



Averge Technologies (Pty) Ltd
Reg No. K2011/124452/07

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Manual Of Averge Technologies (Pty) Ltd (Private Body)

Prepared and compiled on 27 July 2023 in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as amended) in respect of Averge Technologies (Pty) Ltd.

Registration number: 2011/124452/07

Update: 27 July 2023

Directors:
E.D.W Visser, J.S. Gouws, D.R. Theron, T.B. Sefolo, D. Grobberlaar



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1. INTRODUCTION

Average Technologies (Pty) Ltd is a leading turnkey solutions provider in the Energy Management Solutions, DC Power Systems, Energy and Telecommunications fields. The massive range of products we distribute includes electrical equipment, live-work equipment, lithium batteries, power packs, solar products, DC Power products, lightning protection equipment, surge protection solutions, telecommunications products and much, much more.

We supply large scale industrial companies, SOEs, commercial entities, private businesses, hospitals, hotels, lodges, residential end-users, and anyone looking for energy and power products, services, and solutions.

Our experienced team of engineers and electricians provide critical support to ensure that contractors have the best possible solution for their projects and clients.

2. THE ACT

The Promotion of Access to Information Act, No. 2 of 2000 ("The Act" or "PAIA") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

3. PURPOSE OF THE MANUAL

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act in order for them to exercise their rights in relation to public and private bodies.

Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient, and good governance; and
- In a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.



This PAIA Manual assist you to-

- 3.1 check the categories of records held by Avenge Technologies (Pty) Ltd which are available without a person having to submit a formal PAIA request;
- 3.2 have a sufficient understanding of how to make a request for access to a record of Avenge Technologies (Pty) Ltd, by providing a description of the subjects on which Avenge Technologies (Pty) Ltd holds records and the categories of records held on each subject;
- 3.3 know the description of the records of Avenge Technologies (Pty) Ltd which are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- 3.6 know if Avenge Technologies (Pty) Ltd processes personal information and the purpose of processing of personal information;
- 3.7 know the description of the categories of data subjects and the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 know if Avenge Technologies (Pty) Ltd plans to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10 know whether Avenge Technologies (Pty) Ltd has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.



4. CONTACT DETAILS

Information Officer	Deputy Information Officer
Ettiene Visser Telephone Number: +27 (0)12 450 0940 Cellphone Number: +27 (0)82 613 1031 Email: evisser@average.co.za	Deon Grobbelaar Telephone Number: +27 (0)12 450 0940 Cellphone Number: +27 (0)82 653 0760 Email: dgrobbelaar@average.co.za

Postal Address	Physical Address
Unit 3, Poplar Place 16B Axle Drive Olifantsfontein Clayville Industrial Gauteng 1666	Unit 3, Poplar Place 16B Axle Drive Olifantsfontein Clayville Industrial Gauteng 1666



GENERAL INFORMATION

Name of Private Body:
Averge Technologies (Pty) Ltd

Registration No:
2011/124452/07

Telephone No:
+27 (0)12 450 0940

E-mail:
evisser@averge.co.za
dgrobbelaar@averge.co.za
finance@averge.co.za

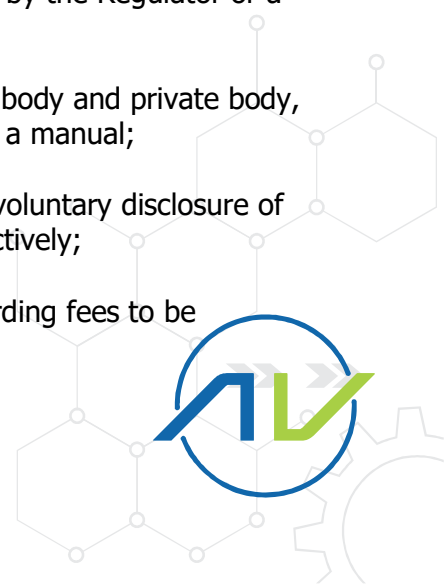
Website:
www.averge.co.za

Postal Address	Physical Address
Unit 3, Poplar Place 16B Axle Drive Olifantsfontein Clayville Industrial Gauteng 1666	Unit 3, Poplar Place 16B Axle Drive Olifantsfontein Clayville Industrial Gauteng 1666



