

**NORCROS (SA) PROPRIETARY LIMITED**

**Registration Number 1952/000012/07**

**PROMOTION OF ACCESS TO INFORMATION MANUAL**

**Last updated 10 November 2023**

## 1. INTRODUCTION

Norcros SA is a private body carrying on the business of the manufacture, sale and supply of ceramic tiles and a variety of other surface coverings, as well as specialist installation products from surface preparation agents to tile adhesives and construction chemicals. Norcros SA consists of the following functioning divisions:

### Divisions

- Johnson Tiles, a manufacturer of glazed ceramic and porcelain tiles.
- TAL, which specializes in tiling installation material, tiling and allied building solutions.
- Tile Africa, which is a leading national retailer of local and international tile, bathroom ware, taps and accessories; and
- House of Plumbing, which is a leading plumbing merchant.

This Manual constitutes Norcros SA's PAIA Manual. We have compiled this Manual in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("**POPIA**"), which gives effect to everyone's Constitutional right to privacy. POPIA promotes the protection of Personal Information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of Personal Information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of Personal Information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of Personal Information and to provide for matters concerned therewith.

This PAIA Manual also includes information on the submission of objections to the processing of Personal Information and requests to delete or destroy Personal Information or records thereof in terms of POPIA.

## 2. AVAILABILITY OF THIS MANUAL

This Manual is published on our website at [www.norcros.co.za](http://www.norcros.co.za) or alternatively, a copy can be requested from our Information Officer whose details appear below.

### 3. COMPANY CONTACT DETAILS

**Name of Body:** Norcross SA Propriety Limited

**Designated Information Officer:** **Dion Naidoo**

**Email Address of Information Officer:** [info.room@norcrossa.com](mailto:info.room@norcrossa.com)

**Telephone Number:** (011) 206 - 9000

**Physical Address:** 04 Porcelain Road  
Olifantsfontein  
1665

**Postal address:** Private Bag X4, Olifantsfontein, 1665

#### Email addresses for any PAIA requests for the following divisions:

**Johnson Tiles:** [info.room@johnsontiles.co.za](mailto:info.room@johnsontiles.co.za)

**TAL:** [info.room@tal.co.za](mailto:info.room@tal.co.za)

**Tile Africa:** [info.room@tileafrica.co.za](mailto:info.room@tileafrica.co.za)

**House of Plumbing:** [info.room@houseofplumbing.co.za](mailto:info.room@houseofplumbing.co.za)

### 4. INFORMATION REGULATORS GUIDE

An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. Any enquiries regarding the Guide should be directed to:

**Address:** JD House, 27 Stiemens Street, Braamfontein,  
Johannesburg, 2001  
P.O Box 31533, Braamfontein, Johannesburg, 2017

**E-mail Address:** [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)  
[complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

**Website:** <https://www.justice.gov.za/inforeg/>

## 5. ENTRY POINT FOR REQUESTS

PAIA provides that you may only make a request for information, if the information is required for the exercise or protection of a legitimate right.

Information will therefore not be furnished unless you provide sufficient particulars to enable us to identify the right that you are seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.

Our Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.

All requests in terms of PAIA, POPIA and this Manual must be addressed to our Information Officer using the details in paragraph 3 above.

## 6. VOLUNTARY DISCLOSURE AND AUTOMATIC AVAILABILITY OF CERTAIN RECORDS

The following categories of records are automatically available for inspection, purchase or photocopying. The information can be requested from the Information Officer and the request for this information need not be in terms of the Act.

The following information is available on our website ([www.norcros.co.za](http://www.norcros.co.za)) and at our offices:

- Corporate Social Investment strategies;
- Press releases and publications;
- Professional services offered by Norcross SA; and
- Marketing and promotional brochures.

