PAIA MANUAL

DATAEQ (PTY) LTD

DATAEQ CONSULTING (PTY) LTD

DATAEQ SOLUTIONS (PTY) LTD

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

DataEQ (Pty) Ltd	Reg. no. 2011/000295/07
DataEQ Consulting (Pty) Ltd	Reg. no. 2015/239183/07
DataEQ Solutions (Pty) Ltd	Reg. no. 2024/681017/07
Date of compilation:	30 October 2026
Date of revision:	Not yet revised

This Manual constitutes the PAIA manual of each of the DataEQ Companies (as defined below) for purposes of section 51 of PAIA. Although consolidated into a single document for administrative convenience, each DataEQ Company remains a separate juristic person and private body under PAIA, individually responsible for compliance with its statutory obligations.

TABLE OF CONTENTS

1. **Interpretation**
2. **Purpose of manual**
3. **Availability of manual**
4. **Key contact details for access to information**
5. **Guidance on how to use PAIA**
6. **Records automatically available without a request**
7. **Schedule of records held by the DataEQ Companies**
8. **Records held in accordance with other legislation**
9. **Processing of personal information**
10. **How to request access to a record**

11. Payment of fees
12. Fees
13. Applicable time periods
14. Outcome of request
15. Grounds for refusal of access
16. Remedies for refusal
17. Updating of this manual
A. Annexure A: PAIA Form 2 - Request for access
B. Annexure B: POPIA Form 1 and Form 2
C. Annexure C: PAIA Form 3 - Outcome and fees

1. INTERPRETATION

1.1. Headings are for convenience only and do not affect the interpretation of this Manual, unless the context requires otherwise.

1.2. Words in the singular include the plural and vice versa; references to persons include natural and juristic persons, where appropriate; and references to any gender include all genders.

1.3. The following expressions have the meanings assigned to them below, unless the context indicates otherwise:

EXPRESSION	MEANING
DataEQ	Collectively, DataEQ (Pty) Ltd (registration number 2011/000295/07), DataEQ Consulting (Pty) Ltd (registration number 2015/239183/07) and DataEQ Solutions (Pty) Ltd (registration number 2024/681017/07), each a private company incorporated in South Africa (collectively, the "**DataEQ Companies**" and individually, a "**DataEQ Company**"). Unless the context indicates otherwise, references to DataEQ shall be construed as references to the relevant DataEQ Company or Companies, as applicable.
Information Officer	Nicholas James Ray, the Information Officer of each DataEQ Company for purposes of PAIA and POPIA, whose contact particulars are set out in paragraph 4.
Manual	This PAIA manual, including its annexures, as revised from time to time under section 51 of PAIA.

PAIA	Promotion of Access to Information Act 2 of 2000, as amended, and applicable regulations.
POPIA	Protection of Personal Information Act 4 of 2013, as amended, and applicable regulations.
Regulator	The Information Regulator (South Africa) established in accordance with section 39 of POPIA.
Republic	The Republic of South Africa.

1.4. Each DataEQ Company is a separate private body for purposes of PAIA. This Manual applies to each DataEQ Company individually, and references to records held, personal information processed, rights exercised or obligations imposed shall be construed accordingly.

2. PURPOSE OF MANUAL

2.1. This Manual is published under section 51 of PAIA and serves as a consolidated guide to persons seeking access to records held by or under the control of any of the DataEQ Companies. It has been prepared and made available by each DataEQ Company for purposes of complying with its individual obligations under PAIA.

2.2. In particular, this Manual identifies the categories of records held by DataEQ, those available automatically and those held under other legislation; provides the contact particulars of the Information Officer; explains access request procedures and remedies; and describes the purposes, categories, recipients, possible cross-border transfers and safeguards relating to the processing of personal information.

2.3. A record category appearing in this Manual does not imply that access will necessarily be granted. Requests remain subject to PAIA, other applicable law, third-party rights and lawful grounds for refusal.

