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1.INTRODUCTION

The Promotion of Access to Information Act 2 of 2000 (the Act), as amended by the Promotion of Access to Information Amendment Act 54 of 2002, and the Protection of Personal Information Act 4 of 2013, requires Otto1890 (Pty) Ltd and/or each of its subsidiaries which are regarded as responsible persons, to each maintain a manual which contains information on how to use the Act to access its records. The Act gives effect to the constitutional right of access to information held by the state, another person or private body and this is required for the exercise or protection of any rights. Otto1890 Investments (Pty) Ltd (Otto1890) forms part of Otto1890 (Pty) Ltd. This PAIA manual outlines, *inter alia*, the types of records and Personal Information (PI) that is held by Otto1890 and provides the procedure to request access to these records and PI.



2.OBJECTIVES

This manual informs requesters of procedural and other requirements which a request must meet as prescribed by the Act. Its purpose is to help requesters access Otto1890 's information and any other information that Otto1890 has. The Act requires Otto1890 to make it available to requesters so that requesters:

- know what types of information Otto1890 has; and
- can request access to it.

The manual is intended to provide Otto1890 with a set of guidelines aimed at addressing access to information requests in terms of the Act. This manual serves to demonstrate Otto1890's culture of transparency and accountability by giving effect to the right to information that is required for the

exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights. The objectives of this manual must be balanced against the need to ensure confidentiality of information relating to but not limited to:

- Commercial confidentiality;
- Effective, efficient and good governance; and
- The protection of privacy.

3.SCOPE

This manual applies to all Personnel.



4.DEFINITIONS

Term	Definition
Board	The Board of Directors of Otto1890 (Pty) Ltd and Otto1890
Court	Any of the following: The Constitutional Court acting in terms of section 167(6)(a) of the Constitution; or (i) a High Court or another court of similar status; or (ii) a Magistrate's Court, either generally or in respect of a specified class of decisions in terms of this Act, designated by the Minister by notice in the Gazette and prescribed over by a magistrate or an additional magistrate designated in writing by the Minister (after consultation with the Magistrates Commission) terms of section 91A, within whose area of jurisdiction – (a) the decision of the information officer or relevant authority of the public body or the head of a private body has been taken; (b) the public body or private body concerned has its principal place of administration or business; or (c) the Requester or third party concerned is domiciled or ordinarily resident.
Customer/ Client/Data Subject	In respect of any particular goods or services, means: a) a person to whom those particular goods or services are marketed in the ordinary course of the supplier's business; b) a person who has entered into a transaction with a supplier in the ordinary course of the supplier's business, unless the transaction is exempt from the application of the Consumer Protection Act by virtue of section 5 (2) or 5 (3) of the Act; c) if the context so requires or permits, a user of those particular goods or a recipient or beneficiary of those particular services, irrespective of whether that user, recipient or beneficiary was a party to a transaction concerning the supply of those particular goods or services; and d) a franchisee in terms of a franchise agreement, to the extent applicable in terms of section 5 (6) (b) to (e) of the Act e) means the person to whom personal information relates.
Business Unit	Where applicable, this term is inter-changeable for division, department, company or any other logical unit within the Group
Personnel	Refers to all representatives of Otto1890 and includes (but is not limited to) temporary, permanent and contracted employees, agents, consultants, contractors, directors or affiliates



Personal Information	Means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to— (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; (b) information relating to the education or the medical, financial, criminal or employment history of the person; (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; (d) the biometric information of the person; (e) the personal opinions, views or preferences of the person; (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; (g) the views or opinions of another individual about the person; and (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.
Private Body	a) A natural person who carries or has carried on any trade, business or profession, but only in such capacity; b) A partnership which carries or has carried on any trade, business or profession; or c) Any former or existing juristic person' but excludes a public body.
Process/Processing	Any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including: a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; b) dissemination by means of transmission, distribution or making available in any other form; or c) merging, linking, as well as restriction, degradation, erasure or destruction of information.
Requester	Can be a natural or juristic person, and includes public bodies or officials acting on behalf of public bodies. This means that both private individuals and entities, and public bodies, can make requests for access to records of the Group.
Otto1890	Refers to Otto1890 Investments (Pty) Ltd with registration number 2014/083496/07 as a subsidiary of Otto1890 (Pty) Ltd.
Otto1890 (Pty) Ltd	Otto1890 (Pty) Ltd with registration number 2006/016414/07 and all of its subsidiaries.



