



ROBIN BAIRD WRIGHT
Insurance Brokers

Protection of Personal Information Manual

ROBIN BAIRD INSURANCE BROKERS (PTY) LTD

Registration number: 2000/025598/07

MANUAL ISSUED IN TERMS OF: SECTION 51 OF THE PROMOTION OF
ACCESS TO INFORMATION ACT 2 OF 2000 (PAIA) INCONJUNCTION
WITH THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013
(POPIA)

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1. Definitions

Company refers to ROBIN BAIRD INSURANCE COMPANY Pty (Ltd).

POPIA refers to Protection of Personal Information Act 4 of 2013.

PAIA refers to The Promotion of Access to Information Act 2 of 2000.

Personal Details/Information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

- a) Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person.
- b) Information relating to the education or the medical, financial, criminal or employment history of the person.
- c) Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person.
- d) The biometric information of the person.
- e) The personal opinions, views or preferences of the person.
- f) Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.
- g) The views or opinions of another individual about the person.
- h) The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

Information Officer is the Head of a **Company** who is ultimately responsible for the **Companies** compliance to **POPIA** and **PAIA**.

Deputy Information Officer is a Senior Employee appointed by the **Information Officer** to assist in the **Companies** compliance to **POPIA** and **PAIA**.

2. Introduction

This Manual, herein referred to as the Manual has been compiled in accordance with the requirements of **PAIA**, in conjunction with the relevant sections of **POPIA**.

The **Company** is a private body as defined in **PAIA**, and this Manual contains the information specified in section 51 of **PAIA**, which is applicable to such a private body.

The Manual will be updated on a regular basis in accordance with the requirements of section 51(2) of **PAIA**.

3. Contact details

The Key Individual of the **Company**, is the head of ROBIN BAIRD INSURANCE BROKERS(PTY) Ltd for purposes of **PAIA**, and is the Companies registered Information Officer for purposes of **POPIA**. In addition, Estelle Landman has been designated as Deputy Information Officer for purposes of **PAIA** and **POPIA**, referred to as the DIO.

Their contact details are as follows:

Information Officer: Telephone: 011 467 4022 Fax: N/A E-mail: david@rbib.co.za

Deputy Information Officer/s: Telephone: 011 467 4022 estelle@rbib.co.za

Company Postal address: P O Box 69792 Bryanston 2021

Company Physical address: 17 Weaver street, Four Ways. 2191

4. Guide on how to use PAIA

The SAHRC has, in terms of section 10 of **PAIA**, compiled in each official language a guide containing information in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in **PAIA**. The Guide is available from the SAHRC.

Please direct any queries in this regard to:

The South African Human Rights Commission: PAIA Unit

The Research and Documentation Department South African Human Rights Commission Postal address: Private Bag X2700, Houghton, 2041

Telephone: +27 11 877-3600

Fax: +27 11 403-6025

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

With effect from 1 July 2021, enforcement of **PAIA** will fall under the jurisdiction of the Information Regulator established in terms of **POPIA**. The contact details for the Information Regulator are (at present) as follows:

The Information Regulator (South Africa)

33 Hoofd Street, Forum III, 3rd Floor Braampark

Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017

Telephone number: +27 (0)10 023-5200 / +27 (0)82 746-4173

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

E-mail: inforeg@justice.gov.za / complaints.IR@justice.gov.za

5. Records available in terms of any other legislation

The **Company** holds details of its own registration, together with its financial statements and proof of its registration in terms of section 18A of the Income Tax Act, 1962 (**the ITA**).

It holds information pertaining to its Directors and Shareholders.

The **Company** also holds information pertaining to its Employees, as required in terms of applicable employment legislation including the Basic Conditions of Employment Act, 1997, the Employment Equity Act, 1998, the Compensation for Occupational Injuries and Diseases Act, 1993, and the Information Technology Association of South Africa.

The **Company** holds information pertaining to its clients in terms of the Financial Intelligence Centre Act, 2001.

6. Access to records

6.1 No ministerial notice has been published in terms of section 52(2) of **PAIA**.

6.2 For purposes of facilitating a request in terms of **PAIA**, the information below includes a description of the subjects on which the **Company** holds records and the categories into which these fall. This information is not exhaustive and may be amended from time to time.

