

Privacy policies & Cookies

Latest Version: October 2023

Client data protection policy

This Client Data Protection policy ("**Policy**") applies to personal information about you, any of your employees, officers, directors, agents, contractors or consultants or any of your customers, suppliers or any other relevant individual that you engage with in the ordinary course of business ("**Client Business Personnel**") held by MJSC and, to the extent that the Data Protection Legislation applies to the processing of such information, held by other members of the MJSC Group. For all intended purposes, the Group hereto refers to any and all business operations being conducted within South Africa, United Kingdom, Europe and Africa in terms of our overseas offices.

In this Policy:

"**Data Protection Legislation**" means all applicable legislation relating to privacy or data protection in force from time to time, including any statute or statutory provision which amends, extends, implements, consolidates or replaces the same, and in particular to the extent applicable and without limitation the EU General Data Protection Regulation 2016/679 ("**GDPR**"), the GDPR as it forms part of the domestic law of the United Kingdom by virtue of the European Union (Withdrawal) Act 2018, the Data Protection Act 2018 and the South African Protection of Personal Information Act, 2013 ("**PoPIA**"). The terms "personal data", "controller", and "process" (and its derivatives) shall have the meanings given to them in the Data Protection Legislation.

"**MJSC Group**" means MJSC (Pty) Ltd and MJSC Pro Ltd and other partnerships, corporations and undertakings which are authorised to carry the name "MJSC"; and a "member of the MJSC Group" has a corresponding meaning.

Using your information

We may collect and process information relating to you and your Client Business Personnel to provide our services to you. We shall process any information we collect in accordance with Data Protection Legislation and the provisions of this Policy.

Your Information

The information referred to above includes personal data, which means information that can be used to identify a natural person, including (but not limited to) the following types of personal information:

- contact information, such as an individual's home or work address and contact details (including mobile telephone number);
- date of birth, marital/civil partnership status, details of dependants and next of kin;
- financial information (including bank details, tax rates and information in relation to investments);
- employment status;
- information about an individual's professional qualifications;
- pay records and national insurance number or identification number;

- other information about an individual that you or they disclose to us when communicating with us;
- details of any complaints or concerns raised by you or them;
- information we obtain from the instructions you give to us;
- information we collect when you and your Client Business Personnel communicate with us or any other time you or they contact us; and
- information we obtain from third parties, such as information that we obtain when verifying details supplied by you. This information obtained from other third-party organisations may include fraud prevention agencies and information which is collected from publicly available sources.

Some of the information that we collect about you and your Client Business Personnel may include special categories of personal data (such as information about racial or ethnic origin, criminal or alleged criminal offences or health and lifestyle). We will usually seek separate permission from you or them in writing to process these special categories of personal data.

If you fail to provide us with this information, or you or your Client Business Personnel object to us processing such information ((see "**General Rights**") for more information about your rights in relation to your information) the consequences are that we may be prevented from providing our services to you or continuing to manage your matter(s) with us.

Our use of your information

We may collect, record and use information about you and your Client Business Personnel, and the services we provide to you, in physical and electronic form and will hold, use and otherwise process the data in accordance with the Data Protection Legislation and as set out in this Policy. This may include sharing this information with third parties and transferring it abroad or across borders. More information about sharing and transferring such information is set out below.

We may process any information we hold about you and your Client Business Personnel for several business purposes. Examples of the types of uses of such information are set out below:

- to provide our services to you;
- to administer and operate your client account(s) and matters;
- to monitor and analyse the conduct of your client account(s) and matters;
- to assess any billing matters or credit decisions;
- to enable us to carry out statistical and other analysis and to meet our legal or regulatory obligations;
- for our reasonable commercial purposes (including in connection with our insurance, quality control and administration and assisting us to develop new and improved services);
- to confirm your or their identity and carry out background checks, including as part of our checks in relation to anti-money laundering, compliance screening and to prevent fraud and other crimes;
- to follow up with you or them after you request information to see if we can provide any further assistance;
- to comply with any requirement of applicable laws or regulations;
- to fulfil our obligations under any reporting agreement entered into with any tax authority or revenue service(s) from time to time;

