



PPS HEALTHCARE ADMINISTRATORS (PTY) LTD

PROMOTION OF ACCESS TO INFORMATION MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (**PAIA**) read with and as amended by the Protection of Personal Information Act 4 of 2013(**POPIA**)

1. Introduction

Section 32 of the Constitution of the Republic of South Africa, No. 108 of 1996 (“the Constitution”) provides:

(1) Everyone has the right of access to –

Any information held by the state; and

Any information that is held by another person and that is required for the exercise or protection of any rights.

(2) National legislation must be enacted to give effect to this right and may provide for reasonable measures to alleviate the administrative and financial burden on the state.

The Promotion of Access to Information Act, 2 of 2000 (PAIA), gives effect to this constitutional right of access as required in terms of sub-section (2).

PAIA provides that a person must be given access to any record of a private body if the record is required for the exercise of any right¹ and the procedural requirements relating to a request have been complied with. PAIA applies to any recorded information, regardless of form or medium, under the control of the private body, and whether or not the private body created it.

Where a request is made in terms of PAIA, the private or public body to which the request is made is obliged to release the information, except where PAIA expressly provides that the information must not be released. PAIA sets out the requisite procedural issues attached to such request.

Professional Provident Society Healthcare Administrators (PPSHA) has confirmed its status as a private body in terms of the definition in PAIA as well as a Responsible Party in terms of the definition in the Protection of Personal Information Act, 4 of 2013 (POPIA).

PPSHA respects and values data privacy rights and ensures that all personal data collected from you is processed in adherence to the general principles of transparency, legitimate purpose, and proportionality.

¹ After PPSHA has satisfied itself that the requester is seeking to exercise or protect a right and not an interest, PPSHA is then required to ascertain whether the information requested will assist the requester in exercising or protecting the right. The requester is therefore required to establish a nexus, or causal link between the right alleged and the information requested. It does not follow from the mere establishment of the right by the requester that he is automatically entitled to the information requested. The requester must establish that the information sought will assist him in exercising or protecting his right.

2. Purpose

- 2.1. The purpose of the Manual is to provide an outline of the types of records held by PPSHA, inform you of our data protection and security measures, serve as a guide in exercising rights in terms of POPIA and explain how one may submit requests for access to these records in terms of PAIA. POPIA and PAIA give effect to everyone's constitutional rights to privacy and access to information held by private sector bodies (e.g. companies) or public bodies (i.e. Government institutions) that is required for the exercise and/or protection of the requester's rights.
- 2.2. This PAIA Manual will also assist you to:
 - 2.2.1. know the description of the records of PPSHA which are available in accordance with any other legislation;
 - 2.2.2. access all the relevant contact details of the Information Officer/s and Deputy Information Officer/s who will assist you with the records you intend to access;
 - 2.2.3. know if PPSHA will process personal information, the purpose of processing of personal information and the description of the categories of Data Subjects and of the information or categories of information relating thereto;
 - 2.2.4. know if PPSHA has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
 - 2.2.5. know whether PPSHA has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. Key contact details for access to information of PPSHA

Information Officer: Mrs Irma Joubert²

Tel: 012- 679- 4076

Email: PAIA@ppsha.co.za

Deputy Information Officer: Heleen Prinsloo

Tel: 012 679 4361

Deputy Information Officer: Subashnee Ramiah

Tel: 012 679 4257

Deputy Information Officer: Theo Leonard

Tel: 012 679 4159

All the information officers mentioned above, share the following common information:

Physical address: PPS Centurion Square, 1262 Heuwel Avenue, Centurion, 0157

Postal address: Private Bag X1031, Lyttelton, 0140

Email: PAIA@ppsha.co.za

Telephone: 012 679 4000

Website: <https://ppsha.co.za/>

² Simmi Bassudev as the Head of PPSHA, has delegated her authority as Information Officer to Irma Joubert.