6.3 Certain records are available without having to be requested in terms of the request procedures set out in **PAIA** and detailed in the Manual below. A request for access to records held by the **Company** in terms of section 52 of **PAIA** must be made on the form contained in the Regulations regarding the Promotion of Access to Information - Form E. A copy of the form is attached as **Schedule A** to the Manual.

6.4 Subject to the provisions of **PAIA**, information may be inspected, collected, purchased or copied at the offices of the **Company**, unless the records are available on the **Company's** website. An appointment to view the records will have to be made with the **Information Officer** or the **Deputy Information Officer**. The schedule of reproduction fees in relation to section 52 information request are set out below.

6.5 Categories of records of the **Company** which are available to a person without having to request access in terms of **PAIA**:

Category	Description	Format	Maintained by	Stored at	Retention period
Information in the public domain	Incorporation documents	Hard copy and electronic copy.	IO / DIO	The Companies premises	Indefinite
	B-BBEE certificate	Hard copy and electronic copy.	IO / DIO	The Companies premises	Indefinite
	Audited financial statements	Hard copy and electronic copy.	IO / DIO	The Companies premises	Indefinite
	Public statements and communications	Hard copy and electronic copy.	IO / DIO	The Companies premises	Indefinite
	Employment Equity Report	Hard copy and electronic copy.	IO / DIO	The Companies premises	Indefinite
	General information pertaining to RBIB (Pty) Ltd and information regarding the services rendered	Hard copy and electronic copy.	IO / DIO	The Companies premises	Indefinite

6.6 The records listed below, which need to be requested in terms of **PAIA** and/or **POPIA**, will not in all instances be provided to a requester. In other words, the records held under the various subjects are not automatically available and access to them is subject to the nature of the information contained in the record, as well as the grounds of refusal as set out in **PAIA** that may be applicable to a request for such records, see below for further details. The procedure in terms of which such records may be requested from the **Company** is set out in paragraph below.

6.7 Categories of records that may be requested in terms of PAIA and/or POPIA:

Category	Description	Format	Maintained by	Retention
Finance and administration	Bank account records; Books and records of account and financial statements; Annual budget; VAT, SITE and PAYE records; Asset registers; Details of auditors; External auditor reports; Information pertaining to clients as required in terms of the Financial Intelligence Centre Act; Minutes of the meetings of RBIB (Pty) Ltd (non-confidential parts); Minutes of the meetings of committees/ subcommittees; Minutes of staff meetings and/or management meetings.	Hard copy and electronic copy	Business Controller	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
Management	Minutes of meetings of the Executive Committee and subcommittees; Internal correspondence; Resolutions and directives; internal investigation reports; Policies, procedures, and codes; Travel management and arrangements.	Hard copy and electronic copy	DIRECTORS	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
Human resources	Organisational information (organisational structure, etc.); Personnel files; Contracts, conditions of service and other agreements; Statutory employee records; Records of background checks (including qualification, credit and criminal record checks); Retirement fund	Hard copy and electronic copy	Directors	As required in terms of applicable legislation / contracts of employment

	records; Medical aid records; Budget projections in respect of staff; Employee leave records; Employee payments and benefits (statutory and contractual); Correspondence with or about employees; Performance management records; Records of disciplinary hearings and findings; Records of incapacity proceedings, including medical information Records of occupational injuries and diseases; Employee declarations in terms of the EEA.			
Relationships with third parties	Agreements with stakeholders; Service level agreements with suppliers; Contact details of suppliers; Tender and bid documentation; Service level agreements; Details of customers / clients including contact details, details pertaining to transactions, loyalty programmes, etc.; Licences and general conditions for conducting business.	Hard copy and electronic copy	Directors and relevant staff	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
Information technology	Computer software; Support and maintenance agreements; Licensing agreements; Records regarding computer systems and programmes.	Hard copy and electronic copy	Directors and relevant staff	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
Property	Asset registers; Lease agreements in respect of immovable property; Records regarding insurance in respect of movable or immovable property.	Hard copy and electronic copy	Directors	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts

Legal	Litigation; Appeals; Contracts and memoranda of understanding; Regulatory permissions, licenses, and/or exemptions.	Hard copy and electronic copy	Directors	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts
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6.8 For purposes of POPIA

6.8.1 For the purposes of facilitating a request for **personal information**, the information below includes details of the purpose of the processing of **personal information** by the **Company**, a description of the categories of data subjects, and of the information or categories of information relating to data subjects held by the **Company**, the recipients or categories of recipients to whom **personal information** may be supplied, planned trans-border flows of **personal information**, and a general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the **Company** to ensure the confidentiality, integrity and availability of the information which is to be processed.