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

- 5.1 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.
- 5.2 The Guide is available in each of the official languages and in braille.
- 5.3 The aforesaid Guide contains the description of-
 - 5.3.1 the objects of PAIA and POPIA;
 - 5.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of
 - 5.3.2.1 the Information Officer of every public body, and
 - 5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;
 - 5.3.3 the manner and form of a request for-
 - 5.3.3.1 access to a record of a public body contemplated in Section 11 of PAIA; and
 - 5.3.3.2 access to a record of a private body contemplated in Section 50 of PAIA;
 - 5.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 5.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;
 - 5.3.6 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-
 - 5.3.6.1 an internal appeal;
 - 5.3.6.2 a complaint to the Regulator; and
 - 5.3.6.3 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;
 - 5.3.7 the provisions of Sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 5.3.8 the provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 5.3.9 the notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and



5.3.10 the regulations made in terms of Section 92 of PAIA.

5.4 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.

5.5 The Guide can also be obtained-

5.5.1 upon request to the Information Officer;

5.5.2 from the website of the Information Regulator (<https://info regulator.org.za/>).

5.6 A copy of the Guide is also available in two official languages, for public inspection during normal office hours.



6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

Types of the Record	Category of Records	Available on Website	Available upon Request
BBBEE Certificate	Broad-Based Black Economic Empowerment Act 53 of 2003	No	Yes
Registration Certificate	Companies Act 71 of 2008 Trade Marks Act 194 of 1993	No	Yes
Terms and Conditions of Use of Website, Privacy Policy	Electronic Communications and Transactions Act 36 of 2005 Protection of Personal Information Act, 2013	No	Yes
PAIA Manual	Promotion of Administrative Justice Act, 2000 Promotion of Access to Information Act, No. 2 of 2000	Yes	Yes



7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that Avenge Technologies (Pty) Ltd holds in order to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

Subjects on which the body holds records	Categories of records
Corporate Documents	Registration certificate;
	Documents of incorporation;
	Memorandum of incorporation;
	Minutes of board of director meetings and general meetings;
	Records relating to the appointment of directors/ auditors /company secretary/ Public officer and other officers;
	Share register and other statutory registers; and
	Other statutory records.
Financial Records	Annual financial statements and management accounts;
	Tax returns;
	Accounting records;
	Bank statements;
	Banking records;
	Electronic banking records;
	Asset register;
	Rental agreements;
	Invoices and credit notes;
	Stock records;
	Exchange control approvals and remittances;
	Import documentation; and
	Insurance policies, claims and payouts.
Health and Safety, and sustainability records	Health and safety records.
Human Resources Records	Employment contracts;
	Broad-based black economic empowerment certificate;
	Employment policies and procedures;
	Employment equity plan;
	Internal evaluations and disciplinary records;
	Salary records;
	SETA records;
	Disciplinary code;
	Organisational chart;
	Leave records;
	Training records and manuals;
	Personal records provided by personnel; and
Related correspondence.	



Subjects on which the body holds records	Categories of records
Information and technology records	Computer usage policy;
	Disaster recovery plans, and
	Asset register.
Legal Records	General contract documentation.
Marketing Records	Marketing information and schedules;
	Customer information and product brochures;
	Product sales records;
	Marketing strategies;
	Advertising and promotional material;
	Brand information details;
	Field records (market surveys); and
	Performance records.
Procurement records	Standard terms and conditions for supply of products and services;
	Contractor, customer, and supplier agreements;
	List of suppliers, products, services, and distribution;
	Policies and procedures; and
	Proposal and tender documents.
Public Relations Records	Media releases and schedules;
	Product technical details;
	Corporate social responsibility records;
	Affiliated partners and agents; and
	Website terms and conditions.
Quality Records	Quality records.
Tax Records	PAYE records;
	Documents issued to employees for income tax purposes;
	Records of payments made to SARS on behalf of employees.;
	VAT records;
	Skills development levies;
	UIF; and
	Workmens compensation.