4. Guide on how to use PAIA and how to obtain access to the Guide

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

4.3.3. the manner and form of a request for access to a record of a private body;

4.3.4. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.4. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

4.3.4.1. an internal appeal;

4.3.4.2. a complaint to the Regulator; and

4.3.4.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.5. the provisions requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.6. the provisions for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.7. the notices issued regarding fees to be paid in relation to requests for access;
and

4.3.8. the regulations made in terms of section 92.

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer or Deputy Information Officers of PPSHA;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6. A copy of the Guide is also available in the following two official languages (i.e. English and Sesotho), for public inspection during normal office hours at PPSHA office (i.e. Monday -Friday, between 08h00 and 17h00)

Any queries regarding this Guide should be directed to:

Physical Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal Address	P.O Box 31533, Braamfontein, Johannesburg, 2017
Website	https://inforegulator.org.za/
Phone Number	010 023 5200
PAIA Complaints Email:	PAIAComplaints@inforegulator.org.za
POPIA Complaints Email	POPIAComplaints@inforegulator.org.za
General Enquiries	Enquiries@inforegulator.org.za

5. Categories of records held by PPSHA

5.1. Categories of records of PPSHA which are available without a person having to request access.

The records or information below are automatically available to a person without the requirement of a formal request or the person having to request access in terms of PAIA:

Category of records	Types of the Record	Available on Website	Available upon request
Total of staff members (numbers);	Human Resources		X
Name of suppliers of services	Legal		X

Category of records	Types of the Record	Available on Website	Available upon request
Contents in company magazine; Contents in product magazine.	Marketing		X
Director's names; Annual reports.	Strategic documents		X
<ul style="list-style-type: none"> • Address and telephone details of company head office and provincial offices; • Website and company e-mail address; • Company details (e-mail address & tel.). 	Operations	X	
Management team names	Human Resources		x

5.2. Description of records of the company which are available in accordance with legislation

Certain legislation mandates PPSHA to keep records of personal information. This would include the following legislation, amongst others, the list is not exhaustive:

Applicable legislation	Category of Record
Medical Schemes Act 131 of 1998	<ul style="list-style-type: none"> • Accreditation certificate • Administration agreements • Managed Healthcare agreements
Companies Act 71 of 2008	<ul style="list-style-type: none"> • Memorandum of incorporation • Annual financial statements • CIPC company registration document • Business application form • Own-organizational title deeds • Records of directors • Copies of reports presented at annual general meetings

Applicable legislation	Category of Record
	<ul style="list-style-type: none"> • Notices and minutes of Board meetings • Resolutions and their supporting documents • Minutes of meetings of directors, directors' committees, audit committees, shareholders • Record of company secretaries and auditors • Accounting records
Prevention and Combating of Corrupt Activities Act, 12 of 2004	<ul style="list-style-type: none"> • Corrupt or fraudulent employee, client, or merchant activities • Reports on corrupt and fraudulent activities to law enforcement agencies
Financial Intelligence Centre Act 38 of 2001	<ul style="list-style-type: none"> • Identification and verification records • Client due-diligence records
Value-Added Tax Act 89 of 1991	<ul style="list-style-type: none"> • Invoices • Tax invoices • Credit notes • Debit notes • Deposit slips
Income Tax Act 58 of 1962	<ul style="list-style-type: none"> • IRP5 • IT3a • Unemployment Insurance Fund (UIF) file • PAYE information • SDL information • VAT records • Ledgers • Journals • Invoices
The Labour Relations Act 66 of 1995	<ul style="list-style-type: none"> • Disciplinary records, including outcomes • Labour relations reports • Arbitration awards
The Employment Equity 55 of 1998	<ul style="list-style-type: none"> • Employment equity plans and targets
The Basic Conditions of Employment Act 75 of 1997	<ul style="list-style-type: none"> • Employee details • Labour relations reports • Information regarding dismissals for dishonesty-related behaviour

