No. 85 of 1993
- Skills Development Act, No. 97 of 1988
- Skills Development Levies Act, No. 9 of 1999
- Unemployment Contribution Act, No. 4 of 2002
- Unemployment Insurance Act, No. 30 of 1966
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act, No. 89 of 1991
- Attorneys Act, No. 53 of 1979
- National Credit Act, No. 34 of 2005
- Consumer Protection Act, No 68 of 2008
- Financial Intelligence Centre Act, No. 38 of 2001
- Trade Marks Act, No. 194 of 1993
- Copyright Act, No. 98 of 1978
- Prescription Act, No. 68 of 1969
- Currency and Exchanges Act No. 9 of 1933
- Credit Agreements Act No. 75 of 1980 (repealed)
- Finance Act 35 of 2000
- Financial Intelligence Centre Act No. 38 of 2001
- Labour Relations Act No. 66 of 1995
- Medical Schemes Act No. 131 of 1998
- Occupational Health and Safety Act No. 85 of 1993
- Pension Funds Act No. 24 of 1956
- Promotion of Access to information Act No. 2 of 2000
- Protection of Personal Information Act No. 4 of 2013
- Regulation of Interception of Communications and Provision of Communication- Related Information Act No. 70 of 2002
- Tax on Retirement Funds Act No. 38 of 1996

Records kept in accordance with the above legislation, may be available for inspection without a person having to request access, as some of the records are publicly available. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; the mentioned legislation and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of the Act.

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.

7. PROCESSING OF PERSONAL INFORMATION

This section outlines the types of personal information FHI 360 collects and how it processes that information. The lists in these sections are non-exhaustive.

7.1. Purpose of Processing Personal Information

FHI 360 needs to process personal information relating to both individual and juristic persons to carry out its business and organizational functions. The legal basis for processing personal information for business purposes includes:

- To comply with legal obligations;
- To carry out actions for the conclusion or performance of a contract;
- To protect the legitimate interests of the data subjects; or
- Where it is necessary for pursuing the legitimate interests of FHI 360.

The purposes for which FHI 360 processes personal information depends on the nature of the information. This includes:

- Fulfilling its statutory obligations in terms of applicable legislation.
- Verifying information provided to FHI 360.
- Obtaining information necessary to provide contractually agreed services to a partner, client, or customer.
- Monitoring, maintaining, and managing FHI 360's contractual obligations to partners, clients, customers, suppliers, vendors/service providers, employees, directors and other third parties.
- Marketing and advertising.
- Resolving and tracking complaints.
- Monitoring and securing the assets, employees, and visitors to FHI 360 premises.
- Document retention and archiving, historical record keeping in accordance with appropriate documentation practices, research and recording statistics necessary for fulfilling FHI 360's business objectives and contractual obligations.

7.2. Categories of Data Subjects

FHI may process the Personal Information of the following categories of data subjects, which includes natural or juristic persons:

- Partners, vendors, employees, representatives, agents, contractors, and service providers.
- FHI 360 directors and officers.
- Job applicants.
- Existing and former employees (including contractors, agents, and temporary employees).
- Visitors to FHI 360 premises.
- Individuals providing complaints, correspondence and inquiries.
- Other third parties with whom FHI 360 conducts business.

7.3. Categories of Personal Information

The personal information of natural persons may include, but is not limited to:

- Name, identifying number (identity, code, or passport number), date of birth, citizenship, age, gender, race, ethnicity, marital status, language, telephone number, email address, physical and postal addresses, income tax number, banking information, disability information, employment history, background check, fingerprints, CV/resume, education history, remuneration and benefit information, details related to employee performance and disciplinary procedures.
- Biometric information for security purposes and/or to perform contractual obligations.
- The personal opinions, views or preferences of the data subject.
- Confidential correspondence sent by the data subject.
- The views or opinions of another individual about the data subject.

The personal information of juristic persons may include, but is not limited to, name, registration number, tax information, contact details, physical and postal addresses, FICA documentation, payment details (including bank accounts), invoices and contractual agreements.

7.4. Recipients of Personal Information

FHI 360 may provide personal information to the following recipients:

- Regulatory, statutory and government bodies.
- Other FHI 360 companies.
- Partners, clients, suppliers, service providers, vendors, agents and representatives of FHI 360.
- Employees of FHI 360.
- Third party verification agencies and credit bureaus.
- Authorized collection agencies.
- Employee benefit providers.
- Banks and other financial institutions.
- Relevant authorities, government department, statutory bodies or regulator.
- Courts, administrative or judicial forums, arbitration or statutory commissions making requests in terms of the applicable laws or rules.

