



MANUAL ON ACCESS TO INFORMATION HELD BY SEOLO AFRICA

Prepared in accordance with section 51 of the Promotion of Access to Information Act, No. 2 of 2000 ("PAIA") (as amended) and in compliance with the requirements of the Protection of Personal Information Act, No. 4 2013 ("POPIA")

23 May 2018

14 December 2023

Seolo Africa (Pty) Ltd.

P O Box 188, Skeerpoort, North West, 0232

Reg Number: 2016/029425/07

Rhino Post Safari Lodge | Rhino Walking Safaris | Chundu Island | Masuwe Lodge

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Seolo Africa (Pty) Ltd
Registration No.: 2016/029425/07
Director: J Kingsley

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1 Introduction

- 1.1 The Promotion of Access to Information Act, No. 2 of 2000 (the “Act”), gives effect to section 32 of the Constitution of the Republic of South Africa (the “Constitution”) which gives the right to access to any information held by the state and/or another person, which is required for the exercise or protection of any right.
- 1.2 Where a request is made in terms of the Act, the body to whom the request is made must consider whether to release the information, giving due consideration to applicable legislative and/or regulatory requirements, except where the Act expressly states that the records containing such information may not be released.
- 1.3 This manual, which is compiled in accordance with section 51 of the Act and complies with the requirements of the Protection of Personal Information Act, No. 4 of 2013 (“POPIA”), is intended to inform a requestor of information, about the procedure for requesting information from the holder. This manual further incorporates the requirements of the POPIA and sets out the framework for our company’s compliance with the same.
- 1.4 Where reference is made to the “processing” of personal information, this will include any activity in which information is worked with, from the time that it is collected, up to the time that it is destroyed, regardless of whether it is worked with manually, or by automated systems.

2 Seolo Africa and Contact Details

- 2.1 Seolo Africa is a private company with a company registration number 2016/029425/07. Our range of services includes the promotion and marketing of our collection of safari game lodges in the accommodation space.
- 2.2 Our contact details are as follows:

Physical Address: Little Swift, 41 Remhoogte RD, Skeerpoort, North West Province, 0232
Postal Address: P O Box 188, Skeerpoort, North West, 0232
Telephone No: +27 11 467 1886
Email Address: info@seoloafrica.com
Website: www.seoloafrica.com
- 2.3 In this PAIA manual, any reference to “Seolo Africa” includes any of the entities as listed:
 - 2.3.1 Seolo Africa (Pty) Ltd, registration number 2016/029425/07; and
 - 2.3.2 Rhino Walking Safaris (Pty) Ltd, registration number 1999/012423/07 (Rhino Post Safari Lodge and Plains Camp home of Rhino Walking Safaris)

3 Information Officer

- 3.1 The Head of Seolo Africa, Ms J Kingsley is the appointed Information Officer, her contact details are listed hereunder:

Position: Managing Director
Physical Address: Little Swift, 41 Remhoogte Rd, Skeerpoort, North West Province, 0232
Postal Address: P O Box 188, Skeerpoort, North West, 0232
Telephone: +27 11 467 1886
Email: info@seoloafrica.com

- 3.2 Mr G Smith is the appointed Deputy Information Officer of Seolo Africa, his contact details are listed hereunder:

Position: Marketing Tech & Deputy Information Officer
Telephone: +27 11 467 1886
Email: mktgtech@seoloafrica.com

- 3.3 The Information Officer shall oversee the functions and responsibilities as required in terms of the Act and section 55 of POPIA, after registration with the Information Regulator.
- 3.4 The Information Officer may delegate some of the functions and responsibilities delegated to him by the Act and POPIA, to the Deputy Information Officer.
- 3.5 All requests for information must be addressed to the Information Officer.

4 PAIA Guide

- 4.1 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the Information Regulator, which contains information relating to PAIA. The guide is available from the Information Regulator: <https://inforegulator.org.za/paia-guidelines/>.
- 4.2 A copy of the guide is also available in two South African languages at Seolo Africa's office, for public inspection during normal office hours. Please use the form in Annexure D to request a copy of the guide from us. There is no fee payable when requesting a copy of the guide.
- 4.3 Enquiries relating to the PAIA guide can be directed to the Information Regulator:

Postal Address: P O Box 31533
Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Website: www.inforegulator.org.za
Email: paiacomplaints@inforegulator.org.za or popiacomplaints@inforegulator.org.za

5 Records Available on Request

5.1 Seolo Africa holds the following records which may be available only on request in terms of section 51(1)(b)(iii):

Records	Subject
Personnel Records	• Personal records provided by personnel • Records by a third party relating to personnel • Conditions of employment and other personnel related contractual and quasi-legal records • Internal evaluation records and other internal records • Correspondence relating to personnel • Training schedules and material
Private Body Records	• Financial records • Operational records • Databases • Information Technology • Marketing Records
Internal Correspondence	• Product records • Statutory records • Internal Policies and Procedures • Records held by officials of the company – these records include, but are not limited to, the records which pertain to Seolo Africa's own affairs.
Customer Related Records	• Records provided by a customer to a third party for, or on behalf of, Seolo Africa • Records provided by a third party • Records generated by, or within, Seolo Africa relating to its customers, including transactional records.
Other Party Records	• Personnel, customer or private body records which are held by another party, as opposed to the records held by Seolo Africa itself. • Records held by Seolo Africa pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies and service providers. Alternatively, such other parties may possess records that can be said to belong to Seolo Africa.

5.2 For the purposes of the above clause 5.1., "Personnel" refers to any person who works for, or provides services to, or on behalf of Seolo Africa and receives or is entitled to receive remuneration and any other person who assist in carrying out or conducting the business of Seolo Africa. This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff, as well as contract workers.

- 5.3 Access to the records stipulated in clause 5.1 above may be subject to the grounds of refusal set out in this manual. Amongst others, records deemed confidential on the part of a third party, will require permission from the third party concerned, in addition to normal requirements, before the granting of access may be considered.
- 5.4 The above list is not exhaustive and is merely meant to give a broad indication of the records subject and categories held by Seolo Africa, without specification.

6 Records Available without a Request

- 6.1 The following records are available on payment of the prescribed fees for copies without completing the prescribed form in terms of the Act:
 - 6.1.1 Records of a public nature;
 - 6.1.2 Records disclosed on the Seolo Africa website;
 - 6.1.3 Non-confidential reports; and
 - 6.1.4 Other non-confidential records such as newsletters, brochures, and similar.
- 6.2 Requests for such records must be directed to the Information Officer.
- 6.3 An appointment to view such records will have to be made with the Information Officer.

7 Records Available in Accordance with any other Legislation

- 7.1 Seolo Africa retains records and documents in terms of other legislation listed below.
- 7.2 Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement, or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act, the below-mentioned legislation, and applicable internal policies and procedures, should such interested parties be entitled to such information.
 - 7.2.1 A request to access must be done in accordance with the procedure set out in this manual.
 - 7.2.2 Basic Conditions of Employment Act, No. 75 of 1997;
 - 7.2.3 Broad-Based Black Economic Empowerment Act, No. 75 of 1997;
 - 7.2.4 Companies Act, No. 71 of 2008;
 - 7.2.5 Compensation for Occupational Injuries & Diseases Act, No. 130 of 1993;
 - 7.2.6 Competition Act, No. 71 of 2008;
 - 7.2.7 Copyright Act, No. 98 of 1978;

- 7.2.8 Electronic Communications Act, No. 36 of 2005;
- 7.2.9 Electronic Communications and Transactions Act, No. 25 of 2002;
- 7.2.10 Employment Equity Act, No. 55 of 1998;
- 7.2.11 Financial Intelligence Centre Act, No. 38 of 2001;
- 7.2.12 Health Professions Act, No. 56 of 1974;
- 7.2.13 Identification Act, No. 68 of 1997;
- 7.2.14 Income Tax Act, No. 58 of 1962;
- 7.2.15 Intellectual Property Laws Amendment Act, No. 38 of 1997;
- 7.2.16 Labour Relations Act, No. 66 of 1995;
- 7.2.17 Medical Schemes Act, No. 131 of 1998;
- 7.2.18 National Health Act, No. 61 of 2003;
- 7.2.19 Occupational Health & Safety Act, No. 85 of 1993;
- 7.2.20 Pension Funds Act, No. 24 of 1956;
- 7.2.21 Prescription Act, No. 68 of 1969;
- 7.2.22 Prevention of Organised Crime Act, No. 121 of 1998;
- 7.2.23 Promotion of Access to Information Act, No. 2 of 2000;
- 7.2.24 Protection of Personal Information Act, No. 4 of 2013;
- 7.2.25 Regulation of Interception of Communications and Provision of Communication-Related Information Act, No. 70 of 2002
- 7.2.26 Unemployment Insurance Act, No. 30 of 1996
- 7.2.27 Value Added Tax Act, No. 89 of 1991

Whilst every care was taken to provide a comprehensive list of applicable legislation, this list may be incomplete. To this end, this list shall be updated accordingly as and when Seolo Africa receives new information to this effect. If a Requester believes that a right of access to a record exists in terms of other legislation not listed above, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity to consider the request in light thereof.

- 7.3 The accessibility of documents and records requested as a result of other legislation, may be subject to the grounds of refusal, set out in this Manual.

8 Request for Access to information

- 8.1 The requester must comply with all the procedural requirements contained herein relating to the request for access to information access to information.
- 8.2 The requester must complete the prescribed form available as Annexure A and submit same, with payment and/or proof of payment as well as payment of the requested fee and/or a deposit (if applicable) to the Information Officer.
- 8.3 The prescribed form must be filled in with sufficient information to enable the Information Officer to identify:
 - 8.3.1 the information or records requested;
 - 8.3.2 the identity of the requester;
 - 8.3.3 the form of access required;
 - 8.3.4 the postal address or fax number of the requester in the Republic; or
 - 8.3.5 if the requester wishes to be informed of the decision in a different manner (in addition to written), the manner and particulars thereof; and
 - 8.3.6 the right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
- 8.4 Seolo Africa will process the request within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer, that circumstances dictate urgency. If responding to your request will require more time such as where a large volume of records or records that are difficult to locate are involved, we may require additional time. If more time is needed, we will notify you and tell you why.
- 8.5 The requester shall be advised whether access is granted or denied in writing.
- 8.6 In addition, the Information Officer will include the reason for the decision.
- 8.7 Should a request be made on behalf of another person, then the requester must submit proof of the capacity in they are acting to the satisfaction of the Information Officer (section 53(2)(f)).
- 8.8 Should an individual be unable to complete the prescribed form, owing to illiteracy or disability, such a person may make the request orally.
- 8.9 The requester must pay the prescribed request fee before the request can be processed.
- 8.10 All information listed in paragraph 8.3 should be provided, failing which, the process will be delayed until the required information is provided.
- 8.11 The prescribed time periods will not commence until the requester has furnished all the required information and paid the prescribed fee.

- 8.12 The Information Officer shall partition information, if possible, and only grant the requester, access to the requested portion.
- 8.13 If you are unable to complete the prescribed form because of illiteracy or disability, you may make the request verbally to the Information Officer.

9 Refusal of Access to Records

- 9.1 Seolo Africa is entitled to refuse a request for access to a record in terms of the Act. These grounds are outlined in Chapter 4 of the Act.
- 9.2 Requests for information that are frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 9.3 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 9.4 If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. The affidavit or affirmation will detail the steps taken to locate the requested record.
- 9.5 Such notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of the Act.
- 9.6 If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

10 Prescribed Fees (Section 51 (1) (f))

- 10.1 The Act provides for two types of fees, namely:
 - 10.1.1 a request fee, which is a form of an administration fee to be paid by all requesters except personal requesters, before the request is considered and is not refundable; and
 - 10.1.2 an access fee, which is paid by all requesters if a request for access is granted. This fee is inclusive of reproduction costs involved by the private body in obtaining and preparing a record for delivery to the requester.
- 10.2 When the Information Officer receives a request, he/she shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before processing of the request.
- 10.3 If the search for the information has been made and the preparation of the record for disclosure, including an arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

- 10.4 If the preparation of the record requested requires more 6 (six) hours, a deposit of a third of the payable access fee must be paid.
- 10.5 The Information Officer reserves the right to withhold access to a record until the requester has paid the requested fees.
- 10.6 A requester whose request for access to information has been granted must pay an access fee that is calculated to include, where applicable, the request fee, the processing fee for reproduction, search, and preparation, and for any time reasonably required over the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available.
- 10.7 If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer will repay the deposit to the requester within a reasonable period after access has been refused.
- 10.8 The Fee Schedule is as follows:

	Description	Amount
1	The request fee payable by every requester	R140.00
2	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3	Printed copy of A4-size page	R2.00 per page or part thereof.
4	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
5	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6	Copy of visual images	
7	Transcription of an audio record, per A4-size page	R24.00
8	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
9	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11	Postage, e-mail or any other electronic transfer	Actual expense, if any.

11 Decision

- 11.1 Seolo Africa will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give written notice with reasons to that effect.
- 11.2 The 30 (thirty) day period within which Seolo Africa must decide whether to grant or refuse the request, may be extended for a further period of not more than (30) thirty days if the request is for a large amount of information, or the request requires a search for information held at another location and the information cannot reasonably be obtained within the original 30 (thirty) day period.
- 11.3 Seolo Africa will notify the requester in writing should an extension be sought.
- 11.4 If we decide to grant your request, we will notify you about our decision on a form that corresponds with Annexure E and then provide you an estimate of the fees payable to provide you with the records in the form you have requested. Once you have paid the estimated fee, we will begin to prepare the records for you to access.

12 Remedies for Refusal of a Request

- 12.1 A requester and/or third party that is dissatisfied with the Information Officer's refusal to grant access to a record, may lodge a complaint with the Information Regulator or appeal to the High Court with jurisdiction, for relief.

13 Processing of Personal Information and POPIA Requests

- 13.1 Seolo Africa processes personal information data subjects in the following ways:
 - 13.1.1 executing and/or fulfilling its statutory obligations in terms of PAIA and/or the POPIA;
 - 13.1.2 executing and/or fulfilling its statutory obligations in terms of other applicable legislation;
 - 13.1.3 executing and/or fulfilling its contractual obligations;
 - 13.1.4 administering employees and potential employees;
 - 13.1.5 keeping accounts and records for business and statutory reporting obligations;
 - 13.1.6 procurement processes; and
 - 13.1.7 visitors to the Company's business premises.
- 13.2 The type of personal information to be processed by Seolo Africa will depend on the purpose for which such personal information is processed. Seolo Africa will only process such Personal Information which it needs to fulfil the relevant purpose and as required by law.

- 13.3 In terms of POPIA, you are entitled to request Seolo Africa to confirm if we hold personal information about you and to provide you with a record or a description of the personal information which we hold for a fee. You are also entitled to know which third-parties we share your personal information with.
- 13.4 The process for requesting records of your personal information held by us is the same as for other records and is set out above.
- 13.5 You can also request that we correct, delete or destroy your personal information if it is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully. You can do this by completing Annexure B. If you decide that you object to us processing your personal information you can notify us by completing Annexure C. In both instances, you may also make a request in any other manner that may be expedient, free of charge and reasonably accessible to you.
- 13.6 The purposes for which we process your personal information:
- 13.6.1 We will only collect and process your personal information if it is reasonably necessary for us to carry out our functions and activities, and only by lawful and fair means that are not unreasonably intrusive. Examples of the personal information that we may process is set out in the table below.
- 13.6.2 Details of what personal information we process and the manner in which we process personal information are set out in our Privacy Policy which is available on our website at <https://seoloafrica.com/privacy-policy/>
- 13.7 Categories of Data Subjects:

Employees / Directors / Potential personnel / Volunteers / Temporary Staff	Customers
Name; Gender; Pregnancy; Marital status; Race; Age; Language; Education information; Financial information; Employment history; ID number; Next of kin; Children's name; -Gender; -Age; Qualifications; Physical and postal address; contact details; Opinions; Criminal behaviour and/or criminal records; Wellness; Trade union membership; Outside financial interests; Medical information.	Names of contact persons; Identity numbers; Email addresses; Physical and postal address and contact details; Banking details and other payment information; correspondence between us; Any other information you may provide to us.
Shareholders	Website end-users / Application end-users
Name; Physical and postal address and contact details; Registration number; Tax related information.	Name; passwords; electronic identification data: IP address; log-in data, cookies, electronic localisation data; cell phone details, GPS data.

13.8 Categories of recipients to whom personal information may be disclosed by Seolo Africa:

- 13.8.1 We may disclose information about individuals to our affiliates for the purpose of being able to offer related or additional products and services. Any information that we provide to our affiliates will be treated by those affiliates in accordance with the terms of our Privacy Policy.
- 13.8.2 We also share information with third party service providers (who help manage our business and deliver services such as those parties who provide wheelchairs at airports) and other companies (who help manage your booking or journey).

13.9 Planned cross-border flows of personal information:

- 13.9.1 Seolo Africa sells travel arrangements to destinations around the world, which means personal information may be transferred and stored in other countries which may be outside of South Africa. Some of these countries are subject to different standards of data protection.
- 13.9.2 Seolo Africa takes appropriate steps to ensure that transfers of personal information are in accordance with applicable law, and only transfers personal information to another country where:
 - 13.9.2.1 a European Commission adequacy decision has been granted; and
 - 13.9.2.2 there are appropriate safeguards in respect of the transfer, for example, we have entered into EU standard contractual clauses and required additional safeguards with the recipient, or the recipient is a party to binding corporate rules approved by an EU or UK supervisory authority.

13.10 To this end:

- 13.10.1 where we transfer personal information outside our company or to third parties (who help us to provide our products and services), we obtain contractual commitments from them to protect personal information; or
- 13.10.2 where we receive requests for information from law enforcement or regulators, we carefully review and validate these requests before any personal information is disclosed.

14 How Seolo Africa protects and stores personal information

- 14.1 Seolo Africa employs appropriate, reasonable technical and organisational measures to prevent the loss of, damage to or unauthorised destruction of your personal information and unlawful access to processing of personal information.

These measures include information security policies, segregation of user access rights, logical and physical access controls, and secure setup of hardware and software making up our information technology structure. Please refer to our Privacy Policy for detailed information regarding our security measures.



15 Availability and Updating of this Manual

- 15.1 This Manual is available on our website at www.seoloafrica.com/paia-manual/. You may also request a copy from us, to be viewed free of charge at our offices.
- 15.2 Seolo Africa will update this Manual at such intervals as may be deemed necessary



ANNEXURE A: PAIA / POPIA Request for Access

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

To: The Information Officer of Seolo Africa

Little Swift
41 Remhoogte RD
Skeerpoort, North West Province, 0232

Postal address: P O Box 188, Skeerpoort, North West, 0232
Telephone number: +27 11 467 1886
Designated Information Officer: Ms. J Kingsley
Email address: info@seoloafrica.com

Mark with an "X"

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

PERSONAL INFORMATION			
Full names:			
Identity number:			
Capacity in which request is made (when made on behalf of another person):			
Postal address:			
Street address:			
Email address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity number:			

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Seolo Africa (Pty) Ltd
Registration No.: 2016/029425/07
Director: J Kingsley

Postal address:			
Street address:			
Email address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
PARTICULARS OF RECORD REQUESTED <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of the record or relevant part of the record:			
Reference number, if available:			
Any further particulars of record:			
TYPE OF RECORD (Mark the applicable box with an "X")			
Record is in written or printed form			
Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)			
Record consists of recorded words or information which can reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (included 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 soundtrack)	
Copy of record on compact disc drive (including virtual images and soundtrack)	
Copy of record saved on cloud storage server	
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)	
Email 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)	
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 the protection of the aforementioned right:	
FEES <i>a) A request fee must be paid before the request will be considered.</i> <i>b) You will be notified of the amount of the access fee to be paid.</i> <i>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.</i> <i>d) If you qualify for exemption of the payment fee, please state the reason for the exemption.</i>	
Reason:	

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

Postal Address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20____

Signature of requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State rank, name and surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

ANNEXURE B: POPIA Request Form for Correction / Deletion

POPIA REQUEST FORM FOR CORRECTION / DELETION	
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]	
<i>Note:</i> 1. <i>Affidavits or other documentary evidence as applicable in support of the request may be attached.</i> 2. <i>If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.</i> 3. <i>Complete as is applicable.</i>	
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.
A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname /registered name of responsible party:	
Residential, postal or business address:	
Contact number(s):	

Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTRUCTED/ DESTROYED

D	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 REASONS OR *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. <i>(Please provide detailed reasons for the request)</i>
Signed at:	
Date:	
Signature of data subject/ designated person:	

ANNEXURE C: POPIA Form for Objection

POPIA FORM OF OBJECTION	
OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 2]	
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 3]	
<i>Note:</i> 1. <i>Affidavits or other documentary evidence as applicable in support of the request may be attached.</i> 2. <i>2 If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.</i> 3. <i>Complete as is applicable.</i>	
A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname /registered name of responsible party:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	

C	REASONS FOR OBJECTION IN TERMS OF SECTION 1(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>	
Signed at:		
Date:		
Signature of data subject/ designated person:		

ANNEXURE D: Request for a Copy of the Guide

To:	The Information Regulator P O Box 31533 Braamfontein, 2017
Email address:	PAIACompliance@inforegulator.org.za
Tel number:	+27 (0) 10 023 5200

To:	The Information Officer
Email address:	info@seoloafrica.com

I,

Full names:				
In my capacity as (mark with "X"):	Information Officer:		Other:	
Name of *public/private body (if applicable):				
Postal address:				
Street address:				
Email address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular:	

Hereby request the following copy(ies) of the guide:

Language (mark with "X")		No of Copies	Language (mark with "X")		No of Copies
☐	Sepedi		☐	Sesotho	
☐	Setswana		☐	siSwati	
☐	Tshivenda		☐	Xitsonga	
☐	Afrikaans		☐	English	
☐	IsiNdebele		☐	isiXhosa	
☐	IsiZulu				

Manner of Collection (mark with "X"):			
Personal Collection:	Postal Address:	Facsimile:	Electronic Communication (please specify):
☐	☐	☐	☐

Signed at _____ this _____ day of _____ 20____

Signature of requester

ANNEXURE E: Outcome of Request and of Fees Payable

Note:

- 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.
- Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: (Insert requester name)

You request dated _____ refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, all information held on computer or in an electronic or machine-readable form</i>) 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 C.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	

Copy of information on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of information on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier services to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/ file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:	Approved		Denied*:	
*For the following reasons:				

4. Fees payable with regard to your request:

Item	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:			
1. Flash drive: To be provided by requester	R40.00		
2. Compact disc:			
– If provided by requester	R40.00		
– If provided to the requester	R60.00		
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	R24.00		
Copy of an audio record:			
1. Flash drive: To be provided by requester	R40.00		
2. Compact disc:			
– If provided by requester	R40.00		
– If provided to the requester	R60.00		
Postage, email or any other electronic transfer:	Actual costs		
TOTAL:			

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

Yes		No	
Hours of search			
Amount of deposit (calculated on one third of total amount per request)			



The amount must be paid into the following bank account:

Name of bank:	
Name of account holder:	
Type of account:	
Account number:	
Branch code:	
Reference number:	
Submit proof of payment to:	

Signed at _____ this _____ day of _____ 20____

Signature of Information Officer