8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to Averde Technologies (Pty) Ltd, which includes but is not limited to, the following –

Averde Technologies (Pty) Ltd are subject to various regulations, some of which require us to keep certain records.

We have set out below a list of laws that we may be subject to, and which may require us to keep certain records.

However, please note that the below list may not be exhaustive. In the event where existing or new legislation allows a requester access on a basis other than set out in PAIA, we will update the list accordingly.

- Basic Conditions of Employment Act 75 of 1997;
- Broad-Based Black Economic Empowerment Act 53 of 2003;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Companies Act 71 of 2008;
- Electronic Communications and Transaction Act 36 of 2005;
- Employment Equity Act 55 of 1998;
- Income Tax Act 58 of 1962;
- Labour Relations Act 66 of 1995;
- Promotion of Administrative Justice Act, 2000;
- Promotion of Access to Information Act, No. 2 of 2000;
- Protection of Personal Information Act, 2013;
- Skills Development Act 97 of 1998;
- Skills Development Levies Act 9 of 1999;
- Trade Marks Act 194 of 1993;
- Unemployment Insurance Act 63 of 2001; and
- Value Added Tax Act 89 of 1991.

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.



9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

The purpose for which information is processed will depend on the type of personal information that we collect and our relationship with you as a data subject.

The purpose for which the information is processed is ordinarily disclosed at the time of the collection.

Below are further reasons for the purposes of processing personal information:

- to pursue our business objectives and strategies;
- to communicate with data subject and attending to enquiries and request;
- to promote safety, integrity, and security;
- to select and personalise advertisements, offers and other sponsored content;
- to develop, test and improve our products and services and/or our site, including by conducting surveys and research;
- testing and troubleshooting new products and services and features;
- verifying information provided to Averde Technologies (Pty) Ltd;
- receiving and tracking complaints;
- historical record keeping, research and recording statistics necessary for fulfilling Averde Technologies (Pty) Ltd business objectives;
- for the purpose of preventing fraud and abuse of our processes, systems, procedures, and operations, including conducting internal and external investigations and disciplinary enquiries and hearings;
- to carry out actions for the conclusion and performance of a contract;
- to obtain, by law or to protect the respective party's legitimate interests, personal information from a credit bureau or credit provider or credit association information about a data subject's credit record, including personal information about any judgement or default history;
- for the purposes of performing internal operations, including management of employees, employee wellness programs, the performance of all required HR functions, call centers, customer care lines and enquiries, attending to all financial matters including budgeting, planning, invoicing, facilitating, and making payments, making deliveries, sending receipts, and generally providing commercial support, where needed, requested or required;
- for any other purposes legally authorised to do and as is allowed by law.

9.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Averde Technologies (Pty) Ltd holds information and records on the following category of data subjects:

- management, employees and temporary staff of Averde Technologies (Pty) Ltd;
- sub-contracted operators of Averde Technologies (Pty) Ltd;
- shareholders and other stakeholders of Averde Technologies (Pty) Ltd;
- Customers of Averde Technologies (Pty) Ltd;
- suppliers of Averde Technologies (Pty) Ltd;
- service providers of Averde Technologies (Pty) Ltd; and
- any third party with whom Averde Technologies (Pty) Ltd conducts its business services.

This list of categories of data subjects is non-exhaustive.



9.3 The recipients or categories of recipients to whom personal information may be supplied

Average Technologies (Pty) Ltd may supply personal information to:

- regulatory, statutory and government bodies;
- suppliers, service providers, vendors, agents and representatives of Average Technologies (Pty) Ltd;
- management, employees and temporary staff of Average Technologies (Pty) Ltd;
- sub-contracted operators;
- shareholders and other stakeholders;
- third party verification agencies and credit bureau;
- collection agencies; and
- banks and other financial institutions.

9.4 Planned transborder flows of personal information

If a data subject visits Average Technologies (Pty) Ltd website, the various communications may result in the transfer of information across international boundaries.

Average Technologies (Pty) Ltd may need to transfer a data subject's information to service providers in countries outside South Africa, in which case it will fully comply with applicable data protection legislation.

