



ACCESS TO INFORMATION MANUAL ("MANUAL")

**COMPILED IN TERMS OF SECTION 51 OF
THE PROMOTION OF ACCESS TO
INFORMATION ACT NO. 2 OF 2000**

Updates as per GN 6126 of 17 April 2025

Date of Compilation:

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1. AN INTRODUCTION TO PAIA AND POPIA

- 1.1. The Promotion of Access to Information Act, 2000 ("**PAIA**") came into operation on 9 March 2001, which among other things:
 - 1.1.1. seeks to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right, and gives natural and juristic persons the right of access to records held by either a public or private body, subject to certain limitations, in order to enable them to exercise or protect their rights;
 - 1.1.2. sets out the requisite procedural requirements attached to information requests, including the obligation on both public and private bodies to compile a PAIA Manual, which sets out how a person who wishes to request certain information may go about doing so and which forms must be used for this purpose.
- 1.2. Where a person wishes to obtain information from a public and/or private body in terms of PAIA, such a person must make a request by following the prescribed procedure and using the prescribed forms described under the relevant public and/or private body's PAIA Manual.
- 1.3. On receipt of a request, the body receiving the request must decide whether it is able to provide the requested information to the requester in accordance with the provisions of PAIA.
- 1.4. The Protection of Personal Information Act, No. 4 of 2013 ("**POPIA**"), whose substantive provisions commenced on 1 July 2021, gives effect to a person's constitutional right to privacy, including the right to data privacy. POPIA describes and prescribes a series of conditions that must be met when personal information is processed by another person, establishing the minimum requirements for the lawful processing of personal information.
- 1.5. POPIA amended certain provisions of PAIA, most notably by transferring oversight and enforcement of PAIA from the South African Human Rights Commission to the Information Regulator, by introducing provisions governing access to personal information, and by balancing the right of access to information against the constitutional right to privacy.
- 1.6. POPIA established the office of the Information Regulator, which oversees and ensures compliance with both POPIA and PAIA by all persons, including individuals and public and private entities in South Africa. The Information Regulator has been fully operational since 1 July 2021.

2. OUR PAIA MANUAL

- 2.1 This Manual is compiled in accordance with section 51 of PAIA, as amended by POPIA.
- 2.2 This Manual applies to all records held by **Lee's Legal Compliance Services (Pty) Ltd**, Registration Number 2010/007346/07.
- 2.3 For purposes of this Manual, we refer to ourselves as "**Lee's Compliance**", "**we**", "**us**" or "**our**".
- 2.4 This Manual sets out how any person may:
- 2.4.1 request access to records, including records containing personal information, which they believe we hold and to which they have a right of access;
 - 2.4.2 determine which prescribed forms must be completed when making such a request;
 - 2.4.3 determine what fees and/or deposits may be payable before the requested records are provided, should we agree to grant access;
 - 2.4.4 lodge an objection against the processing by us of their personal information, or lodge a complaint with the Information Regulator, in terms of POPIA; and
 - 2.4.5 request that we correct, delete or destroy personal information we hold about them in terms of section 24 of POPIA.

3. WHO ARE WE - ABOUT US AND OUR BUSINESS

- 3.1 We are **Lee's Legal Compliance Services (Pty) Ltd**, a company registered in South Africa and bearing registration number 2010/007346/07. Our registered offices are situated at:
- 299 Pendoring Rd, Unit 1 Pendoring Office Park, Randburg; and
 - 133 Miller Road, Gordons Bay, Cape Town
- 3.2 **Lee's Compliance** is a company that offers offers Legal Compliance Services to small, medium and large companies in South Africa.

If you would like to find out more about us, including our main business activities, our company profile is available at <https://leescompliance.co.za/about-us/>

4. OUR CONTACT DETAILS

4.1 Our contact details are as follows:

Full Name: **Lee's Legal Compliance Services (Pty) Ltd**

Registration Number: 2010/007346/07

Registered Addresses:

- 299 Pendoring Rd, Unit 1 Pendoring Office Park, Randburg; and
- 133 Miller Road, Gordons Bay, Cape Town

Postal Address: PO Box 731336, Fairland, 2030

Director: Alison Lee

Website: <https://leescompliance.co.za/about-us/>

5. DETAILS OF OUR INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS

5.1 The details of our Information Officer and Deputy Information Officers are as follows:

Information Officer:

Information Officer: Alison Lee

Telephone Number: 011 476 3217 (ext 2)

Email Address of Information Officer: alison.lee@mweb.co.za

6. PAIA GUIDE

6.1 In order to assist those who are not familiar with PAIA or POPIA, a Guide that contains information to assist one in understanding how they may exercise their rights under PAIA ("the Guide") is available in all the South African official languages.