- to check your instructions to us;
- to circulate attendee lists to other attendees of our events;
- to monitor, record and analyse any communications between you or them and us, including phone calls to analyse, assess and improve our services to you, as well as for training and quality purposes;
- to prevent or detect abuse of our services or any of our rights (and attempts to do so), and to enforce or apply this Policy and/or any other agreement and to protect our (or others') property or rights;
- in the context of a sale or potential sale of a relevant part of our business, subject always to confidentiality obligations;
- if instructed to do so by you or them or where you or they give us consent to the use and/or processing involved; and
- to bring to your or their attention (in person or by post, email or telephone) information about additional services offered by us and/or the MJSC Group, which may be of interest to you or them, unless you or they indicate at any time that you or they do not wish us to do so.

Lawful grounds for using your information

We have described the purposes for which we may use information about you and your Client Business Personnel. We are permitted to process such information in this way, in compliance with the Data Protection Legislation, by relying on one or more of the following lawful grounds:

- you or they have explicitly agreed to us processing such information for a specific reason;
- the processing is necessary to perform the agreement we have with you or them or to take steps to enter into an agreement with you or them;
- the processing is necessary for compliance with a legal obligation we have; or
- the processing is necessary for the purposes of a legitimate interest pursued by us, which might be:
 - (i) to ensure that our matters are well-managed;
 - (ii) to prevent fraud;
 - (iii) to protect our business interests;
 - (iv) to ensure that complaints are investigated;
 - (v) to evaluate, develop or improve our services; or
 - (vi) to keep our clients informed about relevant services.

In relation to any processing of special categories of personal data, we will generally rely on obtaining specific consent to process such information, although it may be necessary for us to use certain information to comply with our legal obligations as a regulated entity (such as in relation to an alleged offence). Where you or your Client Business Personnel have consented to our processing of such information (including special categories of personal data) you or they may withdraw such consent at any time, by contacting us using the contact details set out in "**Contacting Us**" below.

Please note, however, that in certain circumstances it may be still lawful for us to continue processing this information even where consent has been withdrawn, if one of the other legal bases described above is applicable.

Automated processing

We do not carry out automated decision-making or profiling in relation to our clients.

Information sharing

Sharing your information with others

We keep all client information confidential. However, to be able to service our clients' needs to the best of our ability, we may share any information you provide to us with the MJSC Group entities and their support service or data providers, wherever located.

We may also provide third party service providers access to client information where they support or provide services to us. We will ensure that if we share information with, or provide access to, third party service providers, any such disclosure or access is at all times in compliance with Data Protection Legislation under agreement and for operational purposes only.

If you or your Client Business Personnel have provided information to MJSC Group entities those entities may also share that information with us.

The recipients, or categories of recipients, of your information, or information relating to your Client Business Personnel, may be:

- any revenue service or tax authority, including HMRC or SARS (respective country financial institutions), if obliged to do so under applicable regulations, we may also have to report your account(s) to the necessary tax authorities;
- your other advisers (including, but not limited to, accountants or other professional advisers) where authorised to do so by you;
- UK, EU, South Africa and overseas regulators, courts and authorities in connection with their duties (such as crime prevention);
- fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. We and fraud prevention agencies may also enable law enforcement agencies to access and use your information to detect, investigate and prevent crime;
- third party service providers who support or provide services to us;
- attendees of our events where we circulate names, corporates names and corporate email addresses on an attendee list for our events;
- anyone to whom we may transfer our rights and/or obligations under this Policy; and
- any other person or organisation after a restructure, sale or acquisition.