3. AVAILABILITY OF MANUAL

3.1. Once approved, a copy of this Manual will be available on the DataEQ website at https://dataeq.com, at the principal place of business of each DataEQ Company for inspection during ordinary business hours, to any person on request, and to the Regulator on request.

3.2. Inspection of this Manual is free of charge. Any prescribed fee for copies will be subject to the PAIA Regulations and applicable exemptions.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF DATAEQ COMPANIES

4.1. Information Officer

PARTICULAR	DETAIL
Name	Nicholas James Ray
Designation	Chief Executive Officer / Information Officer of each DataEQ Company
Telephone	None
Email	privacy@dataeq.com
Fax	None

4.2. Deputy Information Officer

4.2.1. No Deputy Information Officer is presently identified in this Manual for any of the DataEQ Companies. Any Deputy Information Officer appointed by a DataEQ Company will be identified in an updated version of this Manual.

4.3. Common PAIA contact details and office address

PARTICULAR	DETAIL
Common physical and PAIA inspection address	Workshop 17, Snakepit Building, 146 Campground Road, Newlands, Cape Town, Western Cape, 7780, South Africa
Postal address	Workshop 17, Snakepit Building, 146 Campground Road, Newlands, Cape Town, Western Cape, 7780, South Africa
Telephone	None
PAIA / general email	privacy@dataeq.com
Website	https://dataeq.com

5. GUIDANCE ON HOW TO USE PAIA

5.1. The Regulator has published the Guide contemplated by section 10(1) of PAIA to assist persons wishing to exercise rights under PAIA and POPIA.

5.2. The Guide describes PAIA and POPIA, the manner and forms for access requests to private bodies, the assistance available from Information Officers and the Regulator, fees, the preparation and availability of manuals, and the statutory complaints and court procedures.

5.3. The Guide is available from https://inforegulator.org.za/paia/ or through the Information Officer. A copy may be inspected at the DataEQ office during ordinary working hours. Copies are available in English or Afrikaans.

6. RECORDS AUTOMATICALLY AVAILABLE WITHOUT A REQUEST

6.1. Publicly released material can normally be accessed without submitting PAIA Form 2, to the extent actually published. This includes:

RECORD CLASS	DESCRIPTION / LOCATION
Corporate information	Published company description, business address and contact details on https://dataeq.com
Products and services	Publicly available descriptions of DataEQ technology, services and solutions.
Published communications	Public articles, reports, thought-leadership, media releases and resources released for public consumption.
This Manual	The approved PAIA Manual, following publication on the DataEQ website.

6.2. No statement in this paragraph constitutes a representation that unpublished materials are voluntarily available under section 52 of PAIA.

7. SCHEDULE OF RECORDS HELD BY DATAEQ

7.1. The following subjects and categories broadly describe records which may be held by one or more of the DataEQ Companies in the course of their respective businesses. Not every DataEQ Company necessarily holds records in respect of every category listed below. This schedule is illustrative; access to a specific record remains subject to the provisions of PAIA, including applicable grounds for refusal.

CATEGORY	RECORDS (ILLUSTRATIVE)
Personnel records	Information provided by employees, directors, applicants and contractors; employment and consultancy contracts; job applications, evaluations, training, remuneration, leave and benefits; third-party information and correspondence.
Client-related records	Client contracts, correspondence, proposals and statements of work; research and analytics deliverables; platform and operational reports; records supplied by clients or their authorised service providers.
Corporate and governance	Memorandum of incorporation, company and securities registers, board and shareholder resolutions, minutes, policies and internal compliance records.
Financial and tax records	Financial statements, accounting and banking records, invoices, budget and management accounts, tax records and intercompany/transfer-pricing records.
Software, research and intellectual property	Software design and development records, specifications, product documentation, rights, licensing arrangements, research data and technology support material.
Data and operational records	Customer-experience and social-conversation datasets; structured/anonymised annotations; platform data, analysis, security and quality control records, subject to contractual,



	intellectual property and data protection requirements.
Suppliers and other parties	Supplier and contractor records; procurement, onboarding and due diligence materials; records pertaining to group entities, service providers, clients and external advisers; correspondence and contract records.
Compliance and correspondence	PAIA and POPIA records; policies, privacy requests, incident management, regulatory interactions and internal correspondence.