5. CONTACT DETAILS

5.1 General Contact Details

Company Name: **OTTO1890 INVESTMENTS (PTY) LTD**
Company Registration: 2014/083496/07
Postal Address: P.O. Box 95104, Grant Park, 2051
Physical Address: 140 West Street, Sandown, Sandton, 2196
Fax Number: 0872205557
E-mail: privacy@otto1890.com
Website: www.otto1890.com

5.2 Information Officer and Deputy Information Officers' Contact Details

Position: **Information Officer**
Name: **Mr. Jarred Selbst**
Postal Address: P.O. Box 95104, Grant Park, 2051
Physical Address: 140 West Street, Sandown, Sandton, 2196
Tel: (011) 809-7500
Fax: 0872205557
E-mail: privacy@otto1890.com

6. THE INFORMATION REGULATOR OF SOUTH AFRICA

The Information Regulator (IRSA) is mandated under the Act to:

- Promote the right to access to information;
- Monitor the implementation of the Act by the Group;
- Make recommendations to strengthen the Act; and
- Report annually to Parliament.

The IRSA has compiled an easy-to-understand guide in terms of s10 of the Act, to assist Requesters in accessing records and documents in order to exercise or protect the right to information. The guide is available in each official language of South Africa.

The functions of the IRSA in terms of the Act have been transferred to the Information Regulator in terms of s110 of the Protection of Personal Information Act.

To this end, a formal guide for Private Bodies (such as Otto[1890]) may be requested from the IRSA by addressing such requests to:



The Information Regulator:

Physical address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Postal address: P.O Box 31533, Braamfontein, Johannesburg, 2017
Telephone Number: 010 023 5200 or 0800 017 160
Website: <https://inforegulator.org.za/>
Complaints email: Complete the prescribed [PAIA form 5](#) and send to PAIAComplaints@inforegulator.org.za.
Enquiries email: enquiries@inforegulator.org.za

7. INFORMATION REQUEST PROCEDURE

Considering the objectives of the Act and the need to give effect to the right of access to information, it is necessary to detail the manner in which information from Otto1890 can be accessed. In this regard, the Requester must comply with the procedural requirements contained in the Act relating to the request for access to a record, the following should be noted:

1. The Requester must complete the prescribed form enclosed herewith as “Appendix 1” and submit same, as well as a request fee and a deposit, if applicable, to the Information Officer or the Deputy Information Officer at the provided postal or physical address, fax number or electronic mail address. It must be noted that Appendix 1 is commonly known as “Form 2” and is readily available at <https://inforegulator.org.za/paia/>.
2. The prescribed form must be completed with enough detail to enable the Information Officer to identify –
 - the record requested;
 - the identity of the Requester;
 - the form of access required should the request be granted;
 - the email address, postal address or fax number of the Requester;
 - any other way the Requester would like to be informed of Otto1890’s decision other than in writing.
3. The Requester must state that he/she requires the information in order to exercise or protect a right, and clearly state the nature of the right that is so to be exercised or protected. In addition, the Requester must clearly specify why the record is necessary in order to exercise or protect such a right.
4. If a request is made on behalf of another person, then the Requester must submit proof of the capacity in which he/she is making the request to the reasonable satisfaction of the Information Officer.



5. The Requester must pay the prescribed fee before any further processing can take place.
6. If a Requester does not use Form 2, Otto1890 may:
 - reject the request due to lack of procedural compliance;
 - refuse the request if the requester does not provide sufficient information; or
 - delay the request the record requested.
7. The Information Officer will notify the Requester within 30 days as to whether the request has been granted or not. The Information Officer may ask for an extension for a period of no more than 30 (thirty) additional days for specific reasons, which include the request involving:
 - a large volume of documents;
 - consultation with members of Otto1890 or possibly Otto1890 (Pty) Ltd's Executives, Business Units and/ or other entities.
8. If the request is granted, the notice will describe any applicable access fees and procedures to be followed, unless the Requester has asked for access in a specific form. If the request is refused, the notice will describe the reasons for the refusal.
9. The Information Officer may decide to defer the release of the record to the Requester if the record is intended to be published within 90 days or if the record is required by law to be published.
10. If the Information Officer cannot find the requested record or if it does not exist, the Information Officer will notify the Requester, via an affidavit, that it is not possible to give access to the record.
11. This Manual does not grant any rights to access information records, except in terms of the Act.

8. TYPES OF REQUESTERS

Records, held by Otto1890 may be accessed after the prerequisite formalities in terms of the Act have been complied with. Two types of parties may act as Requesters in this process namely:

- Personal Requesters; and
- Other Requesters



8.1 Personal Requesters

A personal Requester is a Requester who is seeking access to a record containing personal information about the Requester.