Applicable legislation	Category of Record
	<ul style="list-style-type: none"> • Information on disability, race, and religion • Employee next of kin or emergency contact details • Conflict-of-interest declarations • Education information • Health and safety records • Pension and provident fund records • Leave records • Internal evaluations and performance records • Disciplinary records • Training records • Background checks
Compensation for Occupational Injuries and diseases Act 130 of 1993	<ul style="list-style-type: none"> • Record of the earnings and other prescribed particulars of all employees
Broad-based Black Economic Empowerment Act, 53 of 2003	<ul style="list-style-type: none"> • BBEE status • BBEE status of suppliers • Contractor and supplier agreements • List of suppliers, products, services, and distributors
Financial Advisory and Intermediary Services (FAIS) Act, 37 of 2002	<ul style="list-style-type: none"> • Registers of representatives, key individuals, qualifications completed by intermediaries and competences • Records evidencing representatives' compliance with section 13(1)– (2) of FAIS • Continued professional development (CPD) program and activity records • Records of financial and system procedures • Records evidencing supervision actions undertaken • Records evidencing the deployment of adequate technological resources to maintain client records and data integrity • Records relating to conclusions regarding compliance with independent requirements, and the substance of relevant discussions that support those conclusions

Applicable legislation	Category of Record
	<ul style="list-style-type: none"> Records relating to giving advice, call recordings and product agreements Records relating to debarments of FAIS representatives and key individuals Records relating to business continuity plans Signed supervision agreements Representative letters of authority Key-individual authorisation letters FSP license and addendum with conditions Complaints management (contact details of the compliance officer)
Protection of Personal Information Act, 4 of 2013	<ul style="list-style-type: none"> POPIA Disclaimer
Policyholder Protection Rules	<ul style="list-style-type: none"> Policies Claims Complaints
Promotion of Access to Information Act 2 of 2000	<ul style="list-style-type: none"> PAIA Manual

5.3. Description of the subjects on which PPSHA holds records and categories of records held on each subject

Information in the categories below is not available without a formal request as per the instructions of the request procedure and may be declined by PPSHA on legal grounds, to protect PPSHA's own, commercial or research information or subject to governing legislation:

Category	Description of record kept
Financial records	<ul style="list-style-type: none"> Financial statements of company Financial documents compiled by Auditors Financial documents compiled by Investment Advisors Financial documents compiled by Actuaries Internal budget documents Cheque and banking facilities, bank account numbers Historical documents on financial status of company

Category	Description of record kept	
	<ul style="list-style-type: none"> • Tax details 	
Property records	<ul style="list-style-type: none"> • Names of properties owned by company • Property details: purchase/lease/selling information • Legal documents as part of property information. 	
Investment records	<ul style="list-style-type: none"> • Details of investments of company • Details of investment in property • Investment portfolios and formulas • Investment performance; • Documents compiled by advisers • Any other related documents 	
Company records	<ul style="list-style-type: none"> • Registration details • Company license information and details • Policies and procedures; • Underwriting • Sales • Products • Strategy 	<ul style="list-style-type: none"> • Business directives • Alliance partners contracts and details • Suppliers' contracts • Personnel/staff details • Pension/provident fund details • Medical aid fund details.
Legal records	<ul style="list-style-type: none"> • Documents compiled by Attorneys • Records of legal cases • Appeal records • Cancellation/termination of membership legal records 	
Personnel records	<ul style="list-style-type: none"> • Any personal records provided to PPSHA by their personnel or/and former personnel • Any records a third party has provided to PPSHA about any of their personnel • Conditions of employment and other personnel-related contractual and quasi-legal records • Internal evaluation records • Other internal records and correspondence 	
Customer-related records	<ul style="list-style-type: none"> • Any records a customer has provided to a third party acting for or on behalf of PPSHA • Any records a third party has provided to PPSHA 	

Category	Description of record kept
	<ul style="list-style-type: none"> Records generated by or within PPSHA pertaining to the customer, including transactional records
Private body records	<ul style="list-style-type: none"> Financial records Operational records Databases; Information technology Marketing records Internal correspondence Statutory records Internal policies and procedures Treasury-related records Securities and equities Records held by officials of PPSHA Product records
Records in the possession of or pertaining to other parties (e.g. suppliers, subsidiary /holding/sister companies/joint ventures/service providers)	<ul style="list-style-type: none"> Personnel, customer, or private body records which are held by another party as opposed to being held by PPSHA Records held by PPSHA pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers

6. Form and manner of access to information

6.1. Details of submitting a formal request:

6.1.1. Fill out the appropriate PAIA request form (Form 2 for private bodies or Form A for public bodies). Ensure you provide all necessary details, including:

6.1.1.1. Your full name and contact information.

6.1.1.2. A detailed description of the records you are requesting.

6.1.1.3. The right you are seeking to exercise or protect by accessing the information.

6.1.2 Submit Request Form 2 (Annexure B) for the attention of the Information Officer to the address or electronic mail address provided in this Manual.

- 6.1.3. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request.
- 6.1.4. The Information Officer will assess the request and if the request is from a party who is not a personal requester, a party may be required to pay a request fee. The Information Officer will notify you of the amount payable before processing the request further. The Information Officer will advise the requestor within 30 calendar days of the decision made, on Form 3 (Annexure C).
- 6.1.5 If the request involves a large volume of records or requires a search through a large volume of records, the body may extend the 30-day period by an additional 30 calendar days. The requester must be notified of the extension and the reasons for it within the initial 30-day period
- 6.1.6. The information, if granted, will be supplied to the requester in a format applicable to the request. If declined the requestor will be notified in writing and will be provided with the reasons for the decision.
- 6.1.7 If the requester is not satisfied with the decision, an internal appeal can be lodged within 60 days of the decision. The Information Officer will assess the request and provide a decision on the appeal within 30 days of receiving it
- 6.1.7. If you have any questions about our use of your Personal Information you can contact the Information Officer in accordance with the contact details provided in this Manual.

6.2. Granting /declining of information:

- 6.1.1. Within 30 calendar days after receipt of a request, PPSHA will advise the requester whether the request has been granted or declined and the fees payable, on a Form 3 annexed hereto as Annexure C. If declined, reasons will be given. Furthermore, if the record pertains to a third party, PAIA requires PPSHA to notify the third party of the request and be given an opportunity to either consent to the release or make representations in favour of or declining the request. A dissatisfied requester or third party is entitled to an appeal process by way of application to court.

6.3. Discretionary declining of requests for information:

6.3.1. A request may be refused to protect the commercial or research information of PPSHA.

6.4. Compulsory declining of requests for information:

6.4.1. A request for a record must be declined to protect:

6.4.1.1. The privacy of a third party;

6.4.1.2. Commercial information of a third party;

6.4.1.3. Confidential information of a third party;

6.4.1.4. The safety of individuals and the protection of property;

6.4.1.5. Records privileged from production in legal proceedings; and

6.4.1.6. Research information of a third party.

6.5. Fees

6.5.1. A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

6.5.1.1. PPSHA Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [section 54(1)].

6.5.1.2. The fees (if any) that the requester must pay to PPSHA will depend on the format of the information being requested (The requester may lodge an internal appeal or an application to the Court against the tender or payment of the request fee [section 54(3)(b)]. For a complete fee schedule please visit the Information Regulator at www.inforegulator.org.za .

6.5.1.3. After the Information Officer has decided on the request, the requester must be notified in the required Form 3 (Annexure C).

6.5.2. If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [section 54(6)].

7. Processing of Personal Information

7.1. PPSHA collects and processes Personal Information for the following purposes:

7.1.1. To verify the accuracy, correctness and completeness of any information provided to our client medical schemes and PPSHA in the course of processing an application for membership or providing services related to the membership;

7.1.2. For the administration of your medical aid;

7.1.3. For the provision of managed care service to you on your medical aid;

7.1.4. For the provision of relevant information to a contracted third party who requires this information in order to provide a healthcare service to you on your medical aid;

7.1.5. To profile and analyse risk;

7.1.6. To share your personal information with external health providers for them to assess or evaluate certain clinical information, in the event that you are subjected to such a clinical assessment; and;