7.2. "Personnel" includes persons employed or engaged by or for DataEQ, whether permanently, temporarily or as contractors. "Client" includes juristic and natural persons to whom services are provided. DataEQ may hold third-party records and third parties may hold records relating to DataEQ.

7.3. Records containing third-party confidential or personal information are assessed under the applicable PAIA protections and any required third-party consultation procedure. No third-party payment is automatically required beyond fees lawfully prescribed by PAIA. Where a record relates to another DataEQ Company, access to that record shall be considered by reference to the DataEQ Company which holds or controls it.

8. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION

8.1. Subject to applicability and amendments, each DataEQ Company holds or maintains records in accordance with legislation applicable to its respective business and operations, which may include the following:

SUBJECT	LEGISLATION
Corporate and governance	Companies Act 71 of 2008.
Access to information and privacy	Promotion of Access to Information Act 2 of 2000; Protection of Personal Information Act 4 of 2013.

Employment and labour	Basic Conditions of Employment Act 75 of 1997; Labour Relations Act 66 of 1995; Employment Equity Act 55 of 1998; Skills Development Act 97 of 1998; Skills Development Levies Act 9 of 1999; Occupational Health and Safety Act 85 of 1993; Compensation for Occupational Injuries and Diseases Act 130 of 1993; Unemployment Insurance Act 63 of 2001; Unemployment Insurance Contributions Act 4 of 2002; Protected Disclosures Act 26 of 2000; Broad-Based Black Economic Empowerment Act 53 of 2003, as applicable.
Tax and accounting	Income Tax Act 58 of 1962; Tax Administration Act 28 of 2011; Value-Added Tax Act 89 of 1991.
Intellectual property and technology	Copyright Act 98 of 1978; Electronic Communications and Transactions Act 25 of 2002.
Commercial conduct and crime	Consumer Protection Act 68 of 2008, where applicable; Prevention of Organised Crime Act 121 of 1998; Prevention and Combating of Corrupt Activities Act 12 of 2004.
Cross-border transactions and other regulated activities	Currencies and Exchanges Act 9 of 1933 and applicable exchange-control regulations where relevant.

8.2. Legislation listed here is not a blanket statement that every statute regulates every DataEQ business activity. Records remain accessible only on the terms, and subject to restrictions, of applicable law.

9. PROCESSING OF PERSONAL INFORMATION

9.1. POPIA and DataEQ's activities

9.1.1. Each DataEQ Company processes personal information to the extent required for its respective legitimate business, operational, group and

statutory purposes, subject to POPIA and any applicable privacy notices, contracts and other data protection requirements.

9.1.2. The DataEQ Company responsible for providing services to a particular customer will be the entity identified in the applicable customer agreement. In providing those services, the relevant DataEQ Company generally acts as an operator under POPIA to the extent that it processes personal information on the customer's instructions, with the customer acting as the responsible party and determining the purposes and lawful basis for such processing. Each DataEQ Company may also act as a responsible party in respect of personal information processed for its own business, employment, administrative and statutory purposes

9.2. **Purposes of processing**

9.2.1. Purposes may include: (a) developing, licensing, maintaining and securing software, analytical tools and related intellectual property; (b) structuring, annotating, evaluating and reporting on online conversations and customer-experience information, including public content and client-supplied information; (c) research, reporting, service delivery, quality assurance and customer support; (d) client, partner, supplier and intra-group administration; (e) staff, contractor and recruitment administration; (f) accounting, tax, statutory reporting, compliance and record-keeping; and (g) communication, legitimate business development and information security.