Otto1890 may voluntarily provide the requested information or give access to any record regarding the Requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

8.2 Other Requesters

This type of Requester is one who is entitled to request access to information pertaining to third parties. Otto1890 is not obliged to voluntarily grant access to these types of records. The Requester must, as such, fulfil the requirements for access in terms of the Act, including the payment of a request and access fee.

9. RECORDS

In order to facilitate a request in terms of the Act it is necessary to note the categories of records that Otto1890 holds and which, as a rule, are available upon request. The information held by Otto1890 is classified and grouped according to those categories as listed below.

The categories of records held by Otto1890 may pertain to personal information as classified by the Protection of Personal Information Act.

[Categories of records which are available without a person having to request access in terms of PAIA](#)

Category of record	Types of record	Available on website	Available upon request
Client	Relevant policies		x
	Forms and documents	x	x
Marketing	Product information	x	x
Media releases and articles	Awards		x
	Articles		x
	Webinars		x
Results and reports	Audited Annual Financial statements		x



	Report in terms of section 21 of Employment Equity Act 55 of 1998		x
Certificates	B-BBEE certificate		X
Company records	Memorandum of incorporation		x
	Directors' names		x
	Documents of incorporation		x
	Minutes of board of directors' meetings		x
	Records relating to appointment of directors, auditor, secretary, public officer, or other officers		x
	Records held by officials of Otto1890		x
	Securities and equities		x
	Share register and other statutory registers		x
Business Records	Operational records		x
	Databases		x
	Published works		x
	Internal correspondence		x
	Product records		x
	Information technology		x
Financial records	Financial statements		x
	Tax returns		x
	Other documents relating to taxation of the company		x
	Accounting records		x
	Banking Records		x
	Banking Details		x
	Bank Statements		x
	Electronic Banking Records		x
	Asset Register		x
	Rental Agreements		x
	Invoices		x
	Financial Agreements		x
Insurance	Insurance policies held by the company		x



Records	Register of all immovable property owned by the company		x
Income Tax Records	PAYE Records		x
	Corporate Tax Records		x
	Customs Tax		x
	Documents issued to employees for income tax purposes		x
	Records of payments made to SARS on behalf of employees		x
	VAT Records		x
	Regional Services Levies		x
	Skills Development Levies		x
	UIF		x
	Workmen's Compensation		x
Employee Records	List of employees		x
	Employee personal information		x
	Employee employment contracts		x
	Employment policies and procedures		x
	Employment Equity Plan		x
	Medical aid records		x
	Pension and provident fund records		x
	Salaries of employees		x
	Leave records		x
	Internal evaluations		x
	Disciplinary records		x
	Disciplinary codes		x
	Operating manuals		x
	Personal records provided by personnel		x
	Records provided by a third party relating to personnel		x
	Other personnel-related contractual and quasilegal records		x



	Personnel records include records about our employees and contractors		x
Agreements or Contracts	Standard Agreements		x
	Contracts concluded with customers		x
	NDAs		x
	Letters of Intent, MOUs		x
	Third party contracts (such as JV agreements, VAR Agreements, etc.)		x
	Office management contracts		x
	Supplier contracts		x

Description of records which are available in accordance with any other legislation

Applicable legislation	Categories of record include but are not limited to:
Basic Conditions of Employment Act 75 of 1997	Written particulars related to employment at onboarding or when relevant changes to an onboarding pack arise
	Employee records including remuneration policies and employee protections.
	Relevant information required in order to adhere to an inspection by relevant labour officials
Broad -based Black Empowerment Act 53 of 2003	A compliance report in relation to BBBEE scorecards and certificates
Companies Act 71 of 2008	Memorandum of Incorporation
	Publicly available Accounting records
	Information relating to Directors
Compensation for Occupational Injuries and Diseases Act 130 of 1993	Records of any inquiry.
	Notice of accident in respect of a claim for compensation
	Particulars from an employee in support of a claim
	Record of wages, time worked and other prescribed particulars
Constitution of South Africa	The right of access to any information held by another person and that is required for the exercise or protection of any rights



Consumer Protection Act	Intermediary related information
	Disclosures by Intermediaries
	A promotional competition related report, upon written request from the Commission. including stipulated documents and or materials.
Criminal Procedure Act 51 of 1977	Records subject to any subpoena
Employment Equity Act 55 of 1998	Disclosure to consulting parties all relevant information for an effective consultation
	An annual report to the Director- General
	Employment Equity plan
	Compliance record relating to workforce, employment equity plan and other relevant records.
	Statements detailing Income differentials at every level throughout the workforce.
Financial Advisory and Intermediary Services (FAIS) Act 37 of 2002	Registers: Key Individuals, Compliance Officers, Qualifications.
	Key-individual authorisation letters.
	Compliance reports
Financial Intelligence Centre Act (FICA), 38 of 2001	All KYC documents used for client identification and verification
Labour Relations Act 66 of 1995	Reports relating to disciplinary procedures, CCMA disputes, Dispute Resolution
Occupational Health and Safety Act 85 of 1993	OHS Appointment letters
	Incident Reports
Promotion of Access to Information Act 2 of 2000	Requests for access to information.
Protection of Personal	Employee records including payment of remuneration, time worked, etc
	Client records