If we, or a fraud prevention agency, determine that you and/or your Client Business Personnel pose a fraud or money laundering risk:

- we may refuse to provide the services you have requested, or we may stop providing existing services to you; and
- a record of any fraud or money laundering risk will be retained by the fraud prevention agencies, and may result in others refusing to provide services, financing or employment to you or them.

Sharing third party information with us

If any information which you, your Client Business Personnel provide to us relates to any third party, by providing us with such information you or they confirm that you or they have obtained any necessary permissions from such persons to the reasonable use of their information in accordance with this Policy or are otherwise permitted to give us this information on their behalf.

Transferring your information outside South Africa, the UK or EEA

Information about you, your Client Business Personnel in our possession may be transferred to other countries ((particularly to the entities in the MJSC Group and their agents in different countries which may include countries outside South Africa, the United Kingdom or the European Economic Area ("EEA"))) for any of the purposes described in this Policy.

You and they understand and accept that these countries may have differing (and potentially less stringent) laws relating to the degree of confidentiality afforded to the information they hold and that such information can become subject to the laws and disclosure requirements of such countries, including disclosure to governmental bodies, courts regulatory agencies and private persons, because of applicable governmental or regulatory inquiry, court order or other similar process. In addition, several countries have agreements with other countries providing for exchange of information for law enforcement, tax and other purposes.

When we, or our permitted third parties, transfer information we or they will impose contractual obligations on the recipients of that data to protect such information to the standards required in the UK, South Africa or EEA as appropriate. We or they may require the recipient to subscribe to international frameworks intended to enable secure data sharing. In the case of transfers by us, we may also transfer your information where:

- the transfer is to a country deemed by these governments to provide adequate protection of your information;
- you, your Client Business Personnel and Client Business Personnel have consented to the transfer, or
- such transfer is otherwise permissible under Data Protection Legislation (for example if we are required to provide such information by law).

Your rights in relation to your information

General rights

You and your Client Business Personnel have several rights concerning the way that we use your information. You are responsible for ensuring that your Client Business Personnel are aware of these rights, which comprise:

- to request access to, or a copy of, any personal data we hold about you or them;
- to request the rectification of your or their personal data, if you or they consider that it is inaccurate;
- to request the erasure of your or their personal data, if you or they consider that we do not have the right to hold it;

- to object to your or their personal data being processed for a particular purpose or to request that we stop using your or their information;
- to request not to be subject to a decision based on automated processing and to have safeguards put in place if you or they are being profiled based on their personal data;
- to ask us to transfer a copy of your or their personal data to another party where technically feasible and otherwise required by applicable regulations;
- to withdraw, at any time, any consent that you or they have previously given to us for our use of your or their personal data; or
- to ask us to stop or start sending them marketing messages at any time.

Any request for access to or a copy of personal data must be in writing, and we will endeavour to respond within a reasonable period and in any event within **one month** in compliance with Data Protection Legislation. We will comply with our legal obligations as regards any individual's rights as a data subject.

If you would like to contact us in relation to any of the rights set out above, please contact us using the contact details in the "**Contacting Us**" section below.

Retaining your information

We will only keep the information we collect about you and your Client Business Personnel on our systems or with third parties for as long as required for the purposes set out above or as required to comply with any legal obligations to which we are subject. This will involve us regularly reviewing our files to check that information is accurate and up-to-date and still required.

If you terminate your relationship with us, a matter comes to an end, we decline to act on a matter, or you decide not to go ahead with a matter, we may still keep your information.

Sending you marketing information

The MJSC Group may use your information from time to time to inform you and your Client Business Personnel by letter, telephone, text (or similar) messages, email or other electronic means, about similar services (including those of third parties) which may be of interest to you or them.

You and your Client Business Personnel may, at any time, request that we cease or do not send such information by one, some or all channels, by contacting us using the contact details set out below or by clicking "unsubscribe" for the relevant communication.

