EMPLOYERS' ORGANISATION OF MZANZI

PAIA MANUAL

Prepared in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA) and Section 17 of the Protection of Personal Information Act 4 of 2013 (POPIA)

VERSION CONTROL

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1. INTRODUCTION

This Manual is compiled in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA") and incorporates the requirements of the Protection of Personal Information Act 4 of 2013 ("POPIA").

The Employers' Organisation ("the Organisation") is committed to promoting transparency, accountability, lawful information management, and the protection of personal information in the course of providing labour relations, dispute resolution, collective bargaining, compliance, advisory and representation services to its members.

The Organisation recognises the constitutional rights of access to information and privacy and undertakes to process personal information in a lawful, reasonable, secure, and transparent manner.

The purpose of this Manual is to:

1.1 Facilitate requests for access to records held by the Organisation;

1.2 Describe the categories of records maintained;

1.3 Explain how personal information is processed and protected;

1.4 Inform data subjects of their rights under POPIA;

1.5 Establish the Organisation's information governance framework;

1.6 Ensure compliance with applicable legislation.

2. LIST OF ACRONYMS AND ABBREVIATIONS

“CEO”	Chief Executive Officer
“IO“	Information Officer
“Minister”	Minister of Justice and Correctional Services
“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as Amended)
“POPIA”	Protection of Personal Information Act No.4 of 2013
“Regulator”	Information Regulator
“Republic”	Republic of South Africa

3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

3.1 review the categories of records held by a body which are available without a person having to submit a formal PAIA request;

3.2 have a sufficient understanding of how to request access to a record of the Organisation, by describing the subjects on which the Organisation holds records, and the categories of records held on each subject;

3.3 know the description of the records of the Organisation 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 who will assist the public with the records they intend to access;

3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

3.6 know if the Organisation will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

3.7 know the description of the categories of data subjects and of 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 the Organisation has planned 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 the Organisation has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. ORGANISATION INFORMATION

4.1 Chief Information Officer

Name:	Barbara Anne Greene
Tel:	0836302521
Email:	accounts@eom.co.za

4.2 The Information Officer is responsible for:

- Ensuring compliance with PAIA and POPIA;
- Monitoring internal compliance measures;
- Handling access requests, complaints, and data subject requests;
- Consulting with the Information Regulator;
- Ensuring implementation of security safeguards.

4.3 Our Details

Organisation Name:	Employers Organisation Of Mzanzi	
Organisation No:	LR2/6/3/335	
Main business activity:	Employers Organisation	
Physical Address:	03 Chereson Place Office Park 36 Murray Street Nelspruit Mpumalanga 1200	
Postal Address:	03 Chereson Place Office Park 36 Murray Street Nelspruit Mpumalanga 1218	
Telephone:	0836302521	
Email:	accounts@eom.co.za	
Business hours:	Monday:	08:00 – 17:00
	Tuesday:	08:00 – 17:00
	Wednesday:	08:00 – 17:00
	Thursday:	08:00 – 17:00
	Friday:	08:00 – 17:00
	Saturday:	Closed
	Sunday:	Closed
	P. Holidays:	Closed

5. ORGANISATION'S ACTIVITIES INCLUDE

The Organisation is established to:

- Representing employers at the CCMA;
- Representing employers at Bargaining Councils;
- Labour law and HR advisory services;
- Collective bargaining support;
- Disciplinary hearing representation;
- Chairing disciplinary hearings;
- Internal appeal proceedings;
- Labour dispute management;
- Employment law compliance assistance;
- Workplace policy development;
- Employment contracts and documentation;
- Employment Equity compliance support;
- Occupational health and safety advisory services;

- Training and workshops;
- Membership administration.

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

6.1 The Information 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.

6.2 Our Guide is available in English.

6.3 Our Guide contains the description of-

6.3.1 the objects of PAIA;

6.3.2 the postal and street address, contact details and electronic mail address of-

6.3.2.1 the Information Officer of every public body, and

6.3.3 the manner and form of a request for-

6.3.3.1 access to a record of a public body contemplated in section 11; and

6.3.3.2 access to a record of a private body contemplated in section 50

6.3.4 the assistance available from the IO of a private body in terms of PAIA and POPIA;

6.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

6.3.6 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-'

6.3.6.1 an internal appeal;

6.3.6.2 a complaint to the Regulator; and

6.3.6.3 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;

6.3.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

6.3.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

6.3.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

6.3.10 the regulations made in terms of section 92.

