

HARVARD HOUSE GROUP

(Any reference to the “Group” shall refer to the “Harvard House Group” which comprises the following legal entities: Harvard House Group Management Trust, Harvard House Investment Management (Pty) Ltd*, Harvard House Chartered Accountants, Harvard House Financial Services Trust* and Harvard House Insurance Brokers (Pty) Ltd* (**Authorised Financial Services Providers*))

PROMOTION OF ACCESS TO INFORMATION ACT

PAIA MANUAL

GUIDANCE NOTES:

- In terms of section 51 of the Promotion of Access to Information Act ('the Act'), all private bodies (i.e. any natural or juristic person who carries on any trade, business or profession) must compile a manual complying with the prescribed requirements.
- Use this document as a guideline to comply with the statutory requirements.
- The governing body of the organisation must confirm the adoption of the processes set out in this document.
- Complete Annexure A by providing the organisation's indicated contact details and specifying the sector(s) within which the organisation conducts its main type of business.
- Complete Annexure B by reviewing whether the details provided are correct.
- Complete Annexure C by listing only the specific statutes in terms of which the organisation is required to maintain records.
- Complete Annexure D by listing the various record categories held by the organisation with specific reference to any particular record's "availability" status as per the example provided. Records will either be "Freely Available" or required to be accessed through a formal "PAIA Request" procedure. Also indicate the purpose for which the respective records are being kept along with a description of the category of data subject(s) to whom the record relates. It is recommended that the data subjects to whom the record relates be classified into either "The Organisation", "Employees", "Customer/Clients" or "Third Parties".
- Complete Annexures E and F by reviewing whether the details provided are correct. Complete Annexure F by reviewing whether the details provided are correct.
- Complete Annexure G by identifying and appointing a Deputy Information Officer. The appointment of a Deputy Information Officer will only be required where the Information Officer delegates any power or duty bestowed or imposed on an Information Officer, in terms of POPIA, to another person.
- Retain an original hard copy of this document in the organisation's Compliance Manual.
- The document must at all times be accessible to the Information Regulator and relevant staff members.
- The document must be published on the website of the organisation.
- The document must be made available at the principal place of business of the organisation during normal business hours.
- The document must be made available to any person upon request and upon payment of a reasonable amount.
- This document must be reviewed periodically.
- **Copyright:** The content of this document is the copyright of Moonstone Compliance. All rights reserved. You may not, except with Moonstone's express written permission, distribute or commercially exploit the contents of this document.

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1) DOCUMENT REVIEW

The PAIA Manual is a working document that must be reviewed periodically.

2) DEFINITIONS

PAIA means the Promotion of Access to Information Act, 2 of 2000.

POPIA means the Protection of Personal Information Act, 4 of 2013.

Information Regulator means the Regulator established in terms of POPIA.

Person means a natural person or a juristic person.

Private body means:

- a natural person who carries on or has carried on any trade, business or profession, but only in such capacity,
- a partnership which carries on or has carried on any trade, business or profession, or
- any former or existing juristic person, but excludes a public body.

Public body means:

- any department of state or administration in the national or provincial sphere of government, or any municipality in the local sphere of government, or
- any other functionary or institution when:
 - exercising a power or performing a duty in terms of the Constitution or a provincial constitution, or
 - exercising a public power or performing a public function in terms of any legislation.

Head, in relation to a private body, means:

- in the case of a natural person, that natural person, or any person authorised by that natural person,
- in the case of a partnership, any partner of the partnership, or any person authorised by the partnership,
- in the case of a juristic person:
 - the chief executive officer or equivalent officer of the juristic person, or any person authorised by that officer, or
 - the person who is acting as such, or any person authorised by such acting person.

Information Officer means the person appointed to be responsible for ensuring the organisation's compliance with POPIA.

Deputy Information Officer means the person to whom any power or duty conferred or imposed on an Information Officer by POPIA has been delegated.

Requester in relation to a private body, means any person, including, but not limited to, a public body or an official thereof, making a request for access to a record of the organisation, or a person acting on behalf of such person.

Personal Requester means a requester seeking access to a record containing personal information about the requester.

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 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; information relating to the education or the medical, financial, criminal or employment history

of the person; any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person, the biometric information of the person, the personal opinions, views or preferences of the person; 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, the views or opinions of another individual about the person, and 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.