Contacting us

If you or any of your Client Business Personnel wish to exercise any of the rights relating to your information set out above, or if you have any questions or comments about data protection, or you wish to raise a complaint about how we are using your information you can contact us using the following details, or any other details notified to you from time to time:

- Write to us for South Africa at The Lifestyle Riverfront Office Park, Bosbok Avenue, Randpark Ridge, 2169 or email us at info@mjscpro.com or call at +27(0) 010 054 5111; or
- Write to us for the United Kingdom and Europe at United Kingdom: 78 York Street, London, W1H 1DP or email us at info@mjscpro.co.uk or call at +44(0)203 5760720.

- Details of all our offices are available on our website, www.mjscpro.com or www.mjscpro.co.uk

If you and/or your Client Business Personnel have any concerns about our use of your or their information, you and they also have the right to make a complaint to:

- the Information Commissioner's Office, which regulates and supervises the use of personal data in the UK: Water Lane, Wycliffe House Wilmslow, Cheshire SK9 5AF, website: <https://ico.org.uk>, helpline +44 303 123 1113;
- the European Data Protection Board (“**EDPB**”), which regulates and supervises the use of personal data in the EU: Rue Montoyer 30, B-1000, Brussels; and
- the Information Regulations of South Africa (“**IRSA**”), which regulates and supervises the use of personal data in South Africa: 27 Stiemens St, Braamfontein, Johannesburg, website: <https://inforegulator.org.za/>, telephone number +27 10 023 5200.

We may make changes to this Policy and how we use your information in the future. If we do this, we will ensure that the version available on this website (www.mjscpro.com and www.mjscpro.co.uk) is the current version.

Website privacy notice

We at MJSC (“**MJSC**”, “**we**”, “**us**”, “**our**”) operate our websites www.mjscpro.com and www.mjscpro.co.uk (the “**Sites**”). “**MJSC Group**” means the Company as registered in South Africa under registration number 2017/208244/07 and in the UK with registration number 12150815 and other partnerships, corporations and undertakings which are authorised to carry the name “MJSC”; and a “member of the MJSC Group” has a corresponding meaning.

It is important to us that we protect the privacy of personal information and for you to know what type of information we collect and how we treat information we may receive from you.

We detail below how we collect personal information about you from your use of the Site.

The types of information we collect from you

We may collect and store the following types of personal information about you when you use the Sites or by corresponding with us (for example, by email). This includes information you provide when registering to use the Sites or sharing any data via our social media functions.

The information given to us may include:

- your title, name, your age, date of birth, your address, telephone number and your email address;
- other personal information including special categories of personal data (e.g. racial or ethnic origin, political opinions, religious or philosophical belief, trade union membership, genetic or biometric data, health, sex life or sexual orientation);
- information in connection with communications you send us, for example to report a problem, recruitment queries and legal enquiries; and
- details of the functions and services you use on the Site.

Automated collection of information

Each time you use the Sites, we may automatically collect the following types of information by using cookies, server logs and other similar technologies:

- **Technical information:** This means information about the type of internet browser and operating system you use, your internet protocol (IP) address, your browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you are using. We use this information to help provide a good user experience on the Site.
- **Log and usage information:** This means information about how you use our Sites, your visits to the Sites and traffic data. We use this information to help us understand how users use the Sites and to improve user experience.
- **Marketing and Communications information:** We track when you receive and read marketing communications from us in order to improve our marketing services, provide you with more relevant information and improve the quality of our marketing materials.
- **Profile information:** This is information collected progressively when you visit our Sites, including your referral website, pages you visit, actions you take, patterns of page visits and information from forms you may fill in on the Sites.
- **Third party information:** We may receive certain technical or usage information about you from third party analytics providers such as Google.

Legal basis for processing

Our processing of your personal information is necessary:

- (i) for the performance of contracts to which you will be a party and in order to take steps at your request prior to you entering into those contracts; and
- (ii) for the purposes of legitimate interests pursued by us.