8. PLANNED TRANSBORDER FLOWS OF INFORMATION

FHI 360 has offices and operations in countries around the world, which will change from time to time as its business grows. Personal data processed by FHI 360 may be processed in South Africa, or it may be stored in a cloud outside the Republic. Personal data may also be processed in the United States, where FHI 360 is headquartered. All FHI 360 offices and operations are required to abide by the FHI 360 Privacy Notice, the Intragroup Data Transfer Agreement, and any other policies and procedures for data protection, including any statutory and regulatory requirements in the relevant jurisdictions. Where third parties provide services which involve the processing of personal data, FHI 360 takes measures to ensure service providers are aware of any applicable data protection regulations and require technical and organizational measures are in place using contractual agreements.

9. INFORMATION SECURITY MEASURES

FHI 360 recognizes its responsibility to safeguard its computing environment and protect the confidentiality, integrity and availability of its information systems. FHI 360 implements appropriate and adequate measures to ensure personal information is processed appropriately and securely. The following measures are taken to ensure the confidentiality, integrity, and availability of information held and transferred by FHI 360:

- Boundary firewalls and internet gateways
- Secure configurations
- Access control
- Malware protection
- Patch management
- Security operations center.

10. ACCESS PROCEDURES AND REQUESTS

The purpose of this section is to provide requestors with information on submitting requests for access to records held by FHI 360, per the Form in Annex B. The requestor must comply with all procedural requirements contained in PAIA relating to the request for access to a record. Applications for access may be refused if the application does not comply with the procedural requirements of PAIA. Submission of a form does not automatically grant the requestor access to the requested record, as applications are subject to limitations.

10.1. Completion and Submission of Forms

To request access to a record, complete the form in Annex B, Request to Access Record of FHI 360 and submit to the Information Officer using the contact details in Section 4. All postal mail should be directed to the attention of the Information officer. The form must be completed in full and FHI 360 cannot be held liable for delays resulting from incomplete forms.

For completion, please note the following requirements:

- The Form must be completed in the English language and proof of identity is required to authenticate request.
- If a request is being made on behalf of another, that person will have to provide proof of the identity of the person on whose behalf the request is made, the authority given to the requestor, and proof of identity of the requestor to the reasonable satisfaction of the Information Officer (section 53(2)(d)).
- If it is reasonably suspected that the requestor has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requestor.
- If a question does not apply, "N/A" should be written as a response.
- If there is nothing to disclose in response to a question, state "NIL" in response to that question.
- If extra space is needed, please attach that information at the end of the form noting the question being responded to.
- The requestor should indicate which form of access is required and specify a postal or email address or fax number of the requestor in the Republic.
- If an individual is unable to complete the prescribed form because of illiteracy or disability, the requestor may make the request orally.
- Requestors must state that they require the information in order to exercise or protect a right, clearly state what the nature of the right being exercised or protected is, and clearly specify why the record is necessary to exercise or protect that right (section 53(2)(f)).

10.2. Payment of Prescribed Fees

If the request for access is successful, an access fee may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees detailed in Annex A. Details regarding payment may be obtained from the Information Officer. The access fee must be paid prior to access being given to the requested record.

10.3. Notification

FHI 360 will notify the requestor within 30 days of receipt of the request as to whether the request is granted or denied, with accompanying reasons, if applicable, along with additional steps and fees, also as applicable. The 30 day period within which the Information Officer is required to reply to a request, shall commence only once a requestor has complied with all the requirements of PAIA in requesting access to a record, to the satisfaction of the Information officer.

The thirty day period may be extended up to an additional thirty days if the request is difficult to comply with (e.g., for a large amount of information or if the request requires a search of information held at other offices). The requestor will be notified if an additional 30 days is required.

The Information Officer may sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

10.4. Grounds for Refusal

Common grounds for refusal of a request for information are based on mandatory protection of the privacy of third parties, including their confidential information. Requests may also be refused if they involve FHI 360's trade secrets or financial, commercial, scientific or technical information, which, if disclosed, would likely cause harm to the financial or commercial interests of the company.

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources will also be refused. All requests for information will be assessed in accordance with applicable legal principles and legislation.

If FHI 360 searches for a record and there is no evidence the record exists or could be found, FHI 360 will notify the requestor through an affidavit or affirmation, including steps taken to try to locate the record.

10.5. Appeal

FHI 360 does not have an internal appeal process. If a requestor is aggrieved by the refusal of the Information Officer to grant a request for a record, the requestor may, within thirty days of notification of the Information Officer's decision, lodge a complaint to the Information Regulator or apply to the court for appropriate relief within the timeframes as prescribed by the PAIA.

11. AVAILABILITY OF THE MANUAL

A copy of the Manual is available-

- By visiting fhi360.org/privacy.sa
- At FHI 360 (South Africa)'s office for public inspection during normal business hours;
- To any person upon request, subject to the prescribed fees;
- From the Information Regulator by request.

A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

12. UPDATING OF THE MANUAL

FHI 360 may regularly update this Manual as needed and post on its website. Please refer to the version date on the first page of this Manual.

Issued by:

Emmanuel Osembo
Information Officer

Annex A: Fees

Where a private body has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access, the only charge that may be levied for obtaining such records is a fee for reproduction of the record.