6.4 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.

6.5 The Guide can also be obtained-

6.5.1 upon request to the Information Officer;

6.5.2 from the website of the Regulator (https://www.justice.gov.za/inforeg/).

6.6 A copy of the Guide is also available in the English language, for public inspection during normal office hours-

6.6.1 This PAIA Manual of the Organisation will be made available in the English language, and the English version can be viewed at its premises (refer to section 4 for information). Where reasonably practical and upon request, the contents of this manual may be explained in any of South Africa's official languages after the requester has completed Form 01.

7. RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Employee Records	Employee contact information		X
Compliance	PAIA Manual in English		X
Public Affairs	Service Information	X	X
Public Affairs	Media Releases	X	X
Public Affairs	Publications	X	X
Public Affairs	Newsletters	X	X

8. LEGISLATION APPLICABLE TO THE ORGANISATION

The below is not an exhaustive list

CATEGORY OF RECORDS	**APPLICABLE LEGISLATION**
Basic Conditions of Employment Act	No 75 of 1997
Broad-Based Black Economic Empowerment Act	No 53 of 2003
Companies Act	No 71 of 2008
Competition Act	No 89 of 1998
Compensation for Occupation Injuries and Diseases Act	No 130 of 1993
Consumer Protection Act	No 68 of 2008
Constitution of South Africa Act	No 108 of 1996
Community Schemes Ombud Service	No Act 9 of 2011
Electronic Communications & Transactions Act	No 25 of 2002
Employment Equity Act	No 55 of 1998
Financial Intelligence Centre Act	No 38 of 2001
Financial Advisory and Intermediary Services Act	No 37 of 2002
Income Tax Act	No 58 of 1962
Labour Relations Act	No 66 of 1962
Occupational Health & Safety Act	No 85 of 1993
National Minimum Wage Act	No 9 of 2018
Prevention and Combating of Corrupt Activities	No 12 of 2004
Prevention of Organised Crime Act	No 121 of 1998
Promotion of Access to Information Act	No 2 of 2000
Promotion of Equality and Prevention of Unfair Discrimination Act	No 4 of 2000

Protection of Personal Information Act	No 4 of 2013
Skills Development Levies Act	No 59 of 1980
Tax Administration Act	No 28 of 2011
Unemployment Insurance Act	No 63 of 2001
Value Added Tax Act	No 89 of 1991

9. RECORDS HELD BY THE ORGANISATION

CATEGORIES OF RECORDS	SUBJECTS ON WHICH THE BODY HOLDS RECORDS
Corporate Records	Constitution Registration documents Governance records Board resolutions Strategic plans Meeting minutes Resolutions
Financial Records	Financial statements Budgets Bank statements Reports
Membership Records	Membership applications Membership agreements Membership databases Membership correspondence
Security Records	CCTV footage Visitor registers Incident reports Access control logs
Labour Relations Records	CCMA files Bargaining Council files Arbitration records Conciliation records Disciplinary records Grievance records Employment Equity records
Human Resources Records	Employment records Payroll records Training records Job descriptions Disciplinary records Performance records Attendance records Grievance records Remuneration information
Property Records	Rental agreements Municipal Statements Compliance documentation
Compliance Records	PAIA Manual POPIA compliance records Information Officer registration Breach registers Risk assessments

Special Personal Information	Due to the nature of labour relations services, the Organisation may process special personal information and personal information relating to criminal behaviour as contemplated by POPIA. **Health Information** The Organisation may process health information relating to: • Medical incapacity cases; • Ill-health retirement matters; • Occupational injury claims; • Occupational disease claims; • Disability accommodation matters; • Medical certificates; • Fitness-for-work assessments; • Absenteeism investigations; • Workplace injury investigations. **Trade Union Membership Information** The Organisation may process information regarding: • Trade union membership; • Union representation; • Collective bargaining participation. **Criminal Behaviour Information** The Organisation may process information relating to: • Disciplinary proceedings involving alleged misconduct; • Fraud investigations; • Theft investigations; • Criminal background verification where lawful; • Criminal charges relevant to employment matters. Special personal information shall only be processed: • Where authorised by law; • Where necessary for the establishment, exercise, or defence of legal rights; • Where necessary to comply with labour legislation; • Where consent is obtained where required; • In accordance with POPIA and applicable Information Regulator guidance.

10. PURPOSE OF PROCESSING PERSONAL INFORMATION

10.1 Purpose of Processing Personal Information

10.1.1 The Organisation may possess records pertaining to other parties, including, but not limited to, contractors, suppliers, and service providers, and such other parties may possess records that can be said to belong to our Organisation.

10.1.2 Regarding POPIA, data must be processed for a specified purpose. The purpose for which our Organisation processes data will depend on the nature of the data and the particular data subject. This purpose is ordinarily explicitly or implicitly disclosed when the data are collected.

10.2 The legal basis for processing personal information under South Africa's Protection of Personal Information Act (POPIA) is primarily based on the concept of lawful processing.

10.2.1 This means personal information can only be processed if one of the specified conditions is met, such as consent from the data subject, or if processing is necessary for a contract, legal obligation, or legitimate interest.

10.2.1.1 Consent:

10.2.1.1.1 Data subjects must provide voluntary, specific, and informed consent for the processing of their personal information.

10.2.1.1.2 Consent must be obtained before processing begins and can be withdrawn at any time.

10.2.1.1.3 This consent must be documented and unambiguous.

10.2.1.1.4 Examples: A website using cookies for marketing may need explicit consent for tracking, and this consent must be separate from accepting the terms of service.

10.2.1.2 Contractual Necessity:

10.2.1.2.1 Processing is lawful if it is necessary for the conclusion or performance of a contract with the data subject.

10.2.1.2.2 his justification is often preferred over consent in contractual situations.

10.2.1.3 Legal Obligation:

10.2.1.3.1 Processing may be required to comply with a legal obligation imposed on the responsible party.

10.2.1.4 Legitimate Interests:

10.2.1.4.1 Processing may be necessary to protect the legitimate interests of the data subject or the responsible party.

10.2.1.4.2 This justification needs careful consideration and should be balanced against the data subject's privacy rights.

10.2.1.5 Public Duty:

10.2.1.5.1 Public bodies may process information when necessary for the proper performance of their public law duties.

10.2.1.6 Other Justifications

10.2.1.6.1 Exceptions may exist in specific cases, like information in public records or when processing is in the public interest.

In essence, POPIA requires that personal information be processed lawfully, meaning it must be justified by one of the specified conditions.

10.3 In South Africa, the retention period for personal information depends on the context and the purpose for which it was collected. Generally, personal information should not be kept longer than necessary for the purpose it was collected. However, there are specific legal requirements and considerations**:**

10.3.1 General Retention Guidelines:

10.3.1.1 POPIA:

The Protection of Personal Information Act (POPIA) dictates that personal information should not be kept longer than needed for the purpose it was collected.

10.3.1.2 Companies Act:

The Companies Act, No 71 of 2008, requires companies to retain certain records for a minimum of 7 years, or longer if specified by other legislation.

10.3.1.3 Tax Administration Act:

The Tax Administration Act, 2011 mandates that tax-related records be retained for five years after the submission of a tax return or the end of the relevant tax period.

Under South Africa's Protection of Personal Information Act (POPIA), data subjects have several key rights, including the right to be informed about the processing of their personal information, to access that information, to correct or delete it, and to object to its processing.

10.4 Description of the categories of Data Subjects and of the information or categories of information relating thereto.

The below list is not limited to

10.4.1 Membership administration;

10.4.2 Labour dispute representation;

10.4.3 CCMA proceedings;

10.4.4 Bargaining Council proceedings;

10.4.5 Conciliation and arbitration matters;

10.4.6 Employment law advice;

10.4.7 Disciplinary proceedings;

10.4.8 Internal investigations;

10.4.9 Grievance management;

10.4.10 Employment Equity matters;

10.4.11 Occupational health and safety matters;

10.4.12 Litigation support;

10.4.13 Contract administration;

10.4.14 Financial administration;

10.4.15 Compliance management;

10.4.16 Communication with members;

10.4.17 Regulatory reporting.

10.5 The recipients or categories of recipients to whom the personal information may be supplied to are:

CATEGORIES OF DATA SUBJECTS	RECIPIENTS OF PERSONAL INFORMATION
The Organisation may process information relating to: • Member employers; • Directors of member entities; • Employees of member organisations; • Witnesses; • Trade union representatives; • Applicants for employment; • Consultants; • Contractors; • Attorneys; • Advocates; • Arbitrators; • Commissioners; • Service providers; • Experts; • Medical practitioners; • Occupational health practitioners.	Personal information may be disclosed to: • CCMA; • Bargaining Councils; • Labour Court; • Labour Appeal Court; • Attorneys; • Advocates; • Experts; • Medical practitioners; • Occupational health practitioners; • Auditors; • Accountants; • Regulatory authorities; • Government departments; • IT service providers; • Cloud hosting providers. All recipients are required to implement appropriate confidentiality and security safeguards.

11. CROSS-BORDER TRANSFER

11.1 Planned transborder flows of personal information.

11.1.1 Our organisation may transfer personal information to a third party who is in a foreign country to administer certain services but may only do so subject to the provisions of POPIA. Thus, internal cross-border transfers, as well as external cross-border transfers of information, are envisaged, subject to the provisions of POPIA.

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

11.2.1 Our Organisation takes extensive information security measures to ensure the confidentiality, integrity, and availability of personal information in our Organisation's possession. Our Organisation takes appropriate technical and organisational measures to ensure that personal data remains confidential and secure against unauthorized or unlawful processing and against accidental loss, destruction, or damage.

11.3 Ground for Refusal of Access to Records.

11.3.1 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;
11.3.2 Mandatory protection of the commercial information of a third party if the record contains:
11.3.3 Trade secrets of that third party;
11.3.4 Financial, commercial, scientific, or technical information that disclosure could likely cause harm to the financial or commercial interests of that third party; and
11.3.5 Information disclosed in confidence by a third party to our Organisation if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
11.3.6 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement or legislation;
11.3.7 Mandatory protection of the safety of individuals and the protection of property;
11.3.8 Mandatory protection of records which would be regarded as privileged in legal proceedings.

12. SECURITY SAFEGUARDS

The Association implements reasonable technical and organisational measures, including:

- Password-protected systems;
- Multi-factor authentication;
- Secure cloud storage;
- Access control systems;
- Encryption technologies;
- Confidentiality undertakings;
- Cybersecurity monitoring;
- Secure destruction of records.

13. RECORD RETENTION

Records are retained in accordance with:

- Labour legislation
- Tax legislation;
- Professional requirements;
- POPIA retention principles;
- Contractual obligations.

Records shall be securely destroyed, deleted, or de-identified when retention periods expire and no lawful basis for continued retention exists.

14. ACCESS TO RECORDS HELD BY THE ORGANISATION

14.1 Access procedure:
14.1.1 A requester is any person requesting access to a record of, or held by, our Organisation. The requester is entitled to request access to information, including information about third parties, but our Organisation is not obliged to grant such

access. Apart from the fact that access to a record can be refused based on the grounds set out in paragraph 19, to access information successfully, the requester must fulfil the prerequisite requirements for access in terms of PAIA, including the payment of a request and access fee.

14.2 Access request procedure:

14.2.1 A requester requiring access to information held by our Organisation must complete the prescribed Access Request Forms 02 (regulation 7), submit it to the appointed Information Officer at the physical or electronic mail address recorded in paragraph 4 and pay a request fee (and a deposit, if applicable). In accordance with section 83(3)(d) of PAIA.

14.3 Response:

14.3.1 The Organisation will facilitate a timely response to requests for access to records, all information requesters should take note of the following when completing the Access Request Form 02.

14.3.1.1 The Access Request Form 02 must be comprehensively completed. (Every applicable question must be answered. If a question does not apply, N/A should be stated in response to that question. If there is nothing to disclose in reply to a particular question, "N/A" should be stated in response.)