6.2 The Guides are currently available on the Information Regulator's website here –

PAIA: <https://info regulator.org.za/paia/>

POPIA: <https://info regulator.org.za/popia/>

6.3 If you have any queries or need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

Woodmead North Office Park, 54 Maxwell Dr, Woodmead, Johannesburg, 2191

General enquiries: enquiries@infoeregulator.org.za.

7. INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST

7.1 All information that is housed in the public area of our websites is automatically available, which can be automatically accessed by you, subject to our website disclaimer, without having to go through the formal PAIA request process.

7.2 Automatically available information includes:

- 7.2.1 Annual Reports
- 7.2.2 Company Results
- 7.2.3 Interim Reports
- 7.2.4 Media Releases

7.3 The aforesaid automatically available information is available on the **Lee's Compliance** website <https://leescompliance.co.za/about-us/>

8. RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION

8.1 **Lee's Compliance** is subject to many laws and regulations, some of which require us to keep certain records.

8.2 These laws are detailed under **Annexure "Laws"**.

8.3 This list is not exhaustive.

9. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT REQUEST IN TERMS OF SECTION 52(2) OF THE ACT

As at the date of compilation of this Manual, the Minister of Justice and Constitutional Development has not published any regulations prescribing categories of records which must be made available without a person having to request access in terms of section 52(2) of PAIA. This Manual will be updated should any such regulations be published.

10. A DESCRIPTION OF SUBJECTS WE HOLD RECORDS ON AND CATEGORIES OF RECORDS WHICH INFORMATION IS NOT AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 51(1)(e) OF THE ACT

10.1 The following information and records identified by the headings and/or departments listed below are not automatically available, and a person has to request access to these records by completing a request for information in the prescribed manner as described under this Manual using Annexure A.

10.1.1 Companies Act and Trust Property Control Act Records

- Documents of Incorporation;
- Memorandum of Incorporation;
- Trust Deeds;
- Minutes of Trustees, Board of Directors meetings and General Meetings;
- Written Resolutions;
- Records relating to the appointment of trustees /directors/auditors / company secretary / public officer and other officers;
- Share Register and other Statutory Registers; and
- Other Statutory Records.

10.1.2 Financial Records

- Annual Financial Statements;
- Tax Returns;
- Accounting Records;
- Banking Records;
- Bank Statements;
- Paid Cheques;
- Electronic Banking Records;
- Asset Register;
- Rental Agreements; and
- Invoices.

10.1.3 Income Tax Records

- PAYE Records;
- Documents issued to employees for income tax purposes;
- Records of payments made to SARS on behalf of employees;
- All other statutory compliances;
- VAT;
- Regional Services Levies;
- Skills Development Levies;

- UIF; and
- Workmen's Compensation.

10.1.4 **Personnel Documents and Records**

- Employment contracts;
- Employment policies and procedures;
- Employment Equity Plan;
- Medical Aid records;
- Pension Fund records;
- Internal evaluations and disciplinary records;
- Salary records;
- Disciplinary codes;
- Leave records;
- Training records and manuals;
- Operating manuals;
- Personal records provided by personnel;
- Other statutory records; and
- Related correspondence.

10.1.5 **Other**

- Administration;
- Information Technology;
- Insurance;
- Intellectual Property;
- Movable and Immovable Property;
- Operations;
- Third Parties; and
- Medical and Health information.