## 7. INFORMATION AVAILABLE IN TERMS OF POPIA

Personal Information must be processed for a specified purpose. The purpose for which Personal Information is processed by us will depend on the nature of the Personal Information and the particular Data Subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected. Please also refer to the Norcross SA Privacy Policy by visiting [www.norcros.co.za](http://www.norcros.co.za) for further information.

## **7.1. Categories of Personal Information collected by Norcross SA**

We collect the following categories of Personal Information:

- 7.1.1. Company name and registration number;
- 7.1.2. Company address
- 7.1.3. Shareholders names and Identity Document number(s);
- 7.1.4. Director's names and Identity Document number(s);
- 7.1.5. Bank account number;
- 7.1.6. Telephone and/or Cellphone number;
- 7.1.7. Email addresses;
- 7.1.8. Correspondence;
- 7.1.9. Purchase history
- 7.1.10. Trade references;
- 7.1.11. Tax number;
- 7.1.12. BBB-EE credentials
- 7.1.13. Employees/Personnel/Job Applicants details; and
- 7.1.14. Customer data collected through sales and promotions

## **7.2. The purpose of processing Personal Information**

Depending on the category of Personal Information which is collected, the purposes for processing may include:

- 7.2.1. Providing credit to Data Subjects;
- 7.2.2. Providing credit reports to other credit providers and credit bureaus;
- 7.2.3. Employment purposes;
- 7.2.4. Recruitment process;

7.2.5. Procurement; and

7.2.6. Marketing

### **7.3. Categories of Data Subjects whose Personal Information we hold**

We hold information and records on the following categories of Data Subjects:

7.3.1. Natural Persons; and

7.3.2. Juristic Entities.

### **7.4. The recipients or categories of recipients to whom the Personal Information may be supplied**

Depending on the nature of the Personal Information, we may supply information or records to the following categories of recipients:

7.4.1. Other credit providers;

7.4.2. The credit bureau.

7.4.3. Human Resources Department

7.4.4. Marketing and Sales Department

### **7.5. Planned transborder flows of Personal Information**

7.5.1. Personal Information of a Data Subject may be transferred across borders due to the hosting of some of our infrastructure and application in foreign jurisdictions. Current employees, consultants' and client's information may also be transferred transborder where we have a physical presence or may be providing services or performing in terms of its contractual obligations. We will take steps to ensure that Operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of Personal Information in terms of POPIA.

### **7.6. Personal Information received from third-parties**

7.6.1. When we receive Personal Information from a third-party on behalf of a Data Subject, we require confirmation that they have written consent from the Data Subject that they are aware of the contents of this Manual and our Privacy Statement, and do not have any objection to our processing their Personal Information in accordance with this Manual.

### **7.7. A general description of information security measures to be implemented by us**

We take extensive information security measures to ensure the confidentiality, integrity and availability of Personal Information in our possession. We take appropriate technical and organisational measures designed to ensure that Personal Information remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

## 8. RECORDS AVAILABLE UNDER OTHER LEGISLATION

Information is available in terms of certain provisions of the following legislation to the persons or entities specified in such legislation as amended from time to time:

- Administration of Estates Act 66 of 1965;
- Basic Conditions of Employment Act, No. 75 of 1997;
- Broad-Based Black Economic Empowerment Act 53 of 2003;
- Close Corporations Act 69 of 1984;
- Companies Act, No. 61 of 1973 (repealed, save for chapter 14);
- Companies Act, No. 71 of 2008;
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993;
- Competition Act, No. 89 of 1998;
- Consumer Protection Act, No. 68 of 2008;
- Copyright Act, No. 98 of 1978;
- Currency Exchange Act, No. 9 of 1933;
- Credit Agreements Act, No. 75 of 1980 (repealed);
- Debt Collectors Act, No. 114 of 1998;
- Electronic Communications and Transaction Act, No. 25 of 2002;
- Employment Equity Act No 55 of 1998;
- Estate Agency Affairs Act 112 of 1976;
- Financial Intelligence Centre Act, No. 38 of 2001;
- Income Tax Act, No. 58 of 1962;