9.3. **Categories of data subjects and personal information**

DATA SUBJECT CATEGORY	PERSONAL INFORMATION / RECORD TYPE
Employees, applicants and contractors	Names, contact and identity particulars; recruitment and qualification information; contracts, payroll, employment, leave, benefits and performance records.
Clients, suppliers and their representatives	Contact details, role, employer, correspondence, account, transactional and contractual details.
Directors, shareholders and representatives	Identity and contact details; roles, statutory registers and corporate ownership particulars.



Technology and platform users	Usernames, account credentials and identifiers (where held), technical and usage records, communications and support requests.
Authors and individuals referenced in analytics data	Names, social media handles and other online identifiers; email addresses, telephone numbers, physical addresses and identity or passport numbers (where applicable); content of customer support tickets, direct messages, social media mentions and other communications; and associated contextual metadata, classifications and sentiment information. Depending on the source and content, such records may include special personal information.
Other third parties	Information reasonably required for compliance, administration, contracts or legal proceedings.

9.4. **Recipients or categories of recipients**

9.4.1. Depending on purpose and lawful basis, information may be supplied to authorised DataEQ group entities; contracting clients; cloud hosting and technology suppliers; employee benefits, payroll and recruitment service providers; research and analytics collaborators; financial institutions, professional advisers and auditors; relevant regulators or public authorities; and other authorised service providers.

9.4.2. Recipient access is subject to applicable law and contractual or confidentiality safeguards. DataEQ may disclose information where law requires or permits disclosure, including for proceedings or the exercise or protection of lawful rights.

9.5. **Transborder flows of personal information**

9.5.1. The DataEQ Companies operate using shared technology infrastructure, which involves the hosting, processing, storage and transfer of personal information outside South Africa. The DataEQ platform is primarily hosted on Google Cloud in Frankfurt, Germany, with secondary redundancy provided through Microsoft



Azure within the European Union. Database and processing services are hosted by Hetzner in Germany and Finland, while encrypted backups are maintained using Google Cloud and Backblaze, including Backblaze storage in Amsterdam, Netherlands, and secondary storage in the United States. AI-related processing may involve OpenAI in the United States and Google Gemini in Belgium.

9.5.2. Depending on the nature of the relevant services and information processed, such transfers may include names, social media identifiers, contact and identity particulars, and the content of communications, including customer support tickets, direct messages and social media mentions.

9.5.3. All international transfers and processing arrangements are subject to applicable contractual obligations and data protection requirements, including section 72 of POPIA where applicable, and appropriate technical and organisational safeguards designed to protect the confidentiality, integrity and availability of personal information.

9.6. **Information security measures**

9.6.1. DataEQ is required under POPIA to establish and maintain appropriate, reasonable technical and organisational measures to prevent loss of, damage to, unauthorised destruction of or unlawful access to personal information. Measures must be proportionate to its processing operations and risks.

9.6.2. The DataEQ Companies employ shared technical and organisational security measures, including encryption of personal information in transit and at rest, segregation of customer information, and access controls restricting access to authorised personnel. Personal information contained in private messages is masked from DataEQ personnel upon ingestion into its systems, while remaining accessible to the relevant customer. The DataEQ Companies further restrict the processing of personal information to what is necessary for the provision of services under the applicable customer agreements.

9.7. Where the statutory threshold for notifying a security compromise is met, the relevant DataEQ Company, in its capacity as responsible party, will comply with



section 22 of POPIA, including notification to the Regulator and affected data subjects as required and subject to applicable lawful exceptions.

10. HOW TO REQUEST ACCESS TO A RECORD

10.1. A person requesting a record under PAIA must complete the prescribed PAIA Form 2 (Annexure A), and send the completed form and required supporting documents to the Information Officer using the common contact details in paragraph 4. The requester should, where known, identify the DataEQ Company to which the request relates. Where this is not known, the Information Officer will assist in identifying the relevant DataEQ Company. The latest prescribed form may also be obtained from the Regulator at https://inforegulator.org.za/paia/.