The applicable fees for reproduction are:

For every photocopy of an A4-size or part thereof	R1.10
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
For a copy in a computer-readable form on flash drive	R70
A transcription of visual images, for an A4-size page or part thereof	R40
For a copy of visual images	R60
A transcription of an audio record, for an A4-size page or part thereof	R20
For a copy of an audio record	R30
To search for a record that must be disclosed, or part of an hour reasonably required for such search	R30/hour
Request Fee – For a request to access a record by a person other than the personal requestor. This fee must be paid before FHI 360 will process the request.	R50

Postal Charges

Where a copy of a record needs to be mailed, the actual postal fee is charged.

Access Fees

An access fee is payable in instances where access is granted, unless the fee is excluded in terms with the PAIA or an exclusion is determined by the Minister in terms of Section 54(8).

Deposits

When a request is made by someone other than the personal requestor, and it is expected that the request will take more than six (6) hours, a deposit is required in the amount of one-third of the amount of the applicable access fee.

Note: In terms of Regulation 8, value-added tax (VAT) must be added to all fees prescribed in terms of the regulation.

Annex B: Request for Access to Record of FHI 360

Section 53(1) of the Promotion of Access to Information Act, 2000

Section A: Particulars of Private Body

Name: Emmanuel Osembo
Designation: Information Officer
Tel: +27.12.762.4000
Email: privacy@fhi360.org
Postal Address: 333 Grosvenor Street
Hatfield Gardens, Block B
Hatfield, Pretoria 0083 South Africa

Section B: Particulars of the Person Requesting Access

- 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 sent must be given.*
- C. Proof of the capacity in which the request is made, if applicable, must be attached.*

Full Name and Surname:	
Identity Number:	
Postal Address:	
Telephone Number:	
Fax Number:	
Email Address:	
Capacity in which the request is made, when on behalf of another:	

Section C: Particulars of the Person on Whose Behalf the Request is Made

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

Full Name and Surname:	
Identity Number:	

Section D: Particulars of the 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 separate folio and attach it to this form. **The requestor must sign all the additional folios.**

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

Section E: Fees

- A. A request for access to a record, other than a 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 as the request fee.
- C. The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- D. If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption of payment of fees:	
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Section F: Form of Access to Records

If you are prevented by a disability to reach, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate which form the record is required.

Disability:	
Form in which record is required:	

Notes:

- A. Compliance with your request for access 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 partly by the form in which access is requested.

If the record is in written or printed form:

<input type="checkbox"/>	Copy or record*	<input type="checkbox"/>	Inspection of record
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If the record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

<input type="checkbox"/>	View the images	<input type="checkbox"/>	Copy the images	<input type="checkbox"/>	Transcription of the images*
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If the record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	Listen to the soundtrack (audio cassette)	<input type="checkbox"/>	Transcription of the soundtrack* (written or printed document)
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If the record is held on computer or in an electronic or machine-readable form:

<input type="checkbox"/>	Printed copy of record*	<input type="checkbox"/>	Printed copy of information derived from the record*	<input type="checkbox"/>	Copy in computer readable form* (USB drive/online)
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<p>*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.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
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Section G: Particulars of Right to be Exercised or Protected

If the provided space is inadequate, please continue on separate folio and attach it to this form. The requester must sign all the additional folios.

<p>Indicate which right is to be exercised or protected:</p>	
<p>Explain why the record requested is required for the exercise or protection of the aforementioned right:</p>	

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

<p>How would you prefer to be informed of the decision regarding your request for access to the record?</p>	
--	--

Signed at _____ this the ____ day of _____ 20_____.

Signature of Requester/Person on
Whose Behalf Request is Made

Annex C: Form – Objection to the Processing of Personal Information in Terms of Section 11(2) 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 in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as applicable.*

A. Details of Data Subject	
Name and surname of data subject:	
Residential, postal, or business address:	
Contact number(s):	
Fax number:	
Email address:	
B. Details of Responsible Party	
Name and surname of responsible party:	
Residential, postal or business address:	
Contact number(s):	
Fax number:	
Email address:	
C. Reasons for Objection in Terms of Section 11(1)(d) to (f) (Please provide detailed reasons for the objection.)	

Signed at _____ this the ____ day of _____ 20____.

Signature of Data Subject/Applicant

Annex D: Form – 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 objection may be attached.
2. If the space provided in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as 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 Data Subject	
Name and surname/registered name of data subject:	
Unique identifier/Identity number	
Residential, postal, or business address:	
Contact number(s):	
Fax number:	
Email address:	
B. Details of Responsible Party	
Name and surname of responsible party:	
Residential, postal or business address:	
Contact number(s):	
Fax number:	
Email address:	
C. 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 authorized to retain. (Please provide detailed reasons for the request.)	

Signed at _____ this the ____ day of _____ 20_____.

Signature of Data Subject/Designated Person