14.3.1.2 Proof of identity is required to authenticate the requester's identity.

14.3.1.3 The Access Request Form 02 must be completed with enough particularity to enable the Information Officer to identify:

14.3.1.3.1 The record(s) requested;

14.3.1.3.2 The identity number of the requester;

14.3.1.3.3 The form of access required if the request is granted;

14.3.1.3.4 The postal address, email, or fax number of the requester.

14.3.1.4 The person requesting the information must also state that he or she requires the information to exercise or protect a right and clearly state the nature of the right to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

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

14.3.1.6 If an individual cannot complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

14.3.1.7 The requester will be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars required.

15. AVAILABILITY OF THE MANUAL

15.1 A copy of the Manual is available at:

15.1.1 for public inspection during normal business hours; (Refer to section 4 for business hours)

15.1.2 to any person upon request and upon the payment of a reasonable prescribed fee; and;

15.1.3 to the Information Regulator upon request.

16. FEES APPLICABLE TO OBTAIN INFORMATION

16.1 Payment Details:

16.1.1 Payment details can be obtained from the Information Officer and made via a direct deposit. Proof of payment must be supplied when the Access Request Form is submitted to the Information Regulator upon request.

16.1.2 The prescribed fee is set out below in Annexure A.

16.1.3 Note that the requester may lodge a complaint to the Information Regulator or an application with a court against the tender or payment of the request fee.

16.1.4 If the search for, and the preparation of, the record for disclosure would, in the opinion of the Information Officer, require more than 6 hours, the requester may be required to pay as a deposit one-third of the access fee (the fee which will be payable if the request is granted).

16.1.5 If a deposit has been paid regarding an access request, which is subsequently refused, then the Information Officer must refund the deposit to the requester.

16.1.6 The requester must pay the prescribed fee before processing, or further processing can occur.

17. THIRD-PARTY NOTIFICATION

17.1 Our Organisation must take all reasonable steps to inform a third party to whom or to which a requested record relates if the disclosure of that record would:

17.1.1 Involve the disclosure of personal information about that third party;

17.1.2 Involve the disclosure of trade secrets of that third party; financial, commercial, scientific or technical information (other than trade secrets) of that third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party; or information supplied in confidence by a third party, the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations; or to prejudice that third party in commercial competition;

17.1.3 Constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement or;

17.1.4 Involve the disclosure of information about research being, or to be, carried out by or on behalf of a third party, the disclosure of which would be likely to expose the third party, a person that is or will be carrying out the research on behalf of the third party, or the subject matter of the research, to serious disadvantage.

17.2 Our Organisation will inform the third party as soon as reasonably possible, but in any event, within 21 days after that request is received.

17.3 Within 21 days of being informed of the request, the third party may:

17.3.1 Make written or oral representations to the Information Officer why the request for access should be refused or

17.3.2 Give written consent for the disclosure of the record to the requester.

17.4 Our Organisation will notify the third party of the outcome of the request. If the request is granted, adequate reasons for granting the request will be given.

17.5 The third party may lodge a complaint to the Information Regulator or an application with a court against the decision within 30 days after notice is given, after which the requester will be given access to the record after the expiry of the 30-day period.

18. NOTIFICATION OF DECESION

18.1 The third party may lodge a complaint to the Information Regulator or an application with a court against the decision within 30 days after notice is given, after which the requester will be given access to the record after the expiry of the 30-day period.

18.2 Within 30 days of receipt of the request, the Information Officer will decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

18.3 The 30-day period, within which our Organisation must decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the information cannot reasonably be obtained within the original 30-day period. For example, the time period may be extended if the request is for a large amount of information, or if the request requires our Organisation to search for information held at another office.

18.4 The Information Officer will notify the requester in writing should an extension be required. The requester may lodge a complaint to the Information Regulator or an application with a court against the extension.

19. REMEDIES AVAILABLE FOR REFUSALS FOR A REQUEST FOR INFORMATION

19.1 All complaints, by a requester or a third party, can be made to the Information Regulator or a court, in the manner prescribed below.

19.2 The requester or third party may submit a complaint in writing to the Information Regulator, within 180 days of the decision, alleging that the decision did not comply with the provisions of PAIA.

19.3 The Information Regulator will investigate the complaint and reach a decision – which may include a decision to investigate, take no further action, or refer the complaint to the Enforcement Committee established in terms of POPIA. The Information Regulator may serve an enforcement notice confirming, amending, or setting aside the impugned decision, which reasons must accompany

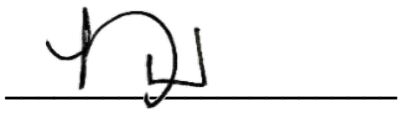
19.4 An application to court may be brought in the ordinary course. For purposes of PAIA, any reference to an application to the court includes an application to a Magistrates Court.

20. UPDATING OF THE PAIA MANUAL

20.1 This Manual shall be reviewed annually or whenever legislative amendments, regulatory guidance, or operational changes require revision by the appointed information officer.

21. REVIEW OF THE PAIA MANUAL

21.1 This PAIA Manual has been reviewed by:



Barbara Anne Greene
Employers Organisation of Mzanzi

ANNEXURE A: FEES

Item	Description	Amount (Incl VAT)
1.	Initial Request Fee (This must be paid before a request will be considered)	
1.1	The initial fee payable by every requester	R 140.00
2.	Form of Access (In what format does the requested want to recive the information requested)	
2.1	A4 photo copy – black A4 size	R 2.00 per page
2.2	A4 photo copy – Colour A4 size	R 2.00 per page
2.3	For a copy of in a computer readable form on: • Flashdrive	R 40.00
2.4	Transcription of visual images, per A4 size	Service to be outsorces. Will depend on quote from service provider
2.5	Copy of visual images	
2.6	Transcription of an audio record, per A4 size	R 24.00
2.7	Copy of an audio record on: • Flashdrive	R 40.00
2.8	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 preprataion. To not exceed a total cost of:	R 145.00 per hour R 435.00
2.9	Deposit: if search exceeds 6 hours	One third of amount of request
3.	Manner of access (How does the requested want to receive the infomation requested)	
	Postage (street or pstal address) Courier Services Fax Email Cloud share	Actual expense

For purposes of section 54(2) of the Act, the following applies:

- Six hours are the hours to be exceeded before a deposit is payable, and
- one-third of the access fee is payable as a deposit by the requester.

Deposits:

- Where our Organisation receives a request for access to information held on a person other than the requester himself/herself and the Information Officer, upon receipt of the request, is of the opinion that the preparation of the required record of disclosure will take more than 6 hours, a deposit is payable to the requester. The amount of the deposit is equal to 1/3 of the amount of the applicable access fee.
- **Please note:** Regarding Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in the Regulations. Therefore, the fees reflected above are VAT-inclusive.

ANNEXURE B: LINKS TO OBTAIN PAIA RELATED FORMS

All PAIA forms can be downloaded from the Information Regulator website. Please see link provided https://inforegulator.org.za/paia/

ANNEXURE C: PROCEDURE TO ACCESS INFORMATION (SUMMARY)

Step 1	•To request the PAIA Manual from the Organisation, if it is not available on the website, the requester must complete "Request for a Guide Form 01" and send it to the Information Officer. (The Information Officer's email is provided in section 4)
Step 2	•To request infomation from the Organisation, the requester should complete the "Acces to Information Form 02" and send it to the Information Officer.
Step 3	•The Information Officer will review the application received by the requester. •The Organisation will notify the requester of the applicable request fee and send an invoice to the requester for payment.
Step 4	•Upon receipt of payment and appliacable forms, the Organisation will make a decision on the request for information and notify the requester within 30 days.
Step 5	•The requester will be notified in writing whether the request for information has been approved or denied and if approved the cost relating to the request, if any, will be communicated to the requester with "Outcome of request and fees payable Form 03". •The information requested will only be released once proof of ful payment is received.
Step 6	•If the requesters access to information has been denied by the Organisation,the requester has the right to complete and submit a "Internal Appeal Form 04".
Step 7	•The Organisation will communicate in writing the outcome of the appeal to the requester.