6.8.2 In terms of POPIA, a requester to whom certain **personal information** relates may request the **Company** to confirm, free of charge, whether or not it holds **personal information** about that particular requester.

6.8.3 A requester may make a request that the **Company** provides the record/s or a description of the **personal information** about the requester which is held by it, including information about the identity of third parties, or categories of third parties, who have, or have had, access to the information. This request must be made within a reasonable time, in a reasonable manner, and format, at a fee, and in a form that is generally understandable.

6.8.4 Categories of data subjects and categories of personal information relating thereto:

Data subjects	Categories of information
Employees	Human resources information (see above)
Clients	Contact details Take-on information in terms of the Financial Intelligence Centre Act, 2001 Details of services provided and fees charged Demographic information
Contractors	Contact details Details of services rendered and fees paid Demographic information

6.8.5 Purposes of processing:

Data subject category	Broad description of purposes of processing
Applicants for employment; Employees; alumni	To carry out actions for the consideration of an application for employment; To carry out actions necessary for the performance of the employment contract; To ensure compliance with an obligation imposed by law on the Company ;

	To pursue the legitimate interests of RBIB (Pty) Ltd or a third party to whom the information is supplied.
Clients	To carry out actions necessary for the performance of the services contract; To ensure compliance with an obligation imposed by law on the Company ; To pursue the legitimate interests of RBIB (Pty) Ltd or a third party to whom the information is supplied.
Contractors/service providers	To carry out actions necessary for the performance of the services contract; To ensure compliance with an obligation imposed by law on RBIB (Pty) Ltd; To pursue the legitimate interests of RBIB(Pty) Ltd or a third party to whom the information is supplied.

6.8.6 Likely recipients:

Data subjects	Likely recipients
Applicants for employment; Employees; alumni.	Human Resources Department Line management Exco
Customers	Marketing Department Employees working on client mandates Exco
Contractors / Service providers	Exco Responsible Division within the Company

6.8.7 Planned trans-border flows of personal information:

Yes	No
<p>Personal Information is only shared within the Insurers trans-border, where only absolutely necessary.</p> <p>All individuals' personal information is only shared with their relevant consent.</p>	

6.8.8 General description of information security measures:

Technical measures	Organisational measures
<ul style="list-style-type: none"> • Security measures implemented include firewalls, password protection and other measures as required. • Employees are encouraged and reminded to remain careful as to how IT equipment and devices are used in order to minimize the risks related to the security of personal data. 	<ul style="list-style-type: none"> • Vehicle and Personal Security check points at entrance to building. • Access control per Employee per Division. • Restricted access to Employee personal information.

7. The Request Procedure

7.1 Form of request

7.1.1 A request for access to records held by the **Company** in terms of section 53 of PAIA must be made on the form contained in the Regulations regarding the Promotion of Access to Information, Form C. A copy of the form is attached as **Schedule B** to the Manual. The request must be made to the **Information Officer** or **Deputy Information Officer** of the Company at the address, contact number, or e-mail address specified in section 3 (three) above.

7.1.2 The requester must provide sufficient detail on the prescribed form to enable the **Information Officer** or **Deputy Information Officer** of the **Company** to identify the record and the identity of the requester. If a request is made on behalf of another person or entity, the requester must submit details and proof of the capacity in which the requester is making the request, which must be reasonably satisfactory to the **Information Officer** or **Deputy Information Officer**. The requester is also required to indicate which form of access to the relevant records is required, and to provide her/his/its contact details in South Africa.

7.1.3 For the purposes of Form C, the requester must comply with all the procedural requirements in PAIA relating to a request for access to the relevant records.

7.1.4 The **Company** may, and must in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA. These grounds include: that access would result in the unreasonable disclosure of **personal information** about a third party, that it is necessary to protect the commercial information of a third party of the **Company** itself, that it is necessary to protect the confidential information of a third party, that it is necessary to protect the safety of individuals or property, that a record constitutes privileged information for legal proceedings, that it is necessary to protect the research information of a third party or the **Company** itself.

