

PAIA MANUAL OF KUDOUGH CREDIT SOLUTIONS (PTY) LTD, (PAIA MANUAL)

Promotion of Access to Information Act (PAIA) MANUAL

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

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1. INTRODUCTION

1.1 ABOUT KUDOUGH

Kudough is a leading South African credit counselling and financial wellness company dedicated to empowering individuals to take control of their financial futures. Through innovative tools and expert guidance, Kudough helps you understand, monitor, improve, and protect your credit status with confidence.

By providing a clear, consolidated view of your credit reports from multiple bureaus, Kudough enables you to see where you stand, understand the factors influencing your credit score, and take actionable steps toward improvement. Beyond insights, Kudough offers personalized advice, education, and debt management solutions designed to strengthen your financial health and open the door to better opportunities.

2. PURPOSE OF THIS PAIA MANUAL

This PAIA Manual is designed to assist the public and stakeholders in understanding how to access information held by Kudough in compliance with the *Promotion of Access to Information Act* (PAIA) and the *Protection of Personal Information Act* (POPIA). Specifically, this Manual enables you to:

2.1. Identify publicly available records – Review the categories of records held by Kudough that are available to the public without the need to submit a formal PAIA request.

2.2. Understand how to request access to records – Gain a clear understanding of the procedures for submitting a request for access to records held by Kudough, including a description of the subjects and categories of records maintained on each subject.

2.3. Access records available under other legislation – Know which of Kudough's records are accessible in accordance with other relevant legislation.

2.4. Obtain contact information – Access the full contact details of Kudough's Information Officer, who is designated to assist the public with any record-access requests.

2.5. Access and use the PAIA Guide – Understand the purpose of the official PAIA Guide, how to obtain it, and how to use it effectively.

2.6. Understand Kudough's processing of personal information – Know whether Kudough processes personal information and the specific purposes for which such information is processed.

2.7. Understand categories of data subjects and information – Review the categories of data subjects whose personal information Kudough processes, as well as the types or categories of information relating to each.

2.8. Identify recipients of personal information – Know the recipients, or categories of recipients, to whom Kudough may disclose personal information.

2.9. Understand cross-border data transfers – Determine whether Kudough transfers or processes personal information outside the Republic of South Africa and identify the intended recipients or categories of recipients of such information.

2.10. Assess Kudough's data security measures – Know whether Kudough has implemented appropriate security safeguards to ensure the confidentiality, integrity, and availability of personal information under its control.

3. CONTACT DETAILS

Name and surname	HC Janse van Rensburg
Postal Address	Mutual Park, Jan Smuts Drive, Pinelands, Cape Town, 7450
Physical Address	Mutual Park, Jan Smuts Drive, Pinelands, Cape Town, 7450
Phone	086 999 0952
E-mail	info@kudough.co.za
Entity	Kudough Credit Solutions (Pty) Ltd

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. In accordance with section 10(1) of the Promotion of Access to Information Act, 2000 (“PAIA”), the Information Regulator (“Regulator”) has updated and made available the revised **Guide on How to Use PAIA** (“the Guide”). The Guide is presented in a clear and accessible format to assist any person wishing to exercise their rights as contemplated in both **PAIA** and the **Protection of Personal Information Act, 2013 (“POPIA”)**.

4.2. The Guide is available in **all official South African languages** as well as in **Braille**, ensuring accessibility to all members of the public.

4.3. The Guide contains detailed descriptions of the following:

4.3.1. The **objectives and purposes** of PAIA and POPIA.

4.3.2. The **contact details** (postal and street addresses, telephone and fax numbers, and where available, email addresses) of:

4.3.2.1. The Information Officer of every public body; and

4.3.2.2. Every Deputy Information Officer of each 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 submitting a request for:

4.3.3.1. Access to a record of a public body as contemplated in section 11 of PAIA; and

4.3.3.2. Access to a record of a private body as contemplated in section 50 of PAIA.

4.3.4. The **assistance available** from the Information Officer of a public body under PAIA and POPIA.

4.3.5. The **assistance available** from the Information Regulator under PAIA and POPIA.

4.3.6. The **legal remedies** available in relation to any act or omission concerning a right or duty imposed by PAIA and POPIA, including procedures for lodging:

4.3.6.1. An internal appeal;

4.3.6.2. A complaint to the Regulator; and

4.3.6.3. An application to court against a decision of the Information Officer of a public body, an internal appeal decision, or a decision of the Regulator, as well as a decision by the Information Officer of a private body.

4.3.7. The **requirements** of sections 14 and 51 of PAIA, which oblige public and private bodies respectively

to compile a manual, together with information on how such manuals may be accessed.

4.3.8. The **provisions** of sections 15 and 52 of PAIA relating to the voluntary disclosure of categories of records by public and private bodies, respectively.

4.3.9. The **notices** issued under sections 22 and 54 of PAIA regarding the **fees payable** for access to records.

4.3.10. The **regulations** made in terms of section 92 of PAIA.

4.4. Members of the public may inspect or obtain copies of the Guide **from the offices of any public or private body**, including the **office of the Information Regulator**, during normal business hours.

4.5. The Guide may also be obtained:

4.5.1. Upon request to the **Information Officer** of this organisation; and

4.5.2. From the **Information Regulator's official website** at <https://www.justice.gov.za/infoereg>

RECORDS HELD BY KUDOUGH

5.1 Public and Voluntarily Disclosed Records

The records referenced herein are either of a **public nature** or have been **voluntarily disclosed** by Kudough. Voluntarily disclosed records include, but are not limited to, information made available on Kudough's website, such as marketing and advertising materials, user guides, informational resources, and other public communications intended for general access.

5.2 Access to Public and Voluntarily Disclosed Records

Access to these records does not require the submission of