10.2. A requester must adequately identify themselves, the requested record, the preferred form of access, the right to be exercised or protected, and why the requested record is required for that purpose. A requester acting for another person must provide satisfactory evidence of authority.

10.3. Where relevant, POPIA Form 1 may be used to object to processing, and POPIA Form 2 to seek correction or deletion, as reproduced in Annexure B. A request for information about the requester's own personal information under POPIA is distinct from a PAIA request and the relevant statutory requirements and fee rules will apply.

10.4. The Information Officer will determine each request on behalf of the relevant DataEQ Company in accordance with PAIA, including sections 50 to 70, and will notify and consult affected third parties when PAIA requires it.

11. PAYMENT OF FEES

11.1. PAIA provides for a prescribed request fee (not payable by a qualifying personal requester) and access fees when access is granted, subject to statutory fee exemptions.

11.2. The Information Officer may give notice requiring payment of an applicable request fee before processing the request further. The access fee may include the reasonable costs of reproduction, searching and preparation, and transmission, as prescribed.

11.3. Where the search and preparation exceeds the prescribed time threshold, DataEQ may request the permitted deposit towards the anticipated access fee. The record may be withheld until the relevant prescribed fee is paid, subject to the requester's statutory rights.

11.4. Under POPIA, a data subject may obtain confirmation, free of charge, whether the relevant DataEQ Company holds personal information about that data subject. Any charge for a record or description must be dealt with in accordance with POPIA, including prior notification of the prescribed fee where relevant.

12. FEES

12.1. Subject to amendments and exemptions, the following reflects the Information Regulator's published private-body fee schedule:

ITEM	DESCRIPTION	PRESCRIBED AMOUNT
1	Request fee (excluding a personal requester)	R140
2	Photocopy / printed black-and-white A4 page or part	R2 per page
3	Printed A4 page or part	R2 per page
4	Computer-readable copy on requester-provided flash drive; requester-provided CD; CD provided by the body	R40; R40; R60
5–6	Transcription / copy of visual images	Outsourced quotation
7	Transcription of audio record, A4 page or part	R24 per page
8	Audio record on requester-provided flash drive; requester-provided CD; CD supplied by the body	R40; R40; R60
9	Search and preparation for disclosure, per hour or part after first hour; maximum	R145 per hour; R435 cap

10	Deposit if search exceeds six hours	One third of relevant amount, as prescribed
11	Postage / email / electronic transfer	Actual expense, if any

12.2. If the prescribed fees change, the rates in force under applicable regulations supersede the figures in this Manual. The Information Officer will notify the requester of applicable amounts using the prescribed outcome-and-fee notice (Form 3).

13. APPLICABLE TIME PERIODS

13.1. Subject to applicable provisions of PAIA, DataEQ will decide the request and notify the requester within 30 days of receipt.

13.2. The initial period may be extended for no more than a further 30 days in the circumstances permitted by section 57 of PAIA, including the volume or location of records, subject to the requisite notice to the requester.

14. OUTCOME OF THE REQUEST

14.1. DataEQ will communicate the outcome, including the form of permitted access and prescribed fees, using the applicable notice. If access is refused, the notice will state adequate reasons, the provisions relied upon and the relevant complaint and court remedies.

14.2. The prescribed PAIA Form 3 is reproduced in Annexure C as an editable administrative form. The correct current fee schedule in paragraph 12 must be used where any pre-printed historic example differs.

15. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

15.1. In accordance with PAIA, access may be required to be refused or may be refused on grounds including: protection of the privacy of third persons; commercial information of third persons; third-party confidential information; safety of individuals and property; legally privileged information; DataEQ's commercial information or activities; and certain research information.



15.2. A partial disclosure may be made where a non-exempt part of a record can reasonably be severed, and the public-interest override in section 70 of PAIA applies where its conditions are satisfied.

15.3. Requests are assessed case by case. A confidentiality label, without more, does not itself override a statutory right of access.