- Insolvency Act 24 of 1936;
- Labour Relations Act, No. 66 of 1995;
- Medical Schemes Act, 131 of 1998;
- National Credit Act, No. 34 of 2005;
- Occupational Health and safety Act, No. 85 of 1993;
- Pension Funds Act, No. 24 of 1956;
- Protection of Personal Information Act, No. 4 of 2013;
- Skills Development Act, No. 97 of 1998;
- Skills Development Levies Act, No. 9 of 1999;
- Tax on Retirement Funds Act, No. 38 of 1996;
- Trade Marks Act, No. 194 of 1993;
- Unemployment Contributions Act, No. 4 of 2002
- Unemployment Insurance Act, No. 63 of 2001; and
- Value Added Tax Act, No. 89 of 1991

## 9. CATEGORIES OF INFORMATION HELD BY NORCROS SA

We maintain records on the categories and subject matters listed below. Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records will be honoured. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA and POPIA.

Please note further that many of the records held by us are those of third parties, such as clients and employees, and we take the protection of third-party confidential information very seriously. Many of the records held are confidential and others are the property of the client and not of the Company. For further information on the grounds of refusal of access to a record please see paragraph 13 below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated.

Category of records	Records
Internal records	<ul style="list-style-type: none"> <li>• Memoranda and Articles of Association</li> </ul>



Category of records	Records
<p>The records listed pertain to Norcross SA's own affairs</p>	<ul style="list-style-type: none"> <li>• Financial records</li> <li>• Operational records</li> <li>• Intellectual property</li> <li>• Marketing records;</li> <li>• Internal correspondence;</li> <li>• Service records;</li> <li>• Statutory records;</li> <li>• Internal policies and procedures;</li> <li>• Minutes of meetings;</li> <li>• Product records;</li> <li>• Statutory records</li> </ul>
<p><b>Personnel records</b></p> <p>For the purposes of this section, “<b>personnel</b>” means any person who works for or provides services to or on behalf of Norcross SA and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Norcross SA. This includes partners, directors, all permanent, temporary and part-time staff as well as consultants and contract workers.</p>	<ul style="list-style-type: none"> <li>• Any personal records provided to us by our personnel and/or job applicants;</li> <li>• Any records a third-party has provided to us about any of their personnel;</li> <li>• Conditions of employment and other personnel-related contractual and quasi legal records;</li> <li>• Employment policies and procedures;</li> <li>• Internal evaluation and disciplinary records;</li> <li>• Medical records;</li> <li>• Disability information;</li> <li>• Payroll records</li> <li>• Contracts;</li> <li>• Performance records;</li> </ul>

Category of records	Records
	<ul style="list-style-type: none"> <li>• Electronic Access records;</li> <li>• Health and Safety records;</li> <li>• Training records;</li> <li>• Surveillance records;</li> <li>• Employment history records and</li> <li>• Other internal records and correspondence.</li> </ul>
<p><b>Client-related records</b></p>	<ul style="list-style-type: none"> <li>• Contracts with the client and between the client and other persons;</li> <li>• Client company, director and shareholder details</li> <li>• Credit applications</li> <li>• Purchase Orders</li> <li>• Data collected during a sale, quotation, marketing, promotion, product test transaction</li> </ul>
<p><b>Other third-party records</b></p> <p>Records are kept in respect of other parties, including without limitation joint ventures and consortia to which Norcross SA is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to Norcross SA.</p>	<ul style="list-style-type: none"> <li>• Personnel, client, or Norcross SA records which are held by another party as opposed to being held by Norcross SA; and</li> <li>• Records held by Norcross SA pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers.</li> </ul>
<p><b>Other records</b></p>	<ul style="list-style-type: none"> <li>• Information relating to Norcross SA; and</li> </ul>

Category of records	Records
	<ul style="list-style-type: none"> <li>Research information belonging to Norcross SA or carried out on behalf of a third party.</li> </ul>

## 10. REQUEST PROCEDURE

### 10.1. Completion of the prescribed form

Any request for access to a record in terms of PAIA must substantially correspond with Form C of Annexure B to Government Notice No. R.187 dated 15 February 2002 and should be specific in terms of the record requested. (See Appendix A hereto.)