These countries may not have data-protection laws which are similar to those of South Africa.

9.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Average Technologies (Pty) Ltd takes extensive information security measures to ensure the confidentiality, integrity, and availability of personal information in our possession.

Average Technologies (Pty) Ltd takes appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction, or damage.



10. REQUEST PROCEDURE FOR OBTAINING INFORMATION

Access to records held by Avenge Technologies (Pty) Ltd

Records held by Avenge Technologies (Pty) Ltd may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of The Act, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in The Act relating to the request for access to a record.

The requester must complete the prescribed Form 2 (Annexure B) and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, fax number or electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester,
- Which form of access is required if the request is granted; and
- The postal address or fax number or email address of the requester.

The requester must state that they require the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

Avenge Technologies (Pty) Ltd will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally.



11. FEES

When the Information Officer receives the request, such Officer shall, by notice, require the requester to pay the prescribed request fee (if any), before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

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

The fees applicable to a request for information are set out in Annexure A hereto.

The requester must pay the prescribed fee before any further processing can take place.



12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

The main grounds for Averde Technologies (Pty) Ltd to refuse a request for information relates to the:

- 12.1 Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- 12.2 Mandatory protection of the commercial information of a third party, if the record contains:
 - 12.2.1 Trade secrets of that third party;
 - 12.2.2 Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
 - 12.2.3 Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 12.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 12.4 Mandatory protection of confidential information of the protection of property;
- 12.5 Mandatory protection of records that would be regarded as privileged in legal proceedings;
- 12.6 The commercial activities of Averde Technologies (Pty) Ltd which may include:
 - 12.6.1 Trade secrets of Averde Technologies (Pty) Ltd
 - 12.6.2 Financial, commercial, scientific, or technical information, disclosure which could likely cause harm to the financial or commercial interest of Averde Technologies (Pty) Ltd;
 - 12.6.3 Information which, if disclosed could put Averde Technologies (Pty) Ltd at a disadvantage in negotiations or commercial competition;
 - 12.6.4 A computer program, owned by Averde Technologies (Pty) Ltd and protected by copyright.
- 12.7 The research information of Averde Technologies (Pty) Ltd or a third party, if its disclosure would reveal the identity of Averde Technologies (Pty) Ltd, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.



13. DECISION

Average Technologies (Pty) Ltd will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) for that effect.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30 day period within which Average Technologies (Pty) Ltd has to decide whether to grant or refuse the request, may be extended for further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of Average Technologies (Pty) Ltd and the information cannot reasonably be obtained within the original 30 day period. Average Technologies (Pty) Ltd will notify the requester in writing should an extension be sought.

AVAILABILITY OF THE MANUAL

The manual of Average Technologies (Pty) Ltd is available at the premises of Average Technologies (Pty) Ltd as well as on the website of Average Technologies (Pty) Ltd.

Signed by: _____

Date: _____



ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by:

Item	Description	Amount
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced.
6.	For a copy of visual images	Will depend on quotation from service provider.
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.



ANNEXURE B: FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests are made on behalf of another person, proof of such authorisation must be attached to this form.

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		



Full names of person on whose behalf request are made <i>(if applicable)</i> :			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel.(B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>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. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			



TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	



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 pages.

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

FEES

- a) *A request fee must be paid before the request will be considered.*
- b) *You will be notified of the amount of the access fee to be paid.*
- c) *The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption*

Reason	



You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name and Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer



ANNEXURE B: FORM 3

OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

Note:

1. If your request is granted the—
(a) amount of the deposit, (if any), is payable before your request is processed; and
(b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.	
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OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	



3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(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)</i>	

Kindly note that your request has been:

- Approved
- Denied, for the following reasons:



4. Fees payable with regard to your request:

Item	Description	Amount	Number of pages/items	Total:
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.		
11.	Postage, email, or any other electronic transfer	Actual expense, if any.		
	TOTAL:			



5. Deposit payable (if search exceeds six hours):

Yes No

Hours of search		Amount of deposit <i>(Calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference No.: _____
Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information Officer