Legitimate interests

Our processing of your personal data is necessary for the purposes of legitimate interests pursued by us, namely:

- (i) collecting user information to provide you with a safe, smooth, efficient and customised experience;
- (ii) to make sure you receive updated information on MJSC's business activities data base;
- (iii) to provide the services you have requested and to provide them efficiently;
- (iv) to ensure that the content on the Sites is presented in the most effective manner for you and your device;
- (v) to allow you to participate in any features on the Sites when you choose to do so; and
- (vi) for our own marketing and research.

Purposes of processing and use of your personal information

We may use your personal information specifically to:

- subscribe you to our newsletters or updates to which you are provided with an unsubscribe option;
- consider your application where you have applied for a position with us; and
- tell you about our services and provide you with targeted marketing in relation to our services.

If you are an existing user of our services, we may only contact you with information about services like those we provide. If you are a new user of our services, we may contact you with information about our services more generally.

Disclosure of personal information

Except as expressly set out in this Privacy Notice we do not share, sell, or lease personal information about you to any third parties for their marketing use.

We may disclose personal information to provide our services, respond to legal requirements, enforce our policies and protect our rights and property. The personal information you provide to us may also be shared with the MJSC Group if this is necessary to provide you with our services, respond to your inquiries or for any other related purposes.

We may also provide third party service providers access to information where they support or provide services to us. We will ensure that if we share information with, or provide access to, third party service providers, any such disclosure or access is at all times in compliance with data protection legislation.

We may also share your personal information with:

- the MJSC Group;
- third parties who support our information technology or handle mailings or events on our behalf;
- law enforcement agencies, other governmental agencies or third parties if we are required by law to do so, or in other limited circumstances (for example if required by a court order or regulatory authority, or if we believe that such action is necessary to prevent fraud or cyber-crime or to protect the Site, our technology assets or the rights, property or personal safety of any person); and
- other business entities should we plan to merge with or be acquired by that business entity, or if we undergo a re-organisation with that entity.

Your rights

You have a number of rights concerning the way that we use your information. At any time, you have the right to:

- request access to or a copy of any personal data we hold about you;
- request the rectification of your personal data, if you consider that it is inaccurate;
- request the erasure of your personal data, if you consider that we do not have the right to hold it;
- object to your personal data being processed for a particular purpose or to request that we stop using your information;

- request not to be subject to a decision based on automated processing and to have safeguards put in place if you are being profiled based on your personal data;
- ask us to transfer a copy of your personal data to you or to another service provider or third party where technically feasible; and
- ask us to stop or start sending you marketing messages at any time by using the below contact details.

Any request for access to or a copy of your personal data must be in writing, and we will endeavour to respond within a reasonable period and in any event within one month in compliance with applicable data protection legislation.

Security and storage of your information

Although we maintain physical, electronic, and administrative safeguards to protect your personal information from unauthorised or inappropriate access, the transmission of information via the internet is not completely secure and we cannot guarantee the security of your personal information transmitted to us or provided through the Sites.

Personal information that you submit may be sent to, and stored on, secure servers owned by or operated for us. If we collect personal information about you through the use of the Sites we will only retain that information for as long as is reasonably necessary to fulfil the activity requested, or as may be required by law.

Your personal information may be transferred to, and stored at, a destination outside the operational areas (South Africa, UK or European Economic Area ("**EEA**")) and may also be processed by staff operating outside these countries who work for us, the MJSC Group, or for one of our service providers, who are all under strict contractual obligations and binding terms.

When we, or our permitted third parties, transfer your information outside these countries, we or they will impose contractual obligations on the recipients of that data to protect your information to the standard required. We or they may also require the recipient to subscribe to international frameworks intended to enable secure data sharing. In the case of transfers by us, we may also transfer your information where:

- (i) the transfer is to a country deemed to have provide adequate protection of your information through legislative statues and / or conventions;
- (ii) where you have consented to the transfer; or
- (iii) where such transfer is otherwise permissible under Data Protection Legislation (for example where we are required to provide such information by law).