7.1.5 If all reasonable steps have been taken to find a record that a requester has requested, and there are reasonable grounds for believing that the record is in the **Companies** possession but cannot be found, or it does not exist, then the **Information Officer** or **Deputy Information Officer** will, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to that record.

7.1.6 The **Company** is required to inform a requester in writing of its decision in relation to a request. If the requester wishes to be informed of the **Companies** decision in another manner as well, this must be set out in the request and the relevant details included in order to allow the **Company** to inform the requester in the preferred manner.

7.1.7 The **Company** will make a decision in relation to a request for records within 30 (thirty) days of receiving it, unless a third party notification and intervention, as contemplated in Chapter 5 of PAIA, applies.

7.2 Fees

7.2.1 A requester who seeks access to records containing **personal information** about herself/himself it is not required to pay a request fee. Requesters who earn less than R14, 712.00 per year, if single, and R27, 192.00 per year, if married or in a life partnership, do not have to pay access fees. In all other instances, a request fee at the prescribed rate is payable.

7.2.2 The fees for reproduction of information that is automatically available from the **Company**, referred to above, a section 52 request is as follows:

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

7.2.3 The request fee and fees for reproduction for information which needs to be requested in terms of PAIA and/or POPIA, referred to in paragraph above, a section 53 request is as follows:

	Request fee	R50.00
(a)	For every photocopy of an A4-size page or part thereof.	R1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable audio record form	R0,75
(c)	For copy in a computer-readable form on:	
	(i) Compact disc	R70,00
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof	R40,00
	(ii) For a copy of visual images.	R60,00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof	R20,00
	(ii) For a copy of an audio record.	R30,00

7.2.4 The request fee may be paid at the time a request is made or the person authorised to deal with such requests on the **Companies** behalf may notify the requester that s/he needs to pay the request fee before processing the request any further. A requester may apply to the court to be exempted from the requirement to pay the request fee.

7.2.5 Where a request for access to a record or records held by the **Company** is granted, the requester also has to pay an access fee for the reproduction of the record or records, and for the search for and the preparation of the records for disclosure. The **Company** is entitled to withhold a record until the required access fees have been paid.

7.2.6 Persons who are requesting access to their **personal information** are exempt from paying a request fee but they are still required to pay the access fee and reproduction fee, if applicable.

7.2.7 In addition, if the search for and preparation of the record or records requested takes more than 6 (six) hours, the **Company** may charge R30.00 for each hour or part thereof which is required for the search for and preparation of the records. The requester may make an application to the court to be exempted from the requirement to pay this deposit. If a deposit is made and access to the records requested is subsequently refused, the deposit will be repaid to the requester.

7.3 Remedies for refusal to request for information

7.3.1 *Internal remedy*

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

7.3.2 *External remedy*

Where a requester is not satisfied by a decision made by **Information Officer** or **Deputy Information Officer** of the **Company**, s/he may apply to court for relief within 180 (one hundred and eighty) days of receiving the decision that has caused the grievance. The application can be made to a Magistrate's Court or High Court.

8. Other information as may be prescribed

Currently, the Regulations published in terms of **PAIA**, under Government Notice R187 in Government Gazette 23119 of 15 February 2002, set out, among other things, the fees which may be charged by private bodies for the reproduction of records, provided in the table above. No new Regulations have since been published and the last amendments to the Regulations were made in 2007.

9. Availability of the Manual

This Manual is available on the **Company's** website, as well as in hard copy on the **Companies** premises.

10. Transfer of Personal Information Cross-Border

RBIB operates on a local basis, with clients that have properties in Mozambique. This means that Personal Information may be transferred to Mozambique. Furthermore, RBIB has Service Providers and cooperation partners, within the Republic of South Africa. RBIB will always ensure that transfer of Personal Information to different Countries have a legal basis and that it is adequately protected by the receiving parties in such Countries. Adequate protection may typically be to impose on the receiving party through contractual obligations that ensure that such party maintains the same high level of privacy and data security as practiced by the **Company**. Further information or a copy of the safeguards that RBIB have in place to ensure lawful transfer of the Personal can be available upon request.