A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.

**To facilitate your request for access to a record, kindly:**

- i. Use the prescribed PAIA Forms provided below.
- ii. Address your request to our Information Officer.
- iii. Provide sufficient detail to enable us to identify:
  - a. The record(s) requested;
  - b. You as the requestor (and, if an agent is lodging the request, proof of capacity);
  - c. Your South African postal address, e-mail address or fax number; and
  - d. The form of access required.
  - e. If you wish to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
  - f. The right which you are seeking to exercise or protect with an explanation of the reason, the record is required to exercise or protect the right.

You may also send us a request to correct or delete Personal Information about you in our possession or under our control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of Personal Information about you that we are no longer authorised to retain in terms of POPIA's retention and restriction of records provisions.

If you wish to request a correction or deletion of your Personal Information, or the destruction or deletion of a record of your Personal Information, you must submit a request to our Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Appendix D.

## **10.2. Proof of identity**

Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

## **10.3. Payment of the prescribed fees**

There are two categories of fees which are payable:

- **The request fee:** R50
- **The access fee:** This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in Appendix B.

Section 54 of PAIA entitles us to levy a charge or to request a fee to enable us to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) promulgated under PAIA.

Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

## **10.4. Timelines for consideration of a request for access**

Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

## **11. Grounds for refusal of access to records and protection of information**

There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of Personal Information of a third person (who is a natural person) from unreasonable disclosure;

- the protection of commercial information of a third-party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third-party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put us at a disadvantage in negotiations or prejudice us in commercial competition; and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by us.

In terms of Section 70 of PAIA disclosure of a record is compulsory if it would reveal

- i. a substantial contravention of, or failure to comply with the law; or
- ii. there is an imminent and serious public safety or environmental risk; and
- iii. the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

If the request for access to information affects a third-party, then such third-party must first be informed within 21 (twenty-one) days of receipt of the request. The third-party will then have a further 21 (twenty-one) days to make representations and/or submissions regarding the granting of access to the record.

## **12. RECORDS OR INFORMATION NOT FOUND**

If, after all reasonable steps to locate a record have been taken, and no record is found, then our Information Officer will notify you, by way of an affirmation or affidavit, stating that access to the requested record cannot be provided. Such affirmation or affidavit will include a detailed account on the steps taken trying to locate the record.

Should the record be found, our Information officer shall provide it to you, unless access to the record is refused on the grounds permitted by the Act.

## **13. REMEDIES AVAILABLE TO YOU ON REFUSAL OF ACCESS**

If our Information Officer decides to grant you access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.

There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by our Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

Where a third-party is affected by the request for access and our Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

#### **14. AVAILABILITY OF THE MANUAL**

The Manual is available for inspection by the general public, during office hours and free of charge, at our offices. Copies of the Manual may be made, subject to the prescribed fees.

Copies may also be accessed on our website [www.norcros.co.za](http://www.norcros.co.za).

## **APPENDIX A - FORM C: REQUEST FORM**

### **ACCESS REQUEST FORM**

#### **Particulars of Norcros SA Information Officer**

Requests can be submitted either via post or e-mail and should be addressed to the Information Officer as indicated below:

**Information Officer** Dion Naidoo

**Street Address** 4 Porcelain Road, Olifantsfontein, 1666

**Postal Address** Private Bag, X4, Olifantsfontein, 1665

**Telephone** (011) 206 - 9700

**Email** info@norcrossa.com

**Website** [www.norcrossa.co.za](http://www.norcrossa.co.za)

**Particulars of person requesting access to the record**

- 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 capacity in which the request is made, if applicable, must be attached.*