7.1.7. For governance purposes;

7.1.8. For employment and related matters;

7.1.9. To comply with relevant legislation;

7.1.10. For communication purposes;

7.1.11. For marketing purposes;

7.1.12. For procurement;

7.1.13. For statistical, historical and research purposes

7.2. Personal Information that PPSHA collects:

Categories of Data Subjects	Personal Information that may be processed
Customers/Clients	Name, address, registration numbers, identity numbers, employment status, bank details, health details, birth date, contact details, tariff code amounts, clinical information, signatures, marital status and details, student details, qualifications, SARS information.
Service Provider/Contracted parties	Names, registration number, vat number, address, bank details, initials and surname, practice number, contact details, signatures, identity number, tariff / billing guides.
Employees	Address, qualifications, gender, race, employee number, name, and surname, contact details, signatures, leave records, criminal records.

7.3. The recipients to whom the Personal Information may be supplied:

Category of Personal Information	Recipients to whom the Personal Information may be supplied
Identity number and names for criminal checks	South African Police Service
Qualifications, for qualification verifications	South African Qualifications Authority
Health details, tariff code amounts, clinical information	Medical Scheme

7.4. Planned transborder flows of Personal Information

Further processing and storage may require that PPSHA sends Personal Information to service providers outside of South Africa. PPSHA will not send your information to a country that does not have information protection legislation similar to that of the Republic of South Africa, unless we have ensured that the recipient maintains binding corporate rules or has concluded agreements with PPSHA which provides an adequate level of protection in accordance with POPIA.

7.5. General description of Information Security Measures to be implemented by the Responsible Party to ensure the confidentiality, integrity and availability of the information

7.5.1. Personal Information is stored on Clouds which are hosted in South Africa. To safeguard the personal information that is on the Clouds including:

7.5.1.1. The restriction to access the cloud platform.

7.5.2.2. There is a Multi-Factor authentication.

7.5.2.3. Functional environments are segregated and are contained within their own security boundaries with selective access.

7.5.2.4. All clouds are hardened according to secure standards and are scanned periodically for vulnerabilities.

7.5.2.5. Microsoft's Cloud security tools (i.e., native security tools) are configured to detect anomalous behaviour in the cloud.

7.5.2.6. General security tools such as Endpoint Detection and Response (EDR), network analysis, and threat analysis tools are also implemented.

7.5.2.7. Access events and all security events are monitored. Alerts from security tools are monitored through a 24/7 Managed Detection and Response service, (Made as one as it is monitored via Performenta).

8. Availability of the Manual

8.1. A copy of the Manual is available –

8.1.1. at <http://www.ppssha.co.za>;

8.1.2. at PPSHA office's for public inspection, Monday to Friday, 08h00-17h00

8.1.3. to any person upon request and upon the payment of a reasonable prescribed fee; and

8.1.4. to the Information Regulator upon request.

8.2. A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

PAIA Manual Administration

Target Audience:

All persons requiring information from PPSHA.

Approved and Issued by:

PPSHA Executive Committee.

Person responsible for the Manual administration:

Mrs Irma Joubert, Executive: Training and Development.

+27 (0)12 679 4311

Next update required:

September 2026, or when legislation requires.

ANENXURE A

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

I,

Full names:			
In my capacity as (mark with "x"):	Information officer		Other
Name of *public/private body (<i>if applicable</i>)			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):	Cellular:	

Hereby request the following copy (ies) of the Guide:

Language (<i>mark with "X"</i>)	No of copies	Language(<i>mark with "X"</i>)	No of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (*mark with "x"*):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

ANENXURE B

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 (if applicable):	
Identity Number	
Postal Address	

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

PARTICULARS OF RECORD REQUESTED

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.)

Description of record or relevant part of the record:	
Reference number, if available	
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	
<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>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></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i></p>	
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

ANNEXURE C 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 the language in which the record is available</i>)	

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)

The amount must be paid into a bank which is nominated by PPSHA.
 To get the banking details contact PPSHA at PAIA@ppsha.co.za

Signed at _____ this _____ day of _____ 20 _____

Information officer