Certain features of the Sites will allow for social networking. You should ensure when using these features that you do not submit any personal data that you do not want to be sent, collected or used by other users, such as profile details or email address.

Opt-Out or Unsubscribe

You also have the option of "unsubscribing" from our mailing list for newsletters, alerts and updates at any time, thereby disabling any further such email communication from being sent to you.

To unsubscribe just send an email to info@mjscpro.com or info@mjscpro.co.uk with the word 'remove' in the subject line and the email address that you wish to be removed within the email. In addition, each electronic mailing we send you will contain details of how you can unsubscribe.

Please note that it may take up to one month to action your request, during which time you could receive various other newsworthy information and /or service offerings.

Automated processing

We do not carry out automated decision-making or profiling in relation to your personal information.

Cookie Policy

Last updated 8 August 2023

This Cookie Policy explains how MJSC Group (“**Company**”, “**we**”, “**us**”, and “**our**”) uses cookies and similar technologies to recognise you when you visit our websites at www.mjscpro.co.uk and www.mjscpro.com (“**websites**”). It explains what these technologies are and why we use them, as well as your rights to control our use of them.

In some cases, we may use cookies to collect personal information, or that becomes personal information if we combine it with other information.

What are cookies?

Cookies are small data files that are placed on your computer or mobile device when you visit a website. Cookies are widely used by website owners in order to make their websites work, or to work more efficiently, as well as to provide reporting information.

Cookies set by the website owner (in this case MJSC Group) are called “first-party cookies”. Cookies set by the parties other than the website owner are called “third-party cookies”. Third party cookies enable third-party features or functionality to be provided on or through the website (e.g. advertising, interactive content, and analytics). The parties that set these third-party cookies can recognize your computer both when it visits the website in question and also when it visit certain other websites.

You can find more information about cookies at <http://www.allaboutcookies.org/>

Why do we use cookies?

We use first- and third-party cookies for several reasons. Some cookies are required for technical reasons in order for our websites to operate, and we refer to these as “essential” or “strictly necessary” cookies. Other cookies also enable us to track and target the interests of our users to enhance the experience on our Online Properties. Third parties’ cookies through our websites for advertising, analytics and other purposes. This is described in more detail below.

How can I control cookies?

You have the right to decide whether to accept or reject cookies. You can exercise your cookie rights by setting your preferences in the Cookie Consent Manager. The Cookie Consent Manager allows you to select which categories of cookies you accept or reject. Essential cookies cannot be rejected as they are strictly necessary to provide you with services.

The Cookie Consent Manager can be found in the notification banner and on our websites. If you choose to reject cookies, you may still use our websites through your access to some functionality

and areas of our websites may be restricted. You may also set or amend your web browser controls to accept or refuse cookies.

How can I control cookies on my browser?

As the means by which you can refuse cookies through your web browser controls vary from browser to browser, you should visit your browser's help menu for more information. The following is information about how to manage cookies on the most popular browsers:

- Chrome
- Internet Explorer
- Firefox
- Edge

In addition, most advertising networks offers you a way to opt out of target marketing or advertising. If you would like to find out more information, please visit their sites.

What about other tracking technology like web beacons?

Cookies are not the only way to recognise or track visitors to a website. We may use other, similar technologies from time to time, like web beacons (sometimes called "tracking pixels" or "clear gifs"). These are tiny graphic files that contain a unique identifier that enables us to recognize when someone has visited our websites or opened an email including them. This allows us to, for example, to monitor the traffic patterns of users from one page within a website to another, to deliver or communicate with cookies, to understand whether you have come to the websites for online advertisement display on a third-party website, to improve site performance, and to measure the success of email marketing campaigns. In many instances, these technologies are reliant on cookies to function properly, and so declining cookies will impair their functioning.