Information Act No 4 of 2013	
Skills Development Levies Act No. 9 of 1999	Learning and Development reports, including certificates
	Skills development levies
Value-added Tax Act, 89 of 1991	Procurement Invoices, Tax Invoices, Bank Statements

Cognizance must be taken of the fact that accessibility to the documents listed herein, may be subject to the grounds of refusal in accordance with justifiable limitations set out in the Act, including but not limited to:

- limitations aimed at the reasonable protection of privacy;
- commercial confidentiality; and
- effective, efficient and good governance.

10. AUTOMATICALLY AVAILABLE INFORMATION

The following records are automatically available:

- product information;
- campaigns;
- posters;
- any public promotional material

11.FEES

The Act provides for two types of fees (Appendix 2), namely:

- a request fee, which will be a standard fee, and
- an access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs.



When the request is received by the Information Officer, such officer shall by notice require the Requester, other than a personal Requester, to pay the prescribed request fee (if any), before further processing of the request.

If the search for the Record has been made and the preparation of the Record for disclosure, including 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.

The Information Officer shall withhold a record until the Requester has paid the fees as indicated in “Appendix 2”.

A Requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including deciding to make it available in the request form.

If a deposit has been paid in respect of a request for access, which is declined, then the Information Officer concerned must repay the deposit to the Requester. It must be noted that Requesters who earn less than R14 712 (fourteen thousand seven hundred and twelve Rand) per year (if single) and R27 192 (twenty seven thousand one hundred and ninety two Rand) per year (if married or in a life partnership), do not have to pay access fees.

12.DECISION

Otto1890 will, within 30 (thirty) days (calendar month) of receipt of the request, decide whether to grant or decline the request and give notice with reasons to that effect.

The 30 (thirty) day period with which Otto1890 has to 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 number of information and the information cannot reasonably be obtained within the original 30 (thirty) day period.

13.GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The right of access to information is enshrined in the Bill of Rights of the South African Constitution. In order to give effect to this right, access to information should be granted as often as possible. Like many other rights contained in the Bill of Rights, the right of access to information can be limited or refused in certain circumstances. To this end, Otto1890 may refuse a request for access to information on any of the following grounds:



1. mandatory protection of a third party's privacy (natural person), which would involve the unreasonable disclosure of personal information of that natural person;
2. mandatory protection of the commercial information of a third party, if the record contains –
 - trade secrets of that third party;
 - financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - information disclosed in confidence by a third party to the Otto1890 (Pty) Ltd;
3. mandatory protection of confidential information of third parties if it is protected in terms of any agreement: express, tacit or implied;
4. mandatory protection of the safety of individuals and the protection of property;
5. mandatory protection of records which would be regarded as privileged in legal proceedings;
6. the commercial activities of Otto1890, which may include-
 - trade secrets of the institution;
 - financial, commercial, scientific or technical information which disclosure thereof could likely cause harm to the financial or commercial interests of Otto1890;
 - information which, if disclosed could put Otto1890 at a disadvantage in negotiations or commercial competition;
 - a computer program which is owned by Otto1890, and which is protected by copyright.
7. Otto1890 or a third party's research information, if its disclosure would disclose the identity of Otto1890, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
8. Information which would provide an investor or potential investor with "inside information".



14. REMEDIES AVAILABLE WHEN OTTO1890 REFUSES A REQUEST FOR INFORMATION

Internal Remedies

Otto1890 has no internal appeal procedure and the decision made by the Information Officer or her / his deputy is final. Requesters whose requests for information are declined, or who are not satisfied with the information supplied by the Information Officer, must make use of external remedies.

External Remedies

A Requester who is dissatisfied with a decision by the Information Officer to grant access, to impose access fees or to extend the time period in which to respond, may apply to a Court for relief within 180 (one hundred and eighty) calendar days of receiving the decision/ notification. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or other courts of similar status.

15. PROTECTION OF PERSONAL INFORMATION

We process the personal information of various categories of people for various purposes as set out in our Privacy and Cookie Notice ([accessible at www.otto1890.com](https://www.otto1890.com))

15.1 PURPOSE OF PROCESSING PERSONAL INFORMATION

Otto1890 Processes Personal Information for the following purposes:

- 1 to provide the services and notify client about important changes or developments to these services;
- 2 to provide further information about our products and services;
- 3 to respond to your inquiries and/or complaints or process your requests in relation to your information;
- 4 to follow up as part of our customer services procedures;
- 5 to update our records about you;
- 6 for internal record keeping;
- 7 to contact you for market research purposes and/or administer offers to you;



- 8 to improve our products and services;
- 9 for fraud prevention and detection, and to comply with applicable laws and regulations;
- 10 in relation to competitions and other promotions;
- 11 to evaluate the effectiveness of our marketing and for research, training and statistical analysis with the aim of improving our services; and
- 12 to make our website easier for you to use and to provide you with access to certain parts of the website.

15.2 General description of Information Security Measures implemented by Otto1890 to ensure the confidentiality, integrity and availability of the information

Otto1890 implements a layered information security measures including web application firewalling, encryption, continuous security monitoring, multifactor authentication on key platforms, to ensure appropriate, reasonable, technical and organisational measures to safeguard your Personal Information to prevent loss of, damage to or unauthorised destruction of your Personal Information or unlawful access to or processing of your Personal Information.

We only authorise access to Personal Information for those employees who require said access to fulfil their responsibilities and/or perform their duties. We implement disaster recovery procedures where appropriate.

16. AVAILABILITY OF THE MANUAL

This manual is made available to Requesters in two ways, namely:

- A copy is available for inspection at Otto1890 (Pty) Ltd's operating address, reflected herein. Such inspections are only permitted during office hours.
- The manual is available on Otto1890 (Pty) Ltd's official website www.Otto1890.com

17. Updating of the manual

This manual will be updated on a regular basis to ensure accuracy and consistency



APPENDIX 1

PREScribed FORM TO BE COMPLETED BY A REQUESTER

FORM 2

REQUEST FOR ACCESS TO RECORDS OF OTTO1890 (PTY) LTD

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

A. Particulars of private body

The Head

.....

.....

.....

B. Particulars of person requesting access to the record

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

Full names and surname

Identity number:

Postal address:

.....

.....

.....



Fax number:

Telephone number:

E-mail address:

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

.....

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and Surname:

Identity number:

D. Particulars of record

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.

*(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

Description of record or relevant part of the record:

.....
.....
.....
.....
.....

Reference number, if available:

Any further particulars of record:

.....



E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

.....

.....

.....

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:

.....

.....

Form in which record is required.....

.....

.....

Mark the appropriate box with an X.

NOTES: (a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.



1. If the record is in written or printed form:						
	copy of record		inspection of record			
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):						
	view the images		copy of the images*		transcription of the images*	
3. If record consists of recorded words or information which can be reproduced in sound:						
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)			
4. If record is held on computer or in an electronic or machine-readable form:						
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)	
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.					YES	NO



G. Particulars of right to be exercised or protected

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

Indicate which right is to be exercised or protected:

.....
.....

Explain why the record requested is required for the exercise or protection of the aforementioned right.....

.....
.....
.....

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particular to enable compliance with your request.

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

.....
.....
.....

Signed at.....this.....day of.....20.....



APPENDIX 2

FEES

Reproduction Fees:

- For every photocopy of an A4-size page or part thereof R 1.10
- For every printed copy of an A4-size page or part thereof held
on a computer or in electronic or machine-readable form R 0.75
- For a copy in a computer-readable form on
 - Compact disc R70.00
 - A transcription of visual images, for an A4-size page or part thereof R40.00
- For a copy of visual images R60.00
- A transcription of an audio record, for an A4-size page or part thereof R20.00
- For a copy of an audio record R30.00

Request Fees:

Where a Requester submits a legitimate request for access to information held by the Bank on a person other than the Requester himself/herself, a request fee in the amount of R50.00 is payable upfront before the request will be processed.

Access Fees:

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 54 (8).

The applicable access fees which will be payable are:

- For every photocopy of an A4-size or part thereof R 1.10
- For every printed copy of an A4-size page or part thereof held
On a computer or in electronic or machine-readable form R 0.75



- For a copy in computer-readable form on
 - Compact disc R70.00
- A transcription of visual images, for an A4-size or part thereof R40.00
- For a copy of visual images R60.00
- To search for a record that must be disclosed R30.00 ph. (per hour of part of an hour reasonably required for such search)
- Where a copy or a record needs to be posted the actual postal fee is payable.

Deposits:

Where the Bank receives a legitimate 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 (six) hours, a deposit is payable by the Requester.

The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

Note: In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.

These fees are subject to amendment without notice