16. REMEDIES FOR REFUSAL

16.1. There is no ordinary PAIA internal appeal procedure against a decision of the head of a private body such as DataEQ. A requester aggrieved by a refusal or by certain decisions on fees, extension of time or form of access may lodge a complaint with the Information Regulator within 180 days, subject to the statutory conditions and any condonation of late submission.

16.2. A complaint is generally made in writing using prescribed PAIA Form 5 (available from https://inforegulator.org.za/paia/). A dissatisfied requester may approach a court for appropriate relief subject to the requirements of section 78 of PAIA, including exhaustion of the Regulator complaints process where applicable and the statutory time limits.

17. UPDATING OF THIS MANUAL

17.1. The Information Officer will review and update this Manual periodically and upon material changes to the company particulars, operations, processing activities or applicable law affecting any of the DataEQ Companies.

Issued and approved for and on behalf of each of:

DataEQ (Pty) Ltd

DataEQ Consulting (Pty) Ltd

DataEQ Solutions (Pty) Ltd



Nicholas James Ray
Chief Executive Officer and Information Officer
Date of approval: [TO BE COMPLETED] 16 / 11 / 2026

ANNEXURE A PRESCRIBED PAIA FORM 2

REQUEST FOR ACCESS TO RECORD | Regulation 7

Attach proof of identity. Where the request is made on behalf of another person, attach proof of authorisation. Additional signed pages may be attached if space is insufficient.

PARTICULAR	DETAILS
To	The Information Officer, DataEQ Companies
DataEQ Company to which request relates	☐ DataEQ (Pty) Ltd ☐ DataEQ Consulting (Pty) Ltd ☐ DataEQ Solutions (Pty) Ltd ☐ Not known
Physical address	Workshop 17, Snakepit Building, 146 Campground Road, Newlands, 7780
Email address	privacy@dataeq.com
Fax	None
Request type	☐ Request on my own behalf ☐ Request for another person

A1 PERSONAL INFORMATION OF REQUESTER

PARTICULAR	DETAILS
Full names	
Identity / registration number	
Capacity (if acting for another)	
Postal address	
Physical address	
Email	
Telephone / mobile	

A2 PERSON ON WHOSE BEHALF REQUEST IS MADE (IF APPLICABLE)

PARTICULAR	DETAILS
Full names	
Identity / registration number	
Postal and physical addresses	
Email	
Telephone / mobile	

A3 PARTICULARS OF RECORD REQUESTED

PARTICULAR	DETAILS
Description of requested record	
Reference number, if known	
Further particulars	

A4 TYPE OF RECORD AND FORM OF ACCESS

SELECT	RECORD / ACCESS TYPE
☐	Written or printed record
☐	Virtual images / photographs / video / drawings
☐	Audio record / recorded words
☐	Electronic or machine-readable record
☐	Printed copy / transcription
☐	Flash drive / CD / cloud file transfer



A5 PREFERRED MANNER OF ACCESS

SELECT	MANNER
☐	Inspection at office
☐	Post to postal address
☐	Courier to street address
☐	Email
☐	Cloud share / file transfer

PARTICULAR	DETAILS
Preferred language	
Right to be exercised or protected	
Why record is required to exercise or protect that right	
Fee exemption claimed, if any	
Preferred notification method	☐ Email ☐ Postal address ☐ Other: _____

Signed at _____ on _____ 20___

_____

Signature of requester / authorised representative

A6 FOR OFFICIAL USE

PARTICULAR	DETAILS
Reference number	
Received by	



Date received	
Access fee and deposit (if applicable)	
Information Officer signature	

ANNEXURE B PRESCRIBED POPIA FORMS

B1 FORM 1 – OBJECTION TO PROCESSING (SECTION 11(3); REGULATION 2(1))

Attach supporting affidavits or documentary evidence. If there is insufficient space, use a signed annexure.