In general, **Personal Information** may only be transferred to Service Providers in other Countries outside the Republic of South Africa if:

- i. There is an adequacy decision by the Information Commission which means that the recipient Country is deemed to provide adequate protection for such personal data.
- ii. Where standard model contractual clauses are in place with the recipient which have been approved by the **Company** and deemed sufficient in the protection of **Personal Information**. These model contractual clauses include certain safeguards to protect the Personal Information.

11. Openness Notifications to Applicants for Employment, Suppliers and Clients

The **Company** may collect, use and process your **Personal Information** in order to provide you with services, products or information that you request. The **Company** will not collect your **Personal Information** without your knowledge and permission, nor will we sell or rent any such data.

In order to provide you with a specific product, service, or information or to process a transaction, we may request your personally identifiable information. This will be indicated whenever we collect it.

The collection of **Personal Information** will be transparent to you (including indication of the legal basis for the processing), and you will have the opportunity to decide whether or not to provide it. If you choose not to provide any of the **Personal Information** requested, RBIB may be unable to complete your transaction, or provide the information, services or products you have requested.

When collected, the **Company** will clearly state the purposes for which the **Personal Information** may be used as well as the period during which the **Personal Information** will be kept by us. If required, we may need to get your consent to allow us to use your **Personal Information** for one or more of the purposes set out above.

You have various rights where we are processing your **Personal Information** on the basis of your consent. If at a later stage, you would like to withdraw the consent, we will make sure such withdrawal can be done in a way which is as easy as the way the consent was given.

If you would like to remove, correct, update, or access your **Personal Information** that you have submitted to us, or if you have any related concerns, please contact us. If you contact us in this regard, please note the web page name or location where you submitted the information, as well as the contact information (for instance name, email address, postal address, etc.) that you provided at that time.

All information provided to the **Company** is on a voluntary basis, unless the **Company** is governed by South African Law/s which require the access to information in certain instances. Failure to provide the requested information may result in the **Company** stopping or halting all processes relating to the initial reason for the request of such relevant **Personal Information**.

12. Acknowledgement

The Manual has been based on an original template supplied by the SAHRC.

SCHEDULE A

AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS:

(Section 52 of the Promotion of Access to Information Act, 2000)

(The PAIA)

[Regulation 9A]

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1)(a) OF THE PAIA	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(1)(b))
FOR INSPECTION IN TERMS OF SECTION 52(1)(a)(i):	
FOR PURCHASING IN TERMS OF SECTION 52(1)(a)(ii):	
FOR COPYING IN TERMS OF SECTION 52(1)(a)(ii)	
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 52(1)(a)(ii)	

SCHEDULE B

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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

[Regulation 10]

A. Particulars of private body:

The Information Officer / Deputy Information Officer:

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

Full names and surname: _____ ID: _____

Postal address: _____

Telephone number: _____ Fax number: _____

E-mail address: _____

Capacity when made on behalf of another person: _____

C. 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: _____

D. Particulars of record

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

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

2. Reference number, if available _____

3. Any further particulars of record: _____

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 fee, please state the reason for exemption:

(Reason for exemption from payment of fees)

F Form of access to record

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 below, state your disability and indicate in which form the record is required.

Disability: _____

Form in which record is required: _____

NOTES:

Mark the appropriate box below with an X.

- 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 partly 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 (includes photographs, slides, video recordings, computer generated images, sketches, etc.):					
View the images		Copy of the images*		Transcription of the images*	
3. If record consist of recorded words or information which can be reproduced in sound					
Listen to the soundtrack (audio cassette / recording)			Transcription of soundtrack* (written or printed document)		
4. If record consists of recorded words or information which can be reproduced in sound					
Printed copy of record*		Printed copy of information derived from the record*		Copy in computer readable form* CD or memory stick	

* If you require a copy or transcription of record (above), do you wish the copy or transcription to be posted to you? (yes / no)_____ (postage is payable).

G. 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.

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

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

H. Notice of decision regarding request for access

You will be notified in writing within 30 days whether your request has been approved / denied. Such period may, in certain circumstances, be extended in terms of PAIA. 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?

Email	
Telephonically	
Other (specify)	

Signed at _____ this ____ day of _____ 20__

SIGNATURE OF REQUESTER /

PERSON ON WHOSE BEHALF REQUEST IS MADE