Request for access means a request for access to a record of the organisation in terms of section 50 of PAIA.

Record means any recorded information regardless of the form or medium, in the possession or under the control of the organisation irrespective of whether or not it was created by the organisation.

Data Subject means the person to whom personal information relates.

Third Party, in relation to a request for access to a record held by the organisation, means any person other than the requester.

Processing means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use, dissemination by means of transmission, distribution or making available in any other form, or merging, linking, as well as restriction, degradation, erasure or destruction of information.

3) PURPOSE OF A PAIA MANUAL

The Promotion of Access to Information Act gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State or any other person (or private body) when that information is required for the exercise or protection of any rights.

The purpose of PAIA is to:

- foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information, and
- 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 all of their rights.

The Group recognises everyone's right of access to information and is committed to provide access to the Group's records where the proper procedural requirements, as set out by PAIA and POPIA, have been met.

The Group's PAIA Manual is compiled in accordance with section 51 of the Act and contains the following provisions:

Annexure A : Contact Details & Business Type

This section provides the Group's postal and street address, phone number and the e-mail address of the Information Officer of

Annexure B : Section 10 PAIA Guide

This section provides a description of the guide referred to in Section 10 of PAIA and how you may obtain access to it.

Annexure C : Statutory Records

This section provides a description of the various statutes in terms of which the Group is required to maintain records.

Annexure D : Availability of Records

This section provides a list of records held by the Group along with an indication of whether the record is freely available or only accessible by way of a formal request in terms of PAIA. The section also provides a description of the category of data subject(s) to whom the respective record relates along with an indication of the purpose for which the record is being kept. Records that are indicated as “Freely Available” can be accessed by contacting the Information Officer without having to follow any formal procedures. Records that are indicated as a “PAIA Request”, require the requester to lodge a formal request as provided for in Annexure E

Annexure E : Request Procedure

This section sets out the procedure required to obtain access to a record indicated as a “PAIA Request” in Annexure D.

Annexure F : Prescribed Fees

This section sets out the fees that are payable to the Group prior to processing a request to obtain access to a record held by HHIM.

Annexure G : Deputy Information Officer Appointment

This section provides for the formal appointment of a Deputy Information Officer, where so required.

4) DUTIES OF THE INFORMATION OFFICER

The Information Officer and/or the Deputy Information Officer of the Group are responsible for:

- publishing and proper communication of the Manual, i.e. creating policy awareness,
- the facilitation of any request for access,
- providing adequate notice and feedback to the requester,
- determining whether to grant a request for access to a complete/full record, or only part of a record,
- ensuring that access to a record, where so granted, is provided timeously and in the correct format,
- reviewing the policy for accuracy and communicating any amendments.

Right of Access

The Information Officer and/or Deputy Information Officer may only provide access to any record held by the Group to a requester if:

- the record is required for the exercise or protection of a right,
- the requester complies with the procedural requirements relating to a request for access to that record, and
- access to that record is not refused in terms of any of the grounds for refusal listed below.

Grounds for Refusal

The Information Officer and/or Deputy Information Officer must assess whether there are any grounds for refusing a request for access. Where any grounds for refusal are found, a request for access will not be granted. However, despite finding grounds for refusal, access to the record(s) will be provided where:

- the disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with, the law or imminent and serious public or environmental risk, and
- the public interest in disclosing the record, will clearly outweigh the harm contemplated in the provision in question.

Where there are no grounds for refusal, request for access will be granted.

If a request for access is made with regards to a record containing information that would justify a ground for refusal, every part of the record which does not contain and can reasonably be severed from any part that contains any such information, must, despite any other provision of PAIA, also be disclosed.

The grounds for refusal, or absence thereof, are set out below:

A: Mandatory Protection of Privacy of a Third Party who is a Natural Person

Grounds for Refusal:

- the disclosure would involve the unreasonable disclosure of personal information about a third party who is a natural person (including a deceased person).

No Grounds for Refusal:

- the record consists of information that concerns a person who has already consented in writing to its disclosure to the requester concerned,
- the record consists of information that is already publicly available,
- the record consists of information that was given to the Group by the person to whom it relates and the person was informed by or on behalf of the Group, before it was given, that the information belongs to a class of information that would or might be made available to the public,
- the record consists of information about a person's physical or mental health, or well-being, who is under the care of the requester and who is under the age of 18, or is incapable of understanding the nature of the request, and if giving access would be in the individual's best interest,
- the record consists of information about a person, who is deceased, and the requester is the person's next-of-kin or making the request with the written consent of the person's next-of-kin,
- the record consists of information about a person who is or was an official of the Group and which relates to the position or functions of the person, including, but not limited to, the title, work address, work phone number, the classification, salary scale or remuneration and responsibilities of the position held or services performed by the person, and the name of the person on a record prepared by the person in the course of employment.

B: Mandatory Protection of Commercial Information of a Third Party

Grounds for Refusal

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

No Grounds for Refusal

- the record consists of information about a third party who has consented in writing to its disclosure to the requester,
- the record consists of information about the results of any product or environmental testing or other investigation supplied by a third party, or the results of any such testing or investigation carried out by, or on behalf of, a third party and its disclosure would reveal a serious public safety or environmental risk (the results of any product or environmental testing or other investigation do not include the results of preliminary testing or other investigation conducted for the purpose of developing methods of testing or other investigation).

C: Mandatory Protection of Certain Confidential Information of a Third Party

Grounds for Refusal

- the record consists of information the disclosure of which would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.

D: Mandatory Protection of Safety of Persons and Protection of Property

Grounds for Refusal

- the record consists of information that, if disclosed, could reasonably be expected to endanger the life or physical safety of a person,
- the record consists of information that, if disclosed, would likely prejudice or impair the security of a building, a structure or system, a computer or communication system, a means of transport, or any other property,
- the record consists of information that, if disclosed, would likely prejudice or impair the security of methods, systems, plans or procedures for the protection of a person in accordance with a witness protection scheme, the safety of the public or any part of the public, or the security of property.

E: Mandatory Protection of Records Privileged from Production in Legal Proceedings

Grounds for Refusal

- the record consists of information privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege.

F: Commercial Information of the Group

Grounds for Refusal

- the record consists of information that contains trade secrets of the Group,
- the record consists of information that contains financial, commercial, scientific or technical information, other than trade secrets, of the Group, the disclosure of which would likely cause harm to the commercial or financial interests of the Group,
- the record consists of information the disclosure of which could reasonably be expected to put the Group at a disadvantage in contractual or other negotiations, or prejudice the Group in commercial competition,
- the record is a computer program, as defined in section 1(1) of the Copyright Act (Act 98 of 1978), owned by the Group, except insofar as it is required to give access to a record to which access is granted in terms of PAIA.

No Grounds for Refusal

- the record consists of information about the results of any product or environmental testing or other investigation supplied by the Group, or the results of any such testing or investigation carried out by, or on behalf of, the Group and its disclosure would reveal a serious public safety or environmental risk (the results of any product or environmental testing or other investigation do not include the results of preliminary testing or other investigation conducted for the purpose of developing methods of testing or other investigation).

G: Mandatory Protection of Research Information of a Third Party and the Group

Grounds for Refusal

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

Notice

Where a request for access has been received, the Information Officer and/or Deputy Information Officer will notify the requester of receipt and the prescribed fee (if any) that is payable prior to processing the request. Refer to Annexure F for a full breakdown of fees payable. Personal requesters will not be charged a request fee.

The notice must state:

- the amount of the deposit payable (if any),
- that the requester may lodge a complaint with the Information Regulator or make an application to a court against the tender or payment of the request fee, or the tender or payment of a deposit, as the case may be,
- the procedure (including the period) for lodging the complaint with the Information Regulator or making a court application.

Except to the extent that the provisions regarding third party notification may apply, the Information Officer and/or Deputy Information Officer, to whom the request is made, must, as soon as reasonably possible, but in any event within 30 days after the request has been received in the prescribed format:

- decide in accordance with PAIA whether to grant the request, and
- notify the requester of the decision and, if the requester stated that he/she wishes to be informed of the decision in any other manner, inform him/her in that manner, if it is reasonably possible.

If the request for access is granted, the notice must state:

- the access fee (if any) to be paid upon access,
- the form in which access will be given, and
- that the requester may lodge a complaint with the Information Regulator or make an application to a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging a complaint with the Information Regulator or making the court application.

If the request for access is refused, the notice must:

- state adequate reasons for the refusal, including the relevant provision of PAIA that was relied on,
- exclude from any such reasons any reference to the content of the records, and

- state that the requester may lodge a complaint with the Information Regulator, or make an application to a court, against the refusal of the request, and the procedure (including the period) for lodging a complaint with the Information Regulator or making the court application.

Should all reasonable steps have been taken to find the record requested, and there are reasonable grounds for believing that the record is in the Group's possession but cannot be found or simply does not exist, the Information Officer of the Group must, by way of affidavit or affirmation, notify the requester that it is not possible to provide access to the record. The affidavit or affirmation must provide full account of all steps taken to find the record in question or to determine whether the record exists, as the case may be, including all communication with every person who conducted the search on behalf of the head.

ANNEXURE A: CONTACT DETAILS & BUSINESS TYPE

A. The Group's Contact Details

Postal address:	PO Box 235, Howick, 3290, Kwa-Zulu Natal, Howick
Street address:	Harvard House, 3 Harvard Street, Howick, 3290, Kwa-Zulu Natal, Howick
Phone number:	033 330 2164

B. Information Officer

Full names & surname:	Robert James Pool
Email address:	robertp@hgroup.co.za

C. Deputy Information Officer

Full names & surname	Dorothea Lynette Humphries
Email address:	doth@hgroup.co.za

D. Business Type

The Group conducts its main type of business in the following sector(s):	
Agriculture	<input type="checkbox"/>
Mining and Quarrying	<input type="checkbox"/>
Manufacturing	<input type="checkbox"/>
Electricity, Gas & Water	<input type="checkbox"/>
Construction	<input type="checkbox"/>
Retail & Motor Trade and Repair Services	<input type="checkbox"/>
Wholesale Trade, Commercial Agents & Allied Services	<input type="checkbox"/>
Catering, Accommodation & Other Trade	<input type="checkbox"/>
Finance & Business Services	<input checked="" type="checkbox"/>
Community, Special & Personal Services	<input type="checkbox"/>
If other, please specify:	<input type="checkbox"/>

ANNEXURE B: SECTION 10 PAIA GUIDE

PAIA grants a requester access to records of a private body if the record is required for the exercise or protection of any rights. Where a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of PAIA shall be made in accordance with the prescribed procedures at the rates provided.

The PAIA Guide is available on the Information Regulator's website.

The Information Regulator's contact details are:

- Physical Address: JD House, 27 Steimens Street, Braamfontein, Johannesburg.
- Postal Address: PO Box 31533, Braamfontein, Johannesburg, 2017.
- Email Address: infoereg@justice.gov.za

ANNEXURE C: STATUTORY RECORDS

The Group maintains statutory records and information in terms of the following legislation:

Administration of Estates Act	<input checked="" type="checkbox"/>
Arbitration Act	<input type="checkbox"/>
Auditing Professions Act	<input type="checkbox"/>
Basic Conditions of Employment Act	<input checked="" type="checkbox"/>
Closed Corporations Act	<input type="checkbox"/>
Collective Investment Schemes Control Act	<input checked="" type="checkbox"/>
Companies Act	<input checked="" type="checkbox"/>
Compensation of Occupational Injuries & Diseases Act	<input checked="" type="checkbox"/>
Consumer Protection Act	<input checked="" type="checkbox"/>
Copyright Act	<input type="checkbox"/>
Customs and Excise Act	<input type="checkbox"/>
Electronic Communications and Transactions Act	<input type="checkbox"/>
Employment Equity Act	<input checked="" type="checkbox"/>
Financial Advisory & Intermediary Services Act	<input checked="" type="checkbox"/>
Financial Institutions (Protection of Funds) Act	<input type="checkbox"/>
Financial Intelligence Centre Act	<input checked="" type="checkbox"/>
Friendly Societies Act	<input type="checkbox"/>
Income Tax Act	<input checked="" type="checkbox"/>
Insolvency Act	<input type="checkbox"/>
Labour Relations Act	<input checked="" type="checkbox"/>
Long-term Insurance Act	<input checked="" type="checkbox"/>
Medical Schemes Act	<input type="checkbox"/>
National Credit Act	<input type="checkbox"/>
Occupational Health and Safety Act	<input checked="" type="checkbox"/>
Patents Act	<input type="checkbox"/>
Pension Funds Act	<input checked="" type="checkbox"/>
Prevention of Organised Crime Act	<input checked="" type="checkbox"/>
Prevention and Combatting of Corrupt Activities Act	<input checked="" type="checkbox"/>
Promotion of Equality and Prevention of Unfair Discrimination Act	<input checked="" type="checkbox"/>
Protection of Constitutional Democracy against Terrorist and related Activities Act	<input checked="" type="checkbox"/>
Short-term Insurance Act	<input checked="" type="checkbox"/>
Skills Development Act	<input checked="" type="checkbox"/>
Trademarks Act	<input type="checkbox"/>
Unemployment Insurance Act	<input checked="" type="checkbox"/>
Value Added Tax Act	<input checked="" type="checkbox"/>

ANNEXURE D: AVAILABILITY OF RECORDS

The Group maintains the following categories of records and related subject matter. The status of the record's availability, the purpose for its processing and the relevant data subject category to whom the record relates are set out below:

Category:	Record:	Availability:	Purpose:	Data Subject:
Public Affairs	Public Product Information	Freely Available	Convey Public Information	Organisation
	Public Corporate Records	Freely Available	Convey Public Information	Organisation
	Media Releases	Freely Available	Convey Public Information	Organisation
	Published Newsletters	Freely Available	Convey Public Information	Organisation
	Magazine Articles	Freely Available	Convey Public Information	Organisation
Regulatory & Administrative	Permits, Licenses or Authorities	Freely Available	Statutory Requirement	Organisation
	Conflict of Interest Management Policy	Freely Available	Statutory Requirement	Organisation
	Complaints Policy	Freely Available	Statutory Requirement	Organisation
	FICA Internal Rules	PAIA Request	Statutory Requirement	Organisation
	Health & Safety Plan	PAIA Request	Statutory Requirement	Organisation
	Memorandum of Incorporation	PAIA Request	Statutory Requirement	Organisation
	Minutes of Board or Directors Meetings	PAIA Request	Statutory Requirement	Organisation
	Register of Members	PAIA Request	Statutory Requirement	Organisation
	Register of Board of Directors	PAIA Request	Statutory Requirement	Organisation
	Internal correspondence (e-mails/memos)	PAIA Request	Internal Communications	Employees
Insurance Policies held by organisation	PAIA Request	Risk Management	Organisation	
Human Resources	Employment Applications	PAIA Request	Internal Referencing	Employees
	Employment Contracts	PAIA Request	Contractual Agreement	Employees
	Personal Information of Employees	PAIA Request	Internal Referencing	Employees
	Employment Equity Plan	PAIA Request	Statutory Requirement	Organisation
	Medical Aid Records	PAIA Request	Internal Referencing	Employees
	Pension Fund Records	PAIA Request	Internal Referencing	Employees
	Disciplinary Records	PAIA Request	Statutory Requirement	Employees
	Performance Management Records	PAIA Request	Internal Referencing	Employees
	Salary Records	PAIA Request	Internal Referencing	Employees
	Employee Benefit Records	PAIA Request	Internal Referencing	Employees
	PAYE Records	PAIA Request	Statutory Requirement	Employees
	Seta Records	PAIA Request	Statutory Requirement	Employees
	Disciplinary Code	PAIA Request	Statutory Requirement	Organisation
	Leave Records	PAIA Request	Internal Referencing	Employees
	Training Records	PAIA Request	Internal Referencing	Employees
Training Manual	PAIA Request	Internal Referencing	Organisation	
Financial	Financial Statements	PAIA Request	Internal Referencing	Organisation
	Financial and Tax Records	PAIA Request	Statutory Requirement	Organisation
	Asset Register	PAIA Request	Internal Referencing	Organisation
	Management Accounts and Reports	PAIA Request	Internal Referencing	Organisation
	Vouchers, Cash Books and Ledgers	PAIA Request	Internal Referencing	Organisation
	Banking Records and Statements	PAIA Request	Internal Referencing	Organisation

	Electronic Banking Records	PAIA Request	Internal Referencing	Organisation
Marketing	Market Information	PAIA Request	Internal Referencing	Organisation
	Product Brochures	PAIA Request	Internal Referencing	Organisation
	Advertisements	PAIA Request	Internal Referencing	Organisation
	Field Records	PAIA Request	Internal Referencing	Organisation
	Performance Records	PAIA Request	Internal Referencing	Organisation
	Product / Service Sales Records	PAIA Request	Internal Referencing	Organisation
	Marketing Strategies	PAIA Request	Internal Referencing	Organisation
Client Customer	Customer / Client Database	PAIA Request	Internal Referencing	Customers
	Customer / Client agreements	PAIA Request	Internal Referencing	Customers
	Customer / Client Files	PAIA Request	Internal Referencing	Customers
	Customer / Client Instructions	PAIA Request	Internal Communications	Customers
	Customer / Client Correspondence	PAIA Request	External Communications	Customers
Third Party	Rental agreements	PAIA Request	Contractual Agreement	Third Party
	Franchise agreements	PAIA Request	Contractual Agreement	Third Party
	Non-disclosure agreements	PAIA Request	Risk Management	Third Party
	Letters of Intent	PAIA Request	Contractual Agreement	Third Party
	Supplier Contracts	PAIA Request	Contractual Agreement	Third Party

ANNEXURE E: REQUEST PROCEDURE

To facilitate the processing of your request, please complete and submit the form below to the e-mail address of the Information Officer or Deputy Information Officer indicated in Annexure A.

The Information Officer or Deputy Information Officer will notify the requester that a request for access has been received and that the prescribed fee (if any) is payable prior to processing the request. Please refer to Annexure F for a full breakdown of fees payable. Personal requesters will not be charged a request fee.

Once the request has been processed, the Information Officer or Deputy Information Officer will inform you of the outcome of your request and any additional fees that may be payable.

Note that PAIA provides a number of grounds on which a request for access to information must be refused. These grounds mainly comprise instances where:

- the privacy and interests of other individuals are protected,
- where such records are already otherwise publicly available,
- instances where public interest are not served,
- the mandatory protection of commercial information of a third party,
- the mandatory protection of certain confidential information of a third party.

When completing the form below please:

- indicate the identity of the person seeking access to the information,
- provide sufficient particulars to enable the Information Officer or Deputy Information Officer to identify the information requested,
- specify the format in which the information is required,
- indicate the contact details of the person requiring the information,
- indicate the right to be exercised and/or to be protected, and specify the reasons why the information required will enable the person to exercise and/or protect the right,
- where the person requesting the information wishes to be informed of the decision of the request in a particular manner, state the manner and particulars to be so informed,
- if the request for information is made on behalf of another person, submit proof that the person submitting the request has obtained the necessary authorisation to do so.

A. Particulars of Private Body	
The Head:	
Mr Peter Malcolm Smith	
Chief Executive Officer	
peters@hgroup.co.za	
B. Particulars of person requesting access to the record	
(i) The particulars of the person who requests access to the record must be recorded below.	
(ii) Furnish an address in the RSA to which information must be sent.	
(iii) Proof of the capacity in which the request is made, if applicable, must be attached.	
Full names & surname:	
Identity number:	
Postal address:	

Telephone number:	
Email address:	
Capacity:	
C. Particulars of person on whose behalf request is made	
This section must be completed <i>ONLY</i> if a request for information is made on behalf of another person.	
Full names & surname:	
Identity number:	
D. Particulars of Record	
(i) Provide full particulars of the record to which access is requested, including the reference number if that is known to you.	
(ii) If the provided space is inadequate, please continue on a separate page and attach to this form. Please sign any additional pages.	
Description of record:	
Reference number:	
Any further particulars:	
E. Fees	
(i) 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.	
(ii) You will be notified of the amount required to be paid as the request fee.	
(iii) 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.	
(iv) If you qualify for exemption from the payment of any fee, please state the reason therefor.	
Reason for exemption:	
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 hereunder, please state your disability and indicate in which form the record is required:	
Disability:	
Form in which required:	
Mark the appropriate box with an "X"	
(i) Your indication as to the required form of access depends on the form in which the record is available.	
(ii) Access in the form requested may be refused in certain circumstances. In such a case, you will be informed that access will be granted in another form.	
(iii) 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 the record consists of visual images:	
▪ view the images	
▪ copy of the images	
▪ transcription of the images	
3) If the record consists of recorded words or information which can be reproduced in sound:	
▪ listen to the soundtrack	
▪ transcription of the soundtrack	
4) If the record is held on computer or in an electronic or machine-readable form:	
▪ printed copy of record	

- copy in computer readable form

Please indicate the preferred method of delivery

- By hand
- Email
- Post

G. 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 additional pages.

Indicate which right is to be exercised or protected:

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

H. Notice of Decision Regarding the Request for Access

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

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

I. Signature

Signed at:

Date:

Signature of Requester/Person on whose behalf request is made:

ANNEXURE F: PRESCRIBED FEES

The following applies to requests (other than personal requests):

- a requester is required to pay a preliminary request fee before a request will be processed,
- if the preparation of the record requested requires more than the prescribed hours (six), an additional deposit shall be paid (of not more than one-third of the access fee which would be payable if the request was granted),
- a requester may lodge an application to a court against the render/payment of the request fee and/or deposit,
- records may be withheld until the fees have been paid,

No.	Description	Fee
1.	The fee for a copy of the manual as contemplated in regulation 9(2)(c), for every photocopy of an A4-size page or part thereof	R1.10
2.	The fees for reproduction referred to in regulation 11(1) are as follows:	-
	a) for every photocopy of an A4 size page or part thereof	R1.10
	b) for every printed copy of an A4 size page or part thereof held on a computer or in electronic readable form	R0.75
	c) for a copy in a computer-readable form on stiffer disc	R7.50
	d) for a copy in a computer-readable form on compact disc	R70.00
	e) for a transcription of visual images, for an A4 size page or part thereof	R40.00
	f) for a copy of a visual image	R60.00
	g) for a transcription of an audio record	R20.00
	h) for a copy of an audio record	R30.00
3.	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	R50.00
4.	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(3):	-
	a) for every photocopy of an A4 size page or part thereof	R1.10
	b) for a printed copy of an A4 size page or part thereof held on a computer or in electronic readable form	R0.75
	c) for a copy in a computer readable form on compact disc	R70.00
	d) for a transcription of visual images, for an A4 size page or part thereof	R40.00
	e) for a copy of a visual image	R60.00
	f) for a transcription of an audio record, for A4 size page or part thereof	R20.00
	g) for a copy of an audio record	R30.00
5.	The actual postage fee is payable when a copy of a record must be posted to a requester	-
6.	For purpose of section 54(2) of the Act, the following applies:	-
	a) six hours as the hours to be exceeded before a deposit is payable	-
	b) one- third of the access fee is payable as a deposit by the requester	-

ANNEXURE G: DEPUTY INFORMATION OFFICER APPOINTMENT

In terms of the Promotion of Access to Information Act, the head of a private body is the designated Information Officer for that private body. The Information Officer may delegate any power or duty conferred or imposed in terms of PAIA to another person appointed as the Information Officer, together with any Deputy Information Officers.

The Group has appointed an Information Officer and a Deputy Information Officer to facilitate any requests to access records held by the Group. This delegation does not prohibit the person who made the delegation from exercising the power concerned or performing the duty concerned himself/herself. The delegation may at any time be withdrawn or amended in writing by the person who made the delegation.

The Information Officer and the Deputy Information Officer need not have any specific qualifications but must have a thorough knowledge of the Group's functional departments and business processes.

The Information Officer and the Deputy Information Officer have the authority to approach all staff members of the Group and to request all records held by the Group. Where a manager is of the opinion that access to a record should not be granted to the Information Officer or the Deputy Information Officer, reasons for this decision must be given to the head of the organisation who will make a final decision on the matter.

The Information Officer, together with the Deputy Information Officer, is responsible for:

- publishing and proper communication of the manual i.e. creating policy awareness,
- the facilitation of any request for access,
- providing adequate notice and feedback to the requester,
- determining whether to grant a request for access to a complete/full record or only part of a record,
- ensuring that access to a record, where so granted, is provided timeously and in the correct format,
- reviewing the policy for accuracy and communicating any amendments.

As the Head of the Group, I Peter Malcolm Smith hereby
 appoint Robert James Pool as the
 Group's Information Officer and Dorothea Lynette Humphries
 as the Group's Deputy Information Officer.



 Head: Signature

31 January 2022

 Date



 Information Officer: Signature

31 January 2022

 Date



 Deputy Information Officer: Signature

31 January 2022

 Date