Do you use flash cookies or Local Shared Objects?

Websites may also use so-called "Flash Cookies" (also known as Local Shared Objects or "LSOs") to, among other things, collect and store information about your use of our services, fraud prevention, and the other site operations.

If you do not want Flash Cookies stored on your computer, you can adjust the settings on your Flash player to block Flash Cookies storage using the tools contained in the Website Storage Settings Panel. You can also control Flash Cookies by going to the Global Storage Settings Panel and follow the instructions (which may include instructions that explain, for example, how to delete existing Flash Cookies (referred to as "information" on the Macromedia site), how to prevent Flash LSOs from being placed on your computer without you being asked, and (for Flash Player 8 and later) how to block Flash Cookies that are not being delivered by the operator of the page you are on at the time.

Do you serve targeted advertising?

Third parties may serve cookies on your computer or mobile device to serve advertising through our websites. These companies may use information about your visits to this and other websites in order to provide relevant advertisements about goods and services that you may be interested in. They may also employ technology that is used to measure the effectiveness of advertising. They can accomplish this by using cookies or web beacons to collect information about your visits to this and other sites in order to provide relevant advertisements about goods and services for potential interests to you. The information collected through this process does not enable us or them to identify your name, contact details that directly identify you unless you choose to provide these.

How often will we update this Cookie Policy?

We may update this Cookie Policy from time to time in order to reflect, for example, changes to the cookies we use or for other operational, legal, or regulatory purposes.

Please therefore revisit the Cookie Policy regularly to stay updated and informed.

Where can you find further information?

If you have any questions about our use of cookies or other technology, please email us at:

Info@mjscpro.co.uk or reception@mjscpro.com

Contacting us

If you have any questions about this Privacy Notice, please contact us at reception@mjscpro.com or info@mjscpro.co.uk.

Changes to this Notice

We may amend this Privacy Notice at any time by posting the amended terms on the Sites. All amended terms will automatically take effect immediately on posting. Please check this Privacy Notice periodically to inform yourself of any changes. If you do not accept the changes made to this Privacy Notice you should immediately stop using the Sites.

Request for Information

In terms of the PAIA, section 83(3)(d), we hereby provide the following information to you in the case that you wish to request access to records, outcome of request and fees payable and an internal appeal form for ease of reference.

These forms can be forwarded to us to which we will respond in due course and in line with the PoPIA and PAIA.

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

_____ (Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			

Postal Address	
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Street Address	
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E-mail Address	
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Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>

Description of record or relevant part of the record:	

Reference number, if available	
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Any further particulars of record	

TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	

E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
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:	

FEES	
a) <i>A request fee must be paid before the request will be considered.</i> b) <i>You will be notified of the amount of the access fee to be paid.</i> c) <i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i> d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>	
Reason	

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

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

**Signature of
Information Officer**

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8] Note:

1. *If your request is granted the—*
 - (a) *amount of the deposit, (if any), is payable before your request is processed; and*
 - (b) *requested record/portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

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

3. To be submitted:

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

<i>the language in which the record is available)</i>	
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Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

Yes

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?	Yes		No	
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				

Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	<input type="checkbox"/>
Decision regarding fees prescribed in terms of section 22 of the Act	<input type="checkbox"/>
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	<input type="checkbox"/>
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	<input type="checkbox"/>
Decision to grant request for access	<input type="checkbox"/>
GROUND FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication (<i>Please specify</i>)

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

**FOR OFFICIAL USE
 OFFICIAL RECORD OF INTERNAL APPEAL**

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>							
Date received:							
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			<table border="1"> <tr> <td>Yes</td> <td> </td> </tr> <tr> <td>No</td> <td> </td> </tr> </table>	Yes		No	
Yes							
No							
OUTCOME OF APPEAL							
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>				
	No						
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>				
	No						

Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>	
	No			
Access (Sec 29(3)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>	
	No			
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>	
	No			

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority