

Maksure Financial Holdings (Pty) Ltd
Maksure Place, Block 3
Waterfall Point
Cnr Waterfall Drive & Woodmead Drive
Waterfall City, 2090
South Africa




Tel: +27 11 805 0086
Fax: 086 762 7356
Email: info@maksure.co.za
Web: www.maksure.co.za

MAKSURE FINANCIAL HOLDINGS PROPRIETARY LIMITED T/A MAKSURE RISK SOLUTIONS.

PAIA MANUAL

**COMPILED IN TERMS OF SECTION 51 OF THE PROMOTION OF
ACCESS TO INFORMATION ACT, NO 2 OF 2000 (AS AMENDED).**

VERSION	3.
APPROVAL DATE	14/3/2024
EFFECTIVE DATE	14/03/2024
APPROVED BY SIMBARASHE MAKWEMBERE ON BEHALF OF THE BOARD	

Maksure Financial Holdings (Pty) Ltd
Maksure Place, Block 3
Waterfall Point
Cnr Waterfall Drive & Woodmead Drive
Waterfall City, 2090
South Africa



Tel: +27 11 805 0086
Fax: 086 762 7356
Email: info@maksure.co.za
Web: www.maksure.co.za

Table of Contents

1. DEFINITIONS	3
2. PURPOSE	5
3. SCOPE	5
4. GUIDE OF SA HUMAN RIGHTS COMMISSION	6
5. THE INFORMATION OFFICER	6
6. RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT (SECTION 51(1)(D))	7
7. RECORDS AVAILBLE IN TERMS OF ANY OTHER LEGISATION	8
8. REQUEST PROCEDURE	10
9. CONSIDERATION OF REQUESTS	11
10. REFUSAL OF ACCESS TO RECORDS	11
11. REMEDIES AVAILABLE WHEN A REQUEST IS DENIED	12
12. COMMUNICATION OF DECISION	12
13. FEES	13
14. AVAILABILITY AND UPDATING OF THE PAIA MANUAL	13

1. DEFINITIONS

“Data Subject”	means the person to whom personal information relates.
“Information Officer”	“of, or in relation to, a— (a) public body means an information officer or deputy information officer as contemplated in terms of section 1 or 17; or (b) private body means the head of a private body as contemplated in section 1, of the Promotion of Access to Information Act.
“Operator”	means a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party.
“Person”	means a natural person or a juristic person.
“Personal 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; and (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.
“Private Body”	means— (a) a natural person who carries or has carried on any trade, business or profession, but only in such capacity; (b) a partnership which carries or has carried on any trade, business or profession; or (c) any former or existing juristic person, but excludes a public body;

“Processing”	means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including— (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; (b) dissemination by means of transmission, distribution or making available in any other form; or (c) merging, linking, as well as restriction, degradation, erasure or destruction of information.
“Public Body”	means— (a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or (b) any other functionary or institution when— (i) exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or (ii) exercising a public power or performing a public function in terms of any legislation.
“Public Record”	means a record that is accessible in the public domain and which is in the possession of or under the control of a public body, whether or not it was created by that public body.
“Record”	means any recorded information— (a) regardless of form or medium, including any of the following: (i) Writing on any material; (ii) information produced, recorded or stored by means of any tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored; (iii) label, marking or other writing that identifies or describes any thing of which it forms part, or to which it is attached by any means; (iv) book, map, plan, graph or drawing; (v) photograph, film, negative, tape or other device in which one or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced; (b) in the possession or under the control of a responsible party; (c) whether or not it was created by a responsible party; and (d) regardless of when it came into existence.

“Responsible Party” means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information.

2. PURPOSE

- 2.1. Section 32 of the Constitution of the Republic of South Africa, 108 of 1996 ("the Constitution") provides that everyone has the right of access any information held by the state and/or another person and that is required for the exercise or protection of any rights.
- 2.2. Section 9 of the Constitution recognises that the right to access information must in certain instances be limited where it is justified, but that same must be carried out in a manner that balances the right with any other rights provided for by legislation.
- 2.3. This manual is compiled in terms of Section 51 of the Promotion of Access to Information Act, No 2 of 2000 ("the Act") which requires that a Responsible person must adopt an Information Manual (this manual).
- 2.4. Maksure Risk Solutions (The Company) gives effect to the Constitution and Act by adopting this Manual, in order to allow for the right of access to information by setting out the procedure to be followed, considerations that will affect the Information Officers final decision and alternative recourse available for the Data Requestor.
- 2.5. This manual further serves to indicate the fees attached to the request of information and details of the Information Officer and the Deputy.
- 2.6. This Manual is to be read in conjunction with the Data Protection Policy, which can be found on the website.

3. SCOPE

- 3.1. This Manual applies to all Data Subject Request and the exercise of all rights held by Data Subjects.
- 3.2. This Manual also applies to all other Information, personal or other, Requests by Regulators, Authorities and any other Stakeholders.
- 3.3. All requests for any information held by the Company will be subject to the precepts of this Manual.

4. GUIDE OF SA HUMAN RIGHTS COMMISSION

- 4.1. The South African Human Rights Commission has compiled the Guide, as required in terms of Section 10 of the Act.
- 4.2. The Guide contains all the information that may be required by a person wanting to exercise any right in the Act and:
 - a) Contains information on how to use and understand the Act;
 - b) The objective of the Act, particulars of every Public and Private Body, the manner to make requests and the details of Regulations issued under the Act;
 - c) Will be reviewed every second year.
- 4.3. The Guide is available in all of the Republic's official languages and all enquiries and/or queries may be directed to any of the following channels:

Address: The South African Human Rights Commission, at:
PAIA Unit (The Research and Documentation Department),
Private Bag X2700,
Houghton,
2041

Tel Number: (011) 877-3803

Fax Number: (011) 403-0625

Website: www.sahrc.org.za

E-mail: section51.paia@sahrc.org.za

- 4.4. The Guide is available for inspection at the offices of the Human Rights Commission at:

Address: 29 Princess of Wales Terrace,
Corner York and St. Andrews Street,
Parktown,
and on its website at www.sarhc.org.za.

5. THE INFORMATION OFFICER

- 5.1. Part of the duties assigned to the Information Officer is to ensure that the Company is as accessible to all Data requesters, by ensuring that the information request, correction and deletion process is clearly communicated, and assess and action same requests as and when received.
- 5.2. Thus, all requests for information must be addressed to the Information Officer, per the Information Request Form found in this manual marked as Annexure A.
- 5.3. The Chief Operations Officer, Mr. Knight Mawere, is the Company's designated Information Officer.
- 5.4. The contact details are as follows:

Physical Address	Maksure Place, Block 3, Waterfall Point, Cnr Waterfall Drive & Woodmead Drive,
------------------	--------------------------------------------------------------------------------------

Maksure Financial Holdings (Pty) Ltd
Maksure Place, Block 3
Waterfall Point
Cnr Waterfall Drive & Woodmead Drive
Waterfall City, 2090
South Africa



Tel: +27 11 805 0086
Fax: 086 762 7356
Email: info@maksure.co.za
Web: www.maksure.co.za

	Waterfall City, 2090.
Tel	011 805 0086
E-mail	privacy@maksure.co.za

6. RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT (SECTION 51(1)(D))

- 6.1. The details about the exact Personal Information requested, why it is requested, how it is processed, used and held by the Company, is detailed in the receiver specific Privacy Notice.
- 6.2. The accessibility of the documents may be subject to the grounds of refusal in accordance with Chapter 4 of the Act.

6.3. The types of records in this respect are set out hereinafter:

6.3.1. **Personnel Records – detailed in the Employee Privacy Notice**

- a) Personal records provided by an employee;
- b) Records provided by a third party, relating to employees;
- c) Conditions of employment and other personnel-related contractual and quasi legal records;
- d) Internal evaluation records and other internal records;
- e) Correspondence relating to personnel;
- f) Industrial training records and material; and
- g) Employment equity plan.

6.3.2. **Client Related Records - detailed in the Client Privacy Notice**

- a) Records provided by a client, to a third party, acting for or on behalf of The Company;
- b) Records provided by a third-party;
- c) Records generated by or within The Company, relating to its clients, including transactional records;
- d) Records provided to The Company by the client.

6.3.3. **Records Relating to The Company - detailed in the Supplier and/or Regulators Privacy Notice**

Maksure Financial Holdings (Pty) Ltd
 Maksure Place, Block 3
 Waterfall Point
 Cnr Waterfall Drive & Woodmead Drive
 Waterfall City, 2090
 South Africa



Tel: +27 11 805 0086
 Fax: 086 762 7356
 Email: info@maksure.co.za
 Web: www.maksure.co.za

- a) Statutory Company Information;
 - b) Financial records;
 - c) Operational records;
 - d) Databases;
 - e) Information Technology;
 - f) Marketing records;
 - g) Internal correspondence;
 - h) Product records;
 - i) Internal Policies and Procedures;
 - j) Securities and Equities; and
 - k) Records held by officials of The Company.
- 6.4. These records include, but are not limited to, the records which pertain to The Company's own affairs.
- 6.5. Records held, may be accessed by a requester, only once the prerequisite requirements for access have been met.

7. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

7.1. The Company may also collect, process, use and hold records and documents, per the following legislation, and any other applicable legislation:

Attorneys Act No. 53 of 1979;	Leases of Land Act No. 18 of 1969;
Auditing Professions Act No. 26 of 2005;	Long Term Insurance Act 52 of 1998;
Basic Conditions of Employment Act No. 75 of 1997;	Machinery and Occupational Safety Act No. 6 of 1983;
Broad-Based Black Economic Empowerment Act, 2003;	National Credit Act No. 34 of 2005;
Business Act No. 71 of 1991;	National Road Traffic Act 93 of 1996;
Companies Act No. 71 of 2008;	National Environmental Management Act No 107 of 1998;

Compensation of Occupational Injuries and Diseases Act No. 130 of 1993;	Occupational Health and Safety Act No. 85 of 1993;
Competition Act. No. 71 of 2008;	Patents Act No. 57 of 1978;
Constitution of the Republic of South Africa 2008;	Pension Funds Act No. 24 of 1956;
Copyright Act No. 98 of 1978;	Prescription Act No. 68 of 1969;
Customs and Exercise Act No. 91 of 1964;	Prevention of Organised Crime Act No. 121 of 1998;
Cybercrimes Act No. 19 of 2020;	Protection of Personal Information Act No. 4 of 2013;
Debt Collectors' Act 114 of 1998;	Revenue laws Second Amendment Act. No 61 of 2008;
Designs Act No. 195 of 1993;	Road Transportation Act. No. 74 of 1977;
Electronic Communications Act No. 36 of 2005;	Skills Development Levies Act No. 9 of 1999;
Electronic Communications and Transaction Act No. 25 of 2002;	Short-term Insurance Act No. 53 of 1998;
Employment Equity Act No. 55 of 1998;	Stock Exchanges Control Act No. 1 of 1985;
Financial Advisory and Intermediary Services Act of 2002;	Taxation Laws Amendment Act No. 7 of 2010
Financial Intelligence Centre Act No 38 of 2001;	Protection of Personal Information Act No. 4 of 2013;
Identification Act No.68 of 1997;	Revenue laws Second Amendment Act. No 61 of 2008;
Income Tax Act No. 58 of 1962;	Trademarks Act No. 194 of 1993;
Insider Trading Act No. 135 of 1998;	Transfer Duty Act No 40 of 1949;
Insolvency Act No. 24 of 1936;	Uncertificated Securities Tax Act No. 31 of 1998;
Inspection of Financials Institutions Act No. 18 of 1998;	Unemployment Contributions Act 63 of 2001;
Intellectual Property Laws Amendment Act 38 of 1997;	Unemployment Insurance Act No. 30 of 1966; and/or
Labour Relations Act No. 66 of 1995;	Value Added Tax Act 89 of 1991.

- 7.2. Details about the Information held per the above legislation, may be found in the Regulator Privacy Notice and the Record Retention Schedule.
- 7.3. A request for access for information held per par 7.1. must be completed per the Data Request Form, found in this manual marked as Annexure A.

- 7.4. The request will be subject to additional considerations comprising of any contractual agreement and applicable internal policies and procedures, over and above the precepts of the Act and Constitution.
- 7.5. It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in this PAIA Manual.

8. REQUEST PROCEDURE

- 8.1. A request must be made in writing, on the prescribed Form A, which is found in this manual marked as Annexure A.
- 8.2. The request form must be addressed to the Information Officer using the contact details set out in par 5.4, above.
- 8.3. The prescribed form must be completed with enough particularity, to at least enable the Information Officer to identify:
 - a) The record or records requested;
 - b) The identity of the requester (or person acting on behalf of the requester where applicable);
 - c) The telephone number, postal address or fax number of the requester;
 - d) What form of access is required;
 - e) Where the request is made on behalf of another person, the proof of the capacity in which the requester is making the request, in the form of an affidavit or letter of consent, to the satisfaction of the Information Officers;
 - f) Why the information is required, whether it is to exercise or protect a right, and clearly state what the nature of the right, to be exercised or protected, is;
 - g) Why the record is necessary to exercise or protect such a right; and
 - h) The preferred method of communication, if in a manner in addition to written notification, to enable the Information Officer to inform the requester of decision made.
- 8.4. If an individual is unable to complete the prescribed form owing to illiteracy or disability, such person may make the request orally.
- 8.5. The requester shall be informed in writing, whether their request has been granted or denied.

- 8.6. Should, the requester, additionally require reasons for the decision in any other manner, they may state the manner and the particulars so required.

- 8.7. The requester must pay the prescribed request fee, before any further processing can take place, and an access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

9. CONSIDERATION OF REQUESTS

- 9.1. Requests for records for the purpose of criminal or civil proceedings are dealt with in terms of section 7 of the Act, which provides that:

“the Act does not apply to a record of a public body or a private body if -

- a. that record is requested for the purpose of criminal or civil proceedings;*
 - b. so requested after the commencement of such criminal or civil proceedings, as the case may be;*
 - c. the production of or access to that record for the purpose referred to in paragraph (a) is provided in law.”*
- 9.2. If section 7(1) applies to a request, then the requester must use the rules and procedures for discovery of information related to the particular legal proceedings, and not this Manual.
- 9.3. The Company may refuse access where requests are clearly frivolous and/or vexatious.

10. REFUSAL OF ACCESS TO RECORDS

- 10.1. The main grounds for the Company's refusal of a request for information, are –
- a) the mandatory protection of the privacy of a third party, who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
 - b) the mandatory protection of the commercial information of a third party, if the record contains –
 - i. trade secrets of that third party;
 - ii. financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; or
 - iii. 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;
 - c) the mandatory protection of confidential information of third parties, if it is protected in terms of any agreement;
 - d) the mandatory protection of the safety of individuals and the protection of property;

- e) the mandatory protection of records which would be regarded as privileged in legal proceedings;
- f) the commercial activities of the Company, which may include –
 - i. trade secrets;
 - ii. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests;
 - iii. information which, if disclosed could put the Company at a disadvantage in negotiations or commercial competition;
 - iv. a computer program which is owned by the Company, and which is protected by copyright;
 - v. research information, 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; and
 - vi. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

11. REMEDIES AVAILABLE WHEN A REQUEST IS DENIED

- 11.1. The Company is not a public body, as referred to in the definition of “public body” in section 1 of the Act, therefore, no internal appeal is available, against the decision of the Information Officer.
- 11.2. If a requester does not agree with the decision, the requester may apply, within 30 (Thirty) days of receipt of the Information Officer’s decision, to the High Court, for an appropriate order.
- 11.3. A requester may also seek relief from any court with appropriate jurisdiction, in respect of the following decisions made by the Information Officer:
- 11.4. The amount of fees required to be paid; and/or
- 11.5. The extension of the period within which the information will be provided.

12. COMMUNICATION OF DECISION

- 12.1. As prescribed in section 25 of the Act, the Information Officer shall decide whether to grant or deny the requested access to information and inform the requester accordingly.
- 12.2. The requester shall be notified of the decision in writing, via e-mail, unless the requester has specified an alternative preferred method of communication.
- 12.3. If the request for access to information is refused, the requester shall be provided with written reasons for such refusal.

Maksure Financial Holdings (Pty) Ltd
Maksure Place, Block 3
Waterfall Point
Cnr Waterfall Drive & Woodmead Drive
Waterfall City, 2090
South Africa



Tel: +27 11 805 0086
Fax: 086 762 7356
Email: info@maksure.co.za
Web: www.maksure.co.za

13. FEES

13.1. The Fee's to be charged can be found hereto annexed as 'Annexure B'.

14. AVAILABILITY AND UPDATING OF THE PAIA MANUAL

14.1. This manual has been drafted to show the Company's commitment to compliance with, our Constitution, laws and regulations of the Republic of South Africa.

14.2. The manual will be available on the website at www.maksure.co.za.

14.3. Alternatively, a copy of this manual can be obtained upon request from the Information Officer.

Maksure Financial Holdings (Pty) Ltd
Maksure Place, Block 3
Waterfall Point
Cnr Waterfall Drive & Woodmead Drive
Waterfall City, 2090
South Africa



Tel: +27 11 805 0086
Fax: 086 762 7356
Email: info@maksure.co.za
Web: www.maksure.co.za

'Annexure A'

Prescribed Form to be completed by a Requester

Request for Access to Record of Private Body

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)
(Regulation 4)

A. Particulars of private body, if requesting on behalf of same.

(Name, Registration Number, Address and Contact details)

B. Particulars of Person requesting access to the record

- a) The particulars of the person who requests access to the records must be recorded below.*
- b) Furnish an address and/or fax number in the Republic to which information must be sent*
- c) Proof of the capacity in which the request is made, if applicable, must be attached.*

Full Name and Surname:

Identity Number:

Postal Address:

Telephone Number:

Fax Number:

Email address:

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

Maksure Financial Holdings (Pty) Ltd
Maksure Place, Block 3
Waterfall Point
Cnr Waterfall Drive & Woodmead Drive
Waterfall City, 2090
South Africa



Tel: +27 11 805 0086
Fax: 086 762 7356
Email: info@maksure.co.za
Web: www.maksure.co.za

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 Name and Surname: _____

Identity Number: _____

D. Particulars of Record

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

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

2. Reference number, if available _____

3. Any further particulars of the 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 of the request fee.*
- c) The fee payable for access to a record depends on the form in which the 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 therefore.*

Reason for exemption of payment of the fee:

Maksure Financial Holdings (Pty) Ltd
 Maksure Place, Block 3
 Waterfall Point
 Cnr Waterfall Drive & Woodmead Drive
 Waterfall City, 2090
 South Africa



Tel: +27 11 805 0086
 Fax: 086 762 7356
 Email: info@maksure.co.za
 Web: www.maksure.co.za

F. Form of Access to the 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 hereunder, state your disability and indicate in which form the record is require.

