

**Celagenix Holdings (Pty) Ltd ("the Company")**  
**Registration Number: 2014/073666/07**  
**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO**  
**INFORMATION ACT 20 OF 2000 ("the Act")**  
**AS AMENDED BY THE PROTECTION OF PERSONAL INFORMATION ACT,**  
**4 OF 2013 ("POPIA")**  
**Version 2.3.4 | Date of Revision: 6 November 2023\***



**This Manual constitutes the Celagenix Holdings (Pty) Ltd. PAIA Manual.**

This Manual is compiled 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 and largely commenced on 1 July 2020. 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.

**\*Revisions:**

The Minister of Justice and Correctional Services has, on 27 August 2021, gazetted the Regulations relating to the Promotion of Access to Information, 2021 ("PAIA Regulations"). In terms of PAIA Regulations, regulation 17(1) thereof, the following Forms have been repealed-

- Form A (Request for access to record of a public body);
- Form B (Notice of Internal Appeal); and
- Form C (Request for access to record of private body).

In accordance with section 83(3)(d) of PAIA, the following prescribed forms are now included in the Manual:

- Form 02: Request for Access to Record [Regulation 7]- Public & Private Bodies.
- Form 03: Outcome of request and of fees payable [Regulation 8]- Public & Private Bodies.

**PART 1 - INTRODUCTION TO CELAGENIX®**

Celagenix Holdings (Pty) Ltd ("the Company") is a private entity which conducts business as a Management Consulting and Business Advisory Firm. The Group has offices in all nine provinces of South Africa. G J Koen has been duly appointed as Information Officer, to act as the person to whom requests for access to information must be made in terms of the Act.

## **PART 2 - CONTACT DETAILS OF INFORMATION OFFICER**

### **Information Officer:**

G J Koen

### **Postal Address:**

P.O. Box 32731, Glenstantia, 0010

### **Physical Address:**

Cela House, 1030 De Klerk Street, Constantiapark, 0181

### **Telephone and Email Address:**

Telephone: +27 12 755 55 28

Email: paia@celagenix.com

### **Website:**

[www.celagenix.com](http://www.celagenix.com)

## **MAIN SUBSIDIARIES AND ASSOCIATE COMPANIES**

Celagenix Holdings (Pty) Ltd has the following subsidiaries:

- Celagenix Business Advisory (Pty) Ltd | Registration Number: 2015/359792/07
- Celagenix Corporate Academy (Pty) Ltd | Registration Number: 2018/104224/07
- Celagenix Digital Solutions (Pty) Ltd | Registration Number: 2019/101063/07
- Celagenix Financial Services (Pty) Ltd | Registration Number: 2015/417947/07 | FSP License Number: 51436

If you have a PAIA request you would like to submit to one of them, you should follow the procedures set out in this Manual, as it will also apply to the abovementioned subsidiaries.

## **PART 3 – INFORMATION ON THE ACCESS TO INFORMATION GUIDE (section 51(1)(b))**

The South African Human Rights Commission has compiled the guide contemplated in Section 10 of the Act, which guide must be updated and made available by the Information Regulator. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act, as well as in the Protection of Personal Information Act, 2013.

Any enquiries regarding this guide should be directed to:

### **The Information Regulator**

#### **Postal Address:**

P.O. Box 31533  
Braamfontein  
2017

#### **Physical Address:**

27 Siemens Street  
Braamfontein  
2017

#### **Telephone Number and Facsimile Number:**

Office: (010) 023 5200

Fax: (011) 403 0625

**Website:**

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

**E-mail Address:**

[inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

Alternatively you can contact the Company's information officer, as set out above, to provide you with a copy of the Guide.

## **PART 4 – NOTICE IN TERMS OF SECTION 52(2) (section 51(1)(b)(ii))**

The Company has not published a notice in terms of section 52(2).

## **INFORMATION RELATED TO POPIA**

### **Introduction**

POPIA requires us to provide you with certain information relating to how personal information that we process is, amongst others, used, disclosed and destroyed. We have set out the required information below.

### **Information on how you can request your Personal Information under POPIA**

Requests for personal information under POPIA must be made in accordance with the provisions of PAIA. This process is outlined below.

If we provide you with your personal information, you have the right to request the correction, deletion or destruction of your personal information, in the prescribed form. You may also object to the processing of your personal information in the prescribed form.

We have attached the prescribed forms to this Manual for your convenience.

We will give you a written estimate of the fee for providing you with your personal information, before providing you with the services. We may also require you to provide us with a deposit for all or part of the fee prior to giving you the requested personal information.

### **Purpose of Processing**

POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe your (the data subject's) privacy. The type of personal information that we process will depend on the purpose for which it is collected. We will disclose to you why the personal information is being collected and will process the personal information for that purpose only.

## **PART 5 – DESCRIPTION OF RECORDS THAT ARE AVAILABLE (section 51(1)(b)(iii))**

The information available on our website may be automatically accessed by you without having to go through the formal PAIA request process.

## **PART 6 – A DESCRIPTION OF SUBJECTS WE HOLD RECORDS ON AND CATEGORIES OF RECORDS (section 51(1)(b)(iv))**

Described below are the records which we hold, divided into categories for ease of reference:

### **Communication**

- Public Product Information
- Media Releases
- Promotion of Access to Information Act Manual
- Internal and External Correspondence and Marketing Material
- Financial Information

### **Financial Statements**

- Financial and Tax Records (Company & Employees)
- Asset Register & Insurance Information
- Banking Details
- Human Resources

### **Employee Records**

- Employment Contracts
- Personnel Guidelines, Policies and Procedures

### **Operational Information**

- Director Information
- Client Information
- General Contract Documentation
- Company Guidelines, Policies and Procedures
- Trademarks
- Statutory Records
- General Operational Information

### **Applicable Legislation**

- No 61 of 1973 Companies Act
- No 98 of 1978 Copyright Act
- No 55 of 1998 Employment Equity Act
- No 95 of 1967 Income Tax Act
- No 66 of 1995 Labour Relations Act
- No 89 of 1991 Value Added Tax Act
- No 37 of 2002 Financial Advisory and Intermediary Services Act
- No 75 of 1997 Basic Conditions of Employment Act
- No 69 of 1984 Close Corporations Act
- No 25 of 2002 Electronic Communications and Transactions Act
- No 2 of 2000 Promotion of Access of Information Act
- No 30 of 1996 Unemployment Insurance Act

This list is not exhaustive.

## **PART 7 – PROCESS TO APPLY FOR ACCESS TO INFORMATION (section 51(1)(b)(iv))**

A requester must complete the application form and submit same to the Company's information officer, at the particulars indicated above.

The prescribed form must be completed with enough detail to at least enable the Information Officer to identify the record, the identity of the requester; which form of access is required and the postal address or fax number of the requester.

The requester must identify the right that needs to be exercised or protected and specify why the record is necessary to exercise or protect such a right.

The Information Officer will process the request within 30 days, unless the requestor has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.

The requester will be informed in writing whether access is granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she 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.

The application form is attached hereto, as well as available at any of our office.

The completed form must be accompanied by proof of payment of the prescribed application fee, as described below.

Upon receipt of the application form and proof of payment, as aforesaid, the Information Officer will consider the request. If the request is approved, the Information Officer will provide the applicant with a summary of fees payable in respect of the application. Upon receipt of payment the requested information will be supplied.

In the event of the application being denied, the Information Officer will inform the applicant and provide reasons for the decision.

## **PART 8 – PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Section 51(1)(c)(i-iv))**

In terms of the Protection of Personal Information Act, 2013, the Company is required to detail how and what personal information it processes. The details of this is available on the Company's website under the Website POPIA Policy.

The Company does not plan to transfer personal information across borders out of SA, but it may do so to secure or backup the data, or for operational or technical reasons. The nature of cloud computing means that some data may be transferred across borders. Where it is within the Company's control, it will only transfer data to other countries who have similar privacy and data protection laws as our own.

## **PART 9 – INFORMATION SECURITY (section 51(1)(c)(v))**

The Company is committed to ensuring that your personal information is secure. In order to prevent unauthorised access or disclosure to such information, the Company has put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect.

The Company secures its data by maintaining reasonable measures to protect personal information from loss or misuse and unauthorised access, disclosure, alteration, and destruction.

The Company also takes reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

## **PART 10 - OBJECTION**

POPIA provides that a data subject may object, at any time, to the processing of personal information by the Company, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Annexure 4 - FORM 1 - Objection to the processing of personal information in terms of section 11(3) of POPIA Regulations relating to the protection of personal information, 2018 [Regulation 2] and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.

## **PART 11 - CORRECTION**

A data subject may also request the Company to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that the Company is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Annexure 5 - FORM 2 - Request for correction or deletion of personal information or destroying or deletion of record of personal information in terms of section 24(1) of POPIA's Regulations relating to the protection of personal information, 2018 [Regulation 3]

## **PART 12 - 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.

## **PART 13 - 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.

## **PART 14 - GROUNDS FOR REFUSAL OF ACCESS 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 expose or compromise 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 the company at a disadvantage in negotiations or prejudice it 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 the Company.

Section 70 of PAIA contains an overriding provision. 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 would then have a further 21 (twenty-one) days to make representations and/or submissions regarding the granting of access to the record.

## **PART 15 - REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS**

If the Information Officer decides to grant a requester access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision. There is an appeal procedure that may be followed after a request to access information has been refused, which will be described in the correspondence addressed to you by the Information Officer.

In the event that you are not satisfied with the outcome of the appeal, you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

Where a third party is affected by the request for access and the 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.

## **PART 16 – FEES (section 54)**

The fees applicable to an application for information shall be as per the prescribed fees. A schedule of these fees is attached hereto. The schedule attached is subject to change in accordance with changes to the prescribed fees. An application fee of R140.00 is payable in respect of each application for information. Proof of payment of the said fee must accompany the completed application form. No fees are payable by persons who request information pertaining to their own affairs.

## **PART 17 – GROUNDS FOR REFUSAL (section 55 and Chapter 4)**

The main grounds for the Company to refuse a request for information relates to the—

- records that cannot be found or that do not exist;
- mandatory protection of the privacy of a third party who is a natural person, who would involve the unreasonable disclosure of personal information of that natural person;
- mandatory protection of the commercial information of a third party, if the record contains—
  - trade secrets of that third party;
  - financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
  - information disclosed in confidence by a third party to the Company, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
  - mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
  - mandatory protection of the safety of individuals and the protection of property;
  - mandatory protection of records which would be regarded as privileged in legal proceedings;
- the commercial activities of the Company, which may include—
  - trade secrets of the Company;
  - financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of the Company;
  - information which, if disclosed could put the Company at a disadvantage in negotiations or commercial competition;
  - a computer program which is owned by the Company, and which is protected by copyright.
- the research information of the Company or a third party, if its disclosure would disclose the identity of the Company, 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 involve an unreasonable diversion of resources shall be refused.

## **PART 18 - REMEDIES AVAILABLE WHEN THE COMPANY REFUSES A REQUEST FOR INFORMATION (section 77A)**

### **INTERNAL REMEDIES (section 77A(1))**

The Company does not have internal appeal procedures. As such, the decision made by the 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.

### **EXTERNAL REMEDIES (section 77A(2))**

A requestor that is dissatisfied with the information officer's refusal to disclose information, may within 180 days of the decision, submit a complaint to the Information Regulator, or apply to a Court for relief, after exhausting the complaints procedure submitted to the Information Regulator.

Likewise, a third party dissatisfied with the information officer's decision to grant a request for information, may within 180 days of notification of the decision, submit a complaint to the Information Regulator, or apply to a Court for relief, after exhausting the complaints procedure submitted to the Information Regulator. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

## **Part 13 – AVAILIBILITY OF MANUAL (section 51(3))**

This manual is available on [www.celagenix.com](http://www.celagenix.com), as well as at the principal place of business of the Company for public inspection during normal business hours. This manual is available to any person and upon payment of a reasonable amount. This manual is available to the Information Regulator upon request.

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**Prescribed Form 2**

**REQUEST FOR ACCESS TO RECORD**  
 (Section 53(1) of the Promotion of Access to Information Act (Act No of 2000)  
 [Regulation 7]

**NOTE:**

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

**TO: The Information Officer / Deputy Information Officer****Attention:**

Mr. Johann Koen  
 Telephone number: +27 (12) 755 5528  
 E-mail address: paia@celagenix.com  
 Postal Address: P.O. Box 32731, Constantia Park, Pretoria, 0010

**Mark the applicable box with an 'X'**

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

**A) Particulars of requester (person requesting access to information)**

- (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 indicated.

Full names and surname	
Postal address	
Street Address	
Identity number	
Fax number	
Contact numbers	
E-mail address	

**B) 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	
Postal address	
Street Address	
Identity number	
Fax number	
Contact numbers	
E-mail address	

**C) Particulars of record requested**

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.  
(b) If the provided space is inadequate, please continue on a separate page and attach it to this form.  
*Please sign all additional pages.*

<b>1. Full description of the record or relevant part of the record</b>

<b>2. Reference number(s), if available</b>

<b>3. Any further particulars of the record</b>

**D) Type of record**

*Mark the applicable box with an 'X'*

- Record is in written or printed form
- Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)
- 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

**E) Form of access to record**

*Mark the applicable box with an 'X'*

- Printed copy of record (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 record on flash drive (including virtual images and soundtracks)
- Copy of record on compact disc drive (including virtual images and soundtracks)
- Copy of record saved on cloud storage server

**F) Manner of access**

*Mark the applicable box with an X*

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

**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 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

**H) Fees**

*(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.*

*(b) You will be notified of the amount required to be paid as the request fee.*

*(c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*

*(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees

**I) Notice of decision regarding request for access**

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.

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

Postal address    E-mail    Fax    Other (specify): \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Requestor / Person on whose behalf request is made**

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FOR OFFICIAL USE

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

\_\_\_\_\_  
**Signature of Information Officer / Deputy Information Officer**

**Prescribed Form 3**

**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 (Section 53(1) of the Promotion of Access to Information Act (Act No of 2000)  
 [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.

**TO:**

Attention:

Reference Number: \_\_\_\_\_

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Your request dated \_\_\_\_\_, refers.

**A) 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 B.
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OR**B) 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

**C) 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 (including transcriptions)
	E-mail of information (including soundtracks if possible)

	Cloud share/file transfer
	Preferred language: (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)

Kindly note that your request has been:

Approved

Denied, for the following reason(s):

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**D) Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive • To be provided by requestor	R 40.00		
(ii) Compact disc • If provided by requestor	R 40.00		
• If provided to the requestor	R 60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R 24.00		
Copy of an audio record			
(i) Flash drive • To be provided by requestor	R 40.00		
(ii) Compact disc • If provided by requestor	R 40.00		
• If provided to the requestor	R 60.00		
Postage, e-mail or any other electronic transfer	Actual costs		
<b>TOTAL</b>			

**E) Deposit payable (if search exceeds six hours):**

Yes       No

Hours of Search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the bank account of Celagenix Financial Services. Details can be requested via email: [financial@celagenix.com](mailto:financial@celagenix.com).

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature of Information Officer / Deputy Information Officer

**FORM 1 - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION  
IN TERMS OF SECTION 11(3) OF POPIA**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018  
[Regulation 2]

**Note:**

- a) Affidavits or other documentary evidence as applicable in support of the objection may be attached.  
b) If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.  
c) Complete as is applicable.

A	DETAILS OF DATA SUBJECT
Name(s) and Surname / Registered Name of Data Subject:	
Unique Identifier/Identity Number:	
Residential, Postal or Business Address:	
	Code (        )
Contact Number(s):	
Fax Number / E-mail Address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and Surname / Registered Name of Responsible Party:	
Residential, Postal or Business Address:	
	Code (        )
Contact Number(s):	
Fax Number/ E-mail Address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature of Data Subject / Designated Person

**FORM 2 - 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:**

- (a) Affidavits or other documentary evidence as applicable in support of the request may be attached.  
 (b) If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.  
 (c) 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.

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




Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
**Signature of Data Subject / Designated Person**

## PAIA GLOSSARY

Access Fee	A fee prescribed for the purpose of reproduction, search, and preparation of records and, if applicable, postal fees.
Date of Submission	The date on which the requester submits the PAIA Request. The Deputy Information Officer must respond to the request within 30 days of this date.
Deputy Information Officer (DIO)	The individual in the public body who is responsible for assisting the Information Officer with the PAIA Request.
Grounds for Refusal	The Section(s) of PAIA referred to by the Information Officer or Deputy Information Officer in order to refuse a PAIA Request.
Information Officer (IO)	The individual in the public or private body who is responsible for dealing with a PAIA Request.
Inventory	A complete list of items in the custody of a particular public body.
Letter of Authorisation	A letter from an individual who requires the requester to submit a PAIA Request on their behalf in terms of PAIA. The letter must state that the individual authorises the requester (and other representatives from the requester's organisation, if necessary) to submit a request to access information in terms of PAIA on their behalf.
PAIA	The Promotion of Access to Information Act 2 of 2000.
PAIA Request	The name given to the document(s) submitted to a public body requesting access to information in terms of PAIA.
PAIA Request Reference Number	The reference number allocated for an individual PAIA Request. It is advisable to use this reference number throughout all correspondence.
Personal Requester	A requester seeking access to a record containing personal information about themselves.
Private Body	Generally, any natural person who carries on business, a partnership or a former or existing juristic person, but excludes a public body.
Record	Any recorded information irrespective of form or medium.
Requester	An individual seeking or requesting access to records and/or information held by the State and/or public body.
Request Fee	The fee that must be paid by the requester before a request can be processed.