PARTICULAR	DETAILS
Reference number	
DATA SUBJECT: Name and surname	
Residential / postal / business address	
Telephone / mobile and email	
RESPONSIBLE PARTY (juristic person)	[SELECT RELEVANT ENTITY: DataEQ (Pty) Ltd / DataEQ Consulting (Pty) Ltd / DataEQ Solutions (Pty) Ltd]
Responsible party address	Workshop 17, Snakepit Building, 146 Campground Road, Newlands, 7780
Responsible party telephone / email	None / privacy@dataeq.com
Reasons for objection	

Signed at _____ on _____ 20___

_____

Signature of data subject

B2 FORM 2 – REQUEST FOR CORRECTION OR DELETION (SECTION 24(1); REGULATION 3(2))

Attach any supporting affidavit or documentary evidence. Additional signed pages may be used.

SELECT	REQUEST
☐	Correction or deletion of personal information about the data subject in the possession or control of the relevant DataEQ Company.
☐	Destruction or deletion of a record of personal information where the relevant DataEQ Company is no longer authorised to retain it.

PARTICULAR	DETAILS
Reference number	
DataEQ Company responding	☐ DataEQ (Pty) Ltd ☐ DataEQ Consulting (Pty) Ltd ☐ DataEQ Solutions (Pty) Ltd
DATA SUBJECT: Surname and full names	
Identity / registration number	
Residential / postal / business address	
Contact numbers and email	
RESPONSIBLE PARTY	[SELECT RELEVANT ENTITY: DataEQ (Pty) Ltd / DataEQ Consulting (Pty) Ltd / DataEQ Solutions (Pty) Ltd]
Responsible party business address	Workshop 17, Snakepit Building, 146 Campground Road, Newlands, 7780
Telephone / email	None / privacy@dataeq.com
Reasons for correction / deletion / destruction	

Signed at _____ on _____ 20___

_____

Signature of data subject

ANNEXURE C PRESCRIBED PAIA FORM 3

OUTCOME OF REQUEST AND OF FEES PAYABLE | Regulation 8

Use the reference number below in all correspondence. If access is granted, a deposit or outstanding access fee may be payable before records are released, as prescribed.

PARTICULAR	DETAILS
Reference number	
To requester	
Request dated	
Record(s) requested	

C1 FORM AND MANNER OF ACCESS

SELECT	FORM / MANNER
☐	Personal inspection (free of inspection charge; copying costs may apply)
☐	Printed copies / transcripts
☐	Copy on flash drive or CD
☐	Email / cloud share or file transfer
☐	Postal / courier delivery

PARTICULAR	DETAILS
Preferred language	

C2 DECISION

SELECT	DECISION
☐	Approved – access granted subject to any applicable statutory fees.
☐	Refused – reasons and PAIA provisions relied upon must be provided below.

PARTICULAR	DETAILS
Reasons (if refused)	
Complaint / review information	A requester aggrieved by a decision of a private body may complain to the Information Regulator under section 77A of PAIA (generally within 180 days) and may seek court relief where PAIA permits.

C3 FEES AND DEPOSIT

Complete using the fee rates prescribed when the request is processed; the schedule in paragraph 12 is reproduced here for administrative convenience.

ITEM	BASIS	RATE	TOTAL
Request fee	Non-personal request	R140	R _____
Printed A4 pages	_____ pages	R2/page	R _____
Electronic record copy	Flash/CD (as applicable)	R40/R60	R _____
Visual image services	Quoted cost	Actual quote	R _____
Audio transcription	_____ pages	R24/page	R _____
Search/preparation	_____ hours after first; maximum R435	R145/hour	R _____
Delivery	Actual expense	Actual	R _____



TOTAL			R _____

PARTICULAR	DETAILS
Deposit payable?	☐ Yes ☐ No
Amount / calculation	
Payment particulars	[INSERT VERIFIED PAYMENT INSTRUCTIONS ONLY WHEN FEE IS ACTUALLY PAYABLE]
Date and place	
Signature of Information Officer	

The request and access fee amounts must be checked against the latest Information Regulator schedule before this form is issued.