Disability: _____ _____ _____	Form in which record is required: _____ _____ _____
----------------------------------------	--------------------------------------------------------------

Mark the appropriate box with an "X"

Notes:

- a) Your indications as to the required form of access depend on the form in which the Record is available.
- b) Access in the form required 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

1. If the record is in written or printed form:					
<input type="checkbox"/> Copy of record *	<input type="checkbox"/> Inspection of record				
2. If the record consists of visual images: (This includes photographs, slides, video recordings, computer-generated images, sketches, etc)					
<input type="checkbox"/> View the Images *	<input type="checkbox"/> Copy of the Images *	<input type="checkbox"/> Transcription of the Images *			
3. If the record consists of recorded words or information which can be reproduced in sound:					
<input type="checkbox"/> Listen to the soundtrack (Audio cassette)	<input type="checkbox"/> Transcription of soundtrack * (written or printed document)				
4. If the record is held on computer or in an electronic or machine-readable form:					
<input type="checkbox"/> Printed copy of Record	<input type="checkbox"/> Printed copy of information derived from the record	<input type="checkbox"/> Copy in computer readable form *(stiffy or compact disc)			
*If you requested a copy or transcription of a record (above), do you wish the copy or transcript to be posted to you? A postal fee is payable			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">YES</td> <td style="width: 50%; text-align: center;">NO</td> </tr> </table>	YES	NO
YES	NO				

G. Particulars of right to be exercised or protected

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

Indicate which right is to be exercised or protected:

Maksure Financial Holdings (Pty) Ltd
Maksure Place, Block 3
Waterfall Point
Cnr Waterfall Drive & Woodmead Drive
Waterfall City, 2090
South Africa



Tel: +27 11 805 0086
Fax: 086 762 7356
Email: info@maksure.co.za
Web: www.maksure.co.za

Explain why the requested record is required for the exercising or protection of the aforementioned right:

H: Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed thereof 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 the record?

Signed at _____ this _____ day of _____ 20__

Signature of Requester/Person
on whose behalf request is made

‘Annexure B’

FEES

“REPRODUCTION” FEES (i.e. IN TERMS OF SECTION 52(3) OF THE ACT)

Where a private body has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question. Such fees are reflected below:

	Description	Amount (R)
	· For every photocopy of an A4-size page or part thereof	2.00
	· For every printed copy of an A4-size page or part thereof held on a computer, electronic or machine readable format	0.75
	· For a copy in a computer-readable format	7.50
	· For a copy in a computer-readable form on Compact Disc	70.00
	· A transcription of visual images, for an A4-size page or part thereof	40.00
	· For a copy of visual images	60.00
	· A transcription of an audio record, for an A4-size page or part thereof	40.00 per hour transcribed
	· To search for a record that must be disclosed – rate payable per hour or part thereof	30.00

Where a copy of a record needs to be posted the actual postal fees will also payable.

“REQUEST” FEES

Where a request is made for access to information on a person other than that requester, a request fee in the amount of R 50.00 is payable upfront before the Company will further process the request received.

“ACCESS” FEES (i.e. IN TERMS OF SECTION 54(7) OF THE ACT, UNLESS EXEMPTED IN TERMS OF 54(8))

An access fee is payable in instances where access is granted to a requester (*other than in instances where the information has been provided automatically on a voluntary basis*), unless payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 54 (8).

	Description	Amount (R)
	· For every photocopy of an A4-size page or part thereof	1.10
	· For every printed copy of an A4-size page or part thereof held on a computer, electronic or machine readable format	0.75
	· For a copy in a computer-readable form on Stiffy Disc	7.50
	· For a copy in a computer-readable form on Compact Disc	70.00
	· A transcription of visual images, for an A4-size page or part thereof	40.00
	· For a copy of visual images	60.00
	· A transcription of an audio record, for an A4-size page or part thereof	20.00
	· To search for a record that must be disclosed – rate payable per hour or part thereof	30.00

Authorised Financial Services Provider

In accordance with Section 54(2) of the Act, upon receipt of a request for access to a record in respect of which the request for access does not apply to a personal requester, the Information Officer may request that an upfront deposit be paid before proceeding with the request. Such deposit will be calculated to be an amount that will not exceed, one third of the access fee and would be dependent on whether the Information Officer is of the opinion that the preparation of the required records will take more than six hours to complete.

Note: In terms of Regulation 8, Value Added Tax (VAT) Registered entities may add VAT to the prescribed fees.



Authorised Financial Services Provider
Registration in South Africa Number 2013/150155/07
Authorized FSP Licence Number 44889