11. INFORMATION RELATED TO POPIA

11. In terms of POPIA, we are required to provide you with a description of the personal information which we process and why it is processed, and who we may share this information with, which details are described below:

11.1 **Personal information we process** - the type of personal information that we process will depend on the purpose for which it is collected. We will disclose to you why the personal information is being collected and will process the personal information for that purpose only, which is done under our specific and detailed processing notices housed on our website. Below is a listing of the personal information that is processed by us, including the category of data subject to which it belongs. The information provided under this section refers to broad categories of information. This list is not exhaustive.

- **Clients** - Natural persons: names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence.
- **Clients** – Juristic persons/entities: names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax-related information; authorised signatories; beneficiaries; ultimate beneficial owners.
- **Clients** – Foreign persons / entities: names; contact details; physical and postal, financial information addresses; date of birth; passport number tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- **Contracted Service Providers**: Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax-related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- **Intermediary / Advisor**: Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax-related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- **Employees / Directors / Potential Personnel / Shareholders / Volunteers / Employees' family members / Temporary Staff**: gender, pregnancy; marital status; race, age, language, education information; financial information; employment history; ID number; next of kin; children's name, gender, age, school, grades; physical and postal address; contact details; opinions, criminal behaviour and/or criminal records; well-being; trade union membership; external commercial interests; medical information.
- **Website end-users / Application end-users**: names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.

11.1.1 **Sharing of personal information** - we may supply personal Information to the following potential recipients:

- Management;
- Employees;
- Temporary Staff;
- Sub-contracted Operators;
- Stakeholders and shareholders; and
- Other recipients in an international organisation.

11.1.2 **Cross-border exchanges** - we may disclose personal information we process to any of our overseas subsidiaries, associate entities or third-party service providers, with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions. Personal information may also be disclosed where we have a legal duty or a legal right to do so. We will in this regard, endeavour to enter into written agreements to ensure that other parties comply with the POPIA and our confidentiality and privacy requirements.

11.1.3 **General description of information security measures – Lee's Compliance** employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

- Firewalls;
- Virus protection software and update protocols;
- Logical and physical access control;
- Secure setup of hardware and software making up our information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.

11.2 Any request for access to personal information as per the provisions of POPIA, must be made in accordance with the provisions of PAIA. This process is outlined in paragraph 12 below.

11.3 In terms of section 24 of POPIA, you have the right to request the correction, deletion or destruction of your personal information that we hold. Requests must be made on the prescribed form, which is available on our website and is also attached to this Manual as Annexure D for your convenience.

11.4 In terms of section 11(3) of POPIA, you have the right to object, on reasonable grounds, to the processing of your personal information where such processing is based on the grounds contemplated in section 11(1)(d) to (f) of POPIA. Objections must be made on the prescribed form, which is available on our website and is also attached to this Manual as Annexure C for your convenience.

12. REQUEST PROCEDURE

12.1 In terms of section 50(1) of PAIA, a requester must be given access to any record of a private body if:

12.1.1 that record is required for the exercise or protection of any rights;

12.1.2 that person complies with the procedural requirements in PAIA relating to a request for access to that record; and

12.1.3 access to that record is not refused on any ground for refusal contemplated in Chapter 4 of PAIA.

A request as contemplated above includes a request for access to a record containing personal information about the requester or the person on whose behalf the request is made.

12.2 Any request for access to a record or to personal information in terms of PAIA or POPIA must be made on the prescribed Form 2, attached to this Manual as Annexure "A", or a form which substantially corresponds therewith.

12.3 Any request that is not made on the prescribed form, or that does not comply with the requirements of PAIA or POPIA, will be rejected and returned to the requester

12.4 In terms of section 54 of PAIA, **Lee's Compliance** is entitled to require payment of a request fee to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in the Regulations Relating to the Promotion of Access to Information, 2021. Where a decision to grant a request has been taken, the record will not be disclosed until all necessary deposits and/or fees have been paid in full. The fee payable will depend on the form of access requested and the time reasonably required to search for and prepare the record. These fees are described in Annexure "B" of this Manual.

13. ACCESS TO HEALTH RECORDS OR OTHER RECORDS IN TERMS OF SECTION 61 OF THE ACT

- 13.1 For the purposes of this section, the term "relevant person" refers to the requester and/or the authorised person making a request on the requester's behalf.
- 13.2 Requesters must clearly specify in their request what health records or health information is required. Records held by a medical practitioner in his or her professional capacity must be obtained directly from that practitioner. No other party, including a hospital, may release information that is protected by a medical practitioner/patient relationship or that is held by another party.
- 13.3 The Information Officer, in terms of section 61 of the Act, may only grant a request for access to a record provided by a medical practitioner in his or her capacity as such, about the physical or mental health of the requester, or of the person on whose behalf the request is made.
- 13.4 The Information Officer may, in terms of section 61(1) of the Act, refuse access to such records if he or she is of the opinion that disclosure would be likely to cause serious harm to the requester's physical or mental health or well-being.
- 13.5 Before granting access to health records, the Information Officer may consult with the treating medical practitioner nominated by the relevant person in terms of section 61(2) of the Act. The nomination must be made by the relevant person at the time of making the request.
- 13.6 If the relevant person is:
- 13.6.1 under the age of 16 years, a person having parental responsibilities for the relevant person must make the nomination referred to in section 61(2)(a) of the Act; and/or
- 13.6.2 incapable of managing his or her affairs, a person appointed by a court to manage those affairs must make that nomination.
- 13.7 If the nominated medical practitioner is of the opinion that disclosure of the record to the relevant person would be likely to cause serious harm to his or her physical or mental health or well-being, the Information Officer may only grant access if sufficient guarantees have been given by the requester that adequate provision has been made for counselling or other appropriate arrangements, as are reasonably practicable, before, during or after the disclosure of the record, in order to limit, alleviate or avoid such harm to the relevant person.
- 13.8 Before access to the record is granted to the requester, the person responsible for such counselling or arrangements must first be given access to the record.
- 13.9 The Information Officer may also refuse access to health records where such refusal is required or permitted in terms of any other applicable legislation, including the National Health Act 61 of 2003.

14. PRESCRIBED FEES

- 14.1 In terms of section 54 of PAIA, **Lee's Compliance** is entitled to require payment of a request fee before processing any request for access to records made under PAIA.
- 14.2 No request fee may be charged where a data subject requests a responsible party, in terms of section 23 of POPIA, to confirm whether or not the responsible party holds personal information about that data subject. Such confirmation must be provided free of charge.
- 14.3 Where records are to be provided to a requester by **Lee's Compliance** in terms of either PAIA or POPIA, certain prescribed fees may be levied, and such records will not be disclosed until the necessary deposits and/or fees have been paid in full, where applicable.
- 14.4 The fee payable will depend on the form of access requested and the time reasonably required to search for and prepare the record for disclosure. These fees are set out in Annexure "B" of this Manual.
- 14.5 Where a request fee is required, **Lee's Compliance** will notify the requester of the amount payable. Should the requester dispute the fee, the requester may lodge a complaint with the Information Regulator or apply to a court of competent jurisdiction for relief, in terms of section 54(3)(b) of PAIA.
- 14.6 If a request is granted, a further access fee is payable for the search, reproduction and preparation of the record in the requested format, as well as for any time exceeding the prescribed hours required to search for and prepare the record for disclosure, in terms of section 54(6) of PAIA.
- 14.7 The fees schedule can be accessed on the Department of Justice and Constitutional Development website at <http://www.doj.gov.za>.

15. PROOF OF IDENTITY

When requesting records or information under PAIA or POPIA, you will be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

16. TIMELINES FOR CONSIDERATION OF A REQUEST FOR ACCESS

16.1 Requests will be processed within 30 (thirty) days from the date of receipt, unless an extension is required in terms of section 57 of PAIA. An extension may only be granted where the request involves a large number of records, or where the request requires a search through a large number of records and compliance within the original 30-day period would unreasonably interfere with the activities of **Lee's Compliance**.

16.2 Should an extension be required, you will be notified in writing of the extension and the reasons therefor before the expiry of the original 30-day period. The extension period shall not exceed 30 (thirty) days.

17. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

17.1 There are various grounds upon which a request for access to a record may be refused in terms of Chapter 4 of PAIA. These grounds include:

- the protection of personal information of a third party who is a natural person, where disclosure would constitute an unreasonable invasion of that person's privacy, in terms of section 63 of PAIA;
- the protection of commercial information of a third party, including trade secrets and financial, commercial, scientific or technical information that, if disclosed, could harm the commercial or financial interests of that third party, in terms of section 65 of PAIA;
- where disclosure would result in a breach of a duty of confidence owed to a third party, in terms of section 65 of PAIA;
- where disclosure would jeopardise the safety or life of an individual, or prejudice or impair the security of property, in terms of section 66 of PAIA;
- where the record is privileged from production in legal proceedings, unless the relevant privilege has been expressly waived, in terms of section 67 of PAIA;
- where the record contains trade secrets of **Lee's Compliance**, or financial, commercial, scientific or technical information of **Lee's Compliance** the disclosure of which could reasonably be expected to harm its commercial or financial interests, in terms of section 64 of PAIA;
- where disclosure of the record could reasonably be expected to put **Lee's Compliance** at a disadvantage in contractual or other negotiations, or prejudice it in commercial competition, in terms of section 64 of PAIA; and
- where the record contains information about research being carried out or about to be carried out by or on behalf of **Lee's Compliance** or a third party, the disclosure of which would reveal the identity of a confidential source or would be likely to expose the research to serious disadvantage, in terms of section 69 of PAIA.

17.2 Section 70 of PAIA contains an overriding public interest provision. Notwithstanding any of the grounds for refusal listed above, disclosure of a record is compulsory if it would reveal either:

- a substantial contravention of, or failure to comply with, the law; or
- an imminent and serious public safety or environmental risk;

and, in either case, the public interest in the disclosure of the record clearly outweighs the harm contemplated by the applicable ground for refusal.

17.3 Where a request for access to a record relates to or was supplied by a third party, **Lee's Compliance** must notify that third party in writing within 21 (twenty one) days of receipt of the request. The third party then has 21 (twenty one) days to make written representations regarding the granting or refusal of access to the record. **Lee's Compliance** must take such representations into account before making a decision. Where the third party consents to the disclosure, the ground for refusal based on protection of that third party's information falls away.

18. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

18.1 Where the Information Officer decides to grant a request for access to a record, access must be given within the period within which the decision is required to be made in terms of PAIA, once any applicable fees have been paid in full.

18.2 Where the Information Officer refuses a request for access to a record, the requester will be notified of the decision in writing together with adequate reasons for the refusal, including the provisions of PAIA relied upon, in terms of section 56(3) of PAIA. There is no internal appeal procedure for decisions made by the Information Officer of a private body.

18.3 Where you are not satisfied with the outcome of your request, you may lodge a complaint with the Information Regulator in the prescribed form (Form 5, attached to this Manual as Annexure A) in terms of section 77A of PAIA. Should you remain dissatisfied following the Information Regulator process, you may apply to a court of competent jurisdiction for appropriate relief.

18.4 Where a third party is affected by a decision to grant access to a record, that third party will be notified of the decision. The third party may lodge a complaint with the Information Regulator or apply to a court of competent jurisdiction to prevent disclosure within 30 (thirty) days of being notified of the decision. If no such complaint or application has been lodged within that period, access to the record must be granted to the requester.

19. AVAILABILITY OF THIS MANUAL

Copies of this Manual are available for inspection, free of charge, at the registered offices of **Lee's Compliance** at

- 299 Pendoring Rd, Unit 1 Pendoring Office Park, Randburg; and
- 133 Miller Road, Gordons Bay, Cape Town

ANNEXURE A

FORM 2 REQUEST FOR CORRECTION OR DELETION

**OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL
INFORMATION IN TERMS OF SECTION 24 (1) OF THE PROTECTION OF PERSONAL
INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2021
[Regulation 3.]

[Form 2 substituted by GN 6126 of 17 April 2025.]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.

2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

(a) Correction or deletion of personal information about
the data subject which is in possession or under the
control of the responsible party.

Please select applicable reasons for the selected request—

(a) Inaccurate

(b) Irrelevant

(c) Excessive

(d) Out of Date

(e) Incomplete

(f) Misleading

(g) Obtained unlawfully

(b) Destruction or deletion of a record of personal information about the data subject which is in the possession or under the control of the responsible party 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:

Postal or business
address:

Code ()

Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/registered name of responsible party:	
Postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
C	PERSONAL INFORMATION TO BE CORRECTED/DESTROYED/DELETED
	<i>(Please specify the personal information required to be corrected/destroyed / deleted)</i>

EXPLANATION FOR THE SELECTED REASON FOR A REQUEST

D

(Please provide detail explanation for the selected reasons for the request for correction or deletion of personal information which is in possession or under the control of the responsible party)

Signed at this day of 20

*Signature of data
subject/designated person*

FORM 3 APPLICATION FOR THE ISSUE OF A CODE OF CONDUCT

**IN TERMS OF SECTION 61 (1) (B) OF THE PROTECTION OF PERSONAL INFORMATION ACT,
2013 (ACT NO. 4 OF 2013)**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2021
[Regulation 5.]

[Form 3 substituted by GN 6126 of 17 April 2025.]

A	DETAILS OF THE RELEVANT BODY/BODIES
Name of the relevant body/bodies	
List the class of body or any industry size, profession, or vocation, you represent: (<i>Attach proof of representation</i>)	
Total number of members of industry, or any class of bodies, profession or vocation:	
Proportion of representation (expressed as a percentage) in the industry, class of bodies, profession or vocation (<i>Attach proof of representation</i>):	
Business address:	Code ()
Contact number(s):	
Fax number/E-mail address:	

B	DETAILS OF PERSON WHO COMPLETES THIS FORM
Name(s) and surname of person completing this form:	
Capacity in body:	
Does the person completing this Form have the authorisation of the body he/she represents to lodge this application? (<i>Attach authorisation</i>)	
Business address (<i>if different from body's address</i>):	Code ()
Contact number(s):	
Fax number/E-mail address:	
C	REASONS FOR APPLICATION TO ISSUE A CODE OF CONDUCT
	(<i>Please provide detailed reasons for the request and all relevant supporting documentation</i>)

FORM 4 REQUEST FOR THE CONSENT OF A DATA SUBJECT

**FOR THE PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT
MARKETING THROUGH UNSOLICITED ELECTRONIC COMMUNICATION IN TERMS OF SECTION
69 (2) OF THE ACT**

[Regulation 6.]

[Form 4 substituted by GN 6126 of 17 April 2025.]

	PART A	
TO:		
	<i>(Name of data subject)</i>	
FROM:		
Contact number(s):		
Fax number:		
E-mail address:		
	<i>(Name, address and contact details of responsible party)</i>	
Specify goods or services to be marketed:		

Full names and designation of person signing on behalf of responsible party:

Date:

PART B

DATA SUBJECT'S CONSENT

I, (*full names of data subject*) hereby:

Give my consent.

To receive direct marketing by means of unsolicited electronic communication in respect of the goods or services to be marketed

SPECIFY METHOD OF PREFERRED COMMUNICATION:

FAX

E – MAIL

SMS

OTHERS – Please specify:

Signed at this day of 20

Signature of data subject

FORM 5 COMPLAINT

**REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL
INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS
OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4
OF 2013)**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2021

[Regulation 7.]

[Form 5 substituted by GN 6126 of 17 April 2025.]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.

2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

3. Complete as is applicable.

Mark the appropriate box with an "x".

Complaint regarding:

Alleged interference with the protection
of personal information

Determination of an adjudicator.

PART I

**ALLEGED INTERFERENCE WITH THE PROTECTION OF THE
PERSONAL INFORMATION**

**IN TERMS OF SECTION 74 (1) OF THE PROTECTION OF
PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

A

PARTICULARS OF COMPLAINANT

Name(s) and
surname/registered name of
data subject:

Unique Identifier/ Identity
Number if required

Address:

Code ()

Contact number(s):

Fax number/E-mail address:

B

**PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH
PERSONAL INFORMATION**

Name(s) and surname/
Registered name of
responsible party:

Address:

Code ()

Contact number(s):	
Fax number/E-mail address:	
C	REASONS FOR COMPLAINT (<i>Please provide detailed reasons for the complaint</i>)
PART II	COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74 (2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity	

Number if required:	
Address:	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY
Name(s) and surname of adjudicator:	
Name(s) and surname of responsible party/ registered name:	
Address:	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the grievance)</i>

Signed at this day of 20

	<i>Signature of data subject / designated person</i>

ANNEXURE B

PRIVATE BODIES FEES

Fees in Respect of Private Bodies		
Item	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:	
	(iii)Flash drive (to be provided by requestor)	R40.00
	(iv)Compact disc	
	•If provided by requestor	R40.00
	•If provided to the requestor	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation from the 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:	
	(v)Flash drive (to be provided by requestor)	R40.00
	(vi)Compact disc	

	•If provided by requestor	R40.00
	•If provided to the requestor	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.	R145.00
	To not exceed a total cost of	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.”.

ANNEXURE C

FORM 1 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, 2021

[Regulation 2.]

[Form 1 substituted by GN 6126 of 17 April 2025.]

<i>Note:</i>	
1. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form.	
2. Complete as is applicable.	
A	DETAILS OF DATA SUBJECT
Name(s) and surname/registered name of data subject:	
Postal or business address:	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/Registered	

name of responsible party:	
Postal or business address:	Code ()
Contact number(s):	
Fax number / E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11 (3) (a) <i>(Please provide detailed reasons for the objection)</i>
Signed at this day of 20	
	<i>Signature of data subject/designated person</i>

ANNEXURE D

FORM 2 REQUEST FOR CORRECTION OR DELETION

OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24 (1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2021

[Regulation 3.]

[Form 2 substituted by GN 6126 of 17 April 2025.]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.

2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

(a) Correction or deletion of personal information about
the data subject which is in possession or under the
control of the responsible party.

Please select applicable reasons for the selected request—

(a) Inaccurate

(b) Irrelevant

(c) Excessive		
(d) Out of Date		
(e) Incomplete		
(f) Misleading		
(g) Obtained unlawfully		
	(b) Destruction or deletion of a record of personal information about the data subject which is in the possession or under the control of the responsible party 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:		
Postal or business address:		
	Code ()	

Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/registered name of responsible party:	
Postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
C	PERSONAL INFORMATION TO BE CORRECTED/DESTROYED/DELETED
	<i>(Please specify the personal information required to be corrected/destroyed / deleted)</i>

EXPLANATION FOR THE SELECTED REASON FOR A REQUEST

D

(Please provide detail explanation for the selected reasons for the request for correction or deletion of personal information which is in possession or under the control of the responsible party)

Signed at this day of 20

*Signature of data
subject/designated person*

ANNEXURE “ LAWS ”

RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION

- Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act 19 of 2006 (Science)
- Administrative Adjudication of Road Traffic Offences Act 46 of 1998 (Transport)
- Advertising on Roads and Ribbon Development Act 2 of 1940 (Environment and Conservation)
- Alienation of Land Act 68 of 1981 (Contract and Delict)
- Apportionment of Damages Act 34 of 1956 (Contract and Delict)
- Arbitration Act 42 of 1965 (Procedural Law)
- Auditing Profession Act 26 of 2005 (Professions)
- Basic Conditions of Employment Act 75 of 1997 (Labour)
- Bills of Exchange Act 34 of 1964 (Commercial Law)
- Broad-Based Black Economic Empowerment Act 53 of 2003 (Constitutional Law)
- Broadcasting Act 4 of 1999 (Communication)
- Business Names Act 27 of 1960 (Commercial Law)
- Companies Act 61 of 1973 (Corporate Law)
- Companies Act 71 of 2008 (Corporate Law)
- Compensation for Occupational Injuries and Diseases Act 130 of 1993 (Labour)
- Competition Act 89 of 1998 (Commercial Law)
- Constitution of the Republic of South Africa 108 of 1996 (Constitutional Law)
- Consumer Protection Act 68 of 2008 (Commercial Law)
- Conventional Penalties Act 15 of 1962 (Contract and Delict)
- Copyright Act 98 of 1978 (Commercial Law)
- Convention on Agency in the International Sale of Goods Act 4 of 1986 (Commercial Law)
- Council for Medical Schemes Levies Act 58 of 2000 (Health)
- Counterfeit Goods Act 37 of 1997 (Commercial Law)
- Criminal Procedure Act 51 of 1977 (Procedural Law)
- Customs and Excise Act 91 of 1964 (Revenue)
- Debt Collectors Act 114 of 1998 (Legal Administration)
- Designs Act 195 of 1993 (Commercial Law)
- Electronic Communications Act 36 of 2005 (Communication)
- Electronic Communications and Transactions Act 25 of 2002 (Communications)
- Employment Equity Act 55 of 1998 (Labour)
- Environment Conservation Act 73 of 1989 (Environment and Conservation)
- Financial Intelligence Centre Act 38 of 2001 (Criminal Law)
- Formalities in respect of Leases of Land Act 18 of 1969 (Contract and Delict)
- Hazardous Substances Act 15 of 1973 (Health)
- Health Act 63 of 1977 (Health)
- Identification Act 68 of 1997 (Citizenship)

- Immigration Act 13 of 2002 (Citizenship)
- Immovable Property (Removal or Modification of Restrictions) Act 4 of 1965 (Estates)
- Import and Export Control Act 45 of 1963 (Commercial Law)
- Income Tax Act 58 of 1962 (Income Tax)
- Insolvency Act 24 of 1936 (Estates)
- Institution of Legal Proceedings against certain Organs of State Act 40 of 2002(Procedural Law)
- Justices of the Peace and Commissioners of Oaths Act 16 of 1963 (Legal Administration)
- Labour Relations Act 66 of 1995 (Labour)
- Long-term Insurance Act 52 of 1998 (Financial Institutions and Insurance)
- Measurement Units and Measurement Standards Act 18 of 2006 (Science)
- Medical Schemes Act 131 of 1998 (Health)
- Medicines and Related Substances Control Act, No 101 of 1965(Health)
- Mental Health Care Act No 17 of 2002 (Health)
- Merchandise Marks Act 17 of 1941 (Commercial Law))
- National Credit Act 34 of 2005 (Contract and Delict)
- National Environmental Management Act 107 of 1998 (Environment and Conservation)
- National Environmental Management: Air Quality Act 39 of 2004 (Environment and Conservation)
- National Environmental Management: Waste Act 59 of 2008 (Environment and Conservation)
- National Health Act 61 of 2003 (Health)
- National Railway Safety Regulator Act 16 of 2002 (Transport)
- National Roads Act 54 of 1971 (Transport)
- National Road Safety Act 9 of 1972 (Transport)
- National Road Traffic Act 93 of 1996 (Transport)
- National Water Act 36 of 1998 (Resources)
- Nursing Act No 33 of 2005 (Health)
- Occupational Health and Safety Act 85 of 1993 (Labour)
- Patents Act 57 of 1978 (Commercial Law)
- Pension Funds Act 24 of 1956 (Welfare and Pensions)
- Pharmacy Act No 56 of 1974 (Health)
- Prescription Act 68 of 1969 (Procedural Law)
- Prescribed Rate of Interest Act 55 of 1975 (Contract and Delict)
- Private Security Industry Regulation Act 56 of 2001 (Professions)
- Promotion of Access to Information Act 2 of 2000 (Constitutional Law)
- Protection of Businesses Act 99 of 1978 (Commercial Law)
- Regulation of Interception of Communication and Provision of Communications- Related Information Act 70 of 2002 (Communication)
- Road Traffic Act 29 of 1989 (Transport)
- Short-term Insurance Act 53 of 1998 (Financial Institutions and Insurance)
- Skills Development Act 97 of 1998 (Labour)
- Skills Development Levies Act 9 of 1999 (Labour)

- South African Passports and Travel Documents Act (Citizenship)
- Standards Act 8 of 2008 (Science)
- The South African National Roads Agency Limited and Roads Act 7 of 1998 (Transport)
- Tobacco Products Control Act 83 of 1993 (Health)
- Trade Marks Act 94 of 1993 (Commercial Law)
- Trade Metrology Act 77 of 1973 (Science)
- Trade Practices Act 76 of 1976 (Commercial Law)
- Transfer Duty Act 40 of 1949 (Revenue)
- Unemployment Insurance Act 63 of 2001 (Labour)
- Unemployment Insurance Contributions Act 4 of 2002 (Labour)
- Value-Added Tax Act 89 of 1991 (Revenue)
- Water Services Act 108 of 1997 (Resources)