**Full names and  
surname:**

**Identity number:**

**Postal address:**

**Fax number:**

**Telephone number:**

**E-mail address:**

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

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**Particulars of person requesting access to the record (if a legal entity)**

- a) *The particulars of the entity 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 capacity in which the request is made, if applicable, must be attached.*

**Name of entity:**

**Registration  
number:**

**Postal address:**

**Fax number:**

**Telephone number:**

**E-mail address:**

**Particulars of person on whose behalf request is made**



*This section must ONLY be completed 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 it is known to you, to enable the record to be requested.*
- b) *If the space provided is inadequate, please use a separate folio and attach it to this form. Please sign any additional folios.*

**Description of record or relevant part of the  
record:**

**Reference number (if available):**

**Any further particulars of record:**

**FEES**

- a) *A request for access to a record will be processed only after a request fee has been paid.*
- b) *You will be notified of the amount 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:**

**FORM OF ACCESS TO RECORD**

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 under certain circumstances. In such a case you will be informed whether 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 of record	<input type="checkbox"/>	Inspection of record
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If record consists of visual images

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

<input type="checkbox"/>	Listen to the soundtrack (audio)	<input type="checkbox"/>	Transcription of soundtrack
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If the record is held on computer or in an electronic or machine-readable form (this includes photographs, slides, video recordings, computer generated images, sketches etc.)

Printed copy of record

Printed copy of information derived from the record

Copy in computer readable form

If you requested a copy or transcription of a record (above) do you wish the copy of transcription to be posted to you? Note that postage is payable.

Yes

No

Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.

In which language would you prefer the record?

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### In the event of a disability

*If you are prevented by a disability from reading, viewing or listening to the record, state your disability and indicate in the form in which the record is required:*

**Disability**

**Form in which record is required**

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### PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

#### 1. Indicate the right to be exercised or protected:

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

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**NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

*You will be notified in writing whether your request has been approved or 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?**

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

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SIGNATURE OF REQUESTER/PERSON  
ON WHOSE BEHALF REQUEST IS MADE

PRINT NAME:

**YOU MUST**

1 Complete all necessary spaces

**SEND WITH THIS APPLICATION**

1 The request fee

- |   |                                   |   |                                 |
|---|-----------------------------------|---|---------------------------------|
| 2 | Sign the access request form Sign | 2 | Any additional folios completed |
| 3 | Sign additional folios completed  | 3 | Copy of Identity Document       |

**APPENDIX B: FEES IN RESPECT OF PRIVATE BODIES**

Description		Rand
1	The fee for a copy of the Manual as contemplated in regulation 9(2)(c) - for every photocopy of an A4-size page or part thereof.	1,10
2	<b>The fees for reproduction referred to in regulation 11(1) are as follows:</b>	
(a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
(c)	<b>For a copy in a computer-readable form on -</b>	
(i)	stiffy disc	7,50
(ii)	compact disc	70,00
(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)	For a copy of visual images	60,00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii)	For a copy of an audio record	30,00
3	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	50,00
4	<b>The access fees payable by a requester referred to in regulation 11(3) are as follows:</b>	
4.1(a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
(c)	<b>For a copy in a computer-readable form on -</b>	
(i)	stiffy disc	7,50
(ii)	compact disc	70,00
(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00

(ii)	For a copy of visual images	60,00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii)	For a copy of an audio record	30,00
(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.	
4.2	<b>For purposes of section 54(2) of the Act, the following applies:</b>	
(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.	
4.3	<b>The actual postage is payable when a copy of a record must be posted to a requester.</b>	

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

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

.....

*Signature of Data Subject/designated person*

**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>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (      )
Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>

D	<p><b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a)</b></p> <p><b>WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or</b></p> <p><b>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b)</b></p> <p><b>WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</b></p> <p><i>(Please provide detailed reasons for the request)</i></p>

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

.....

*Signature of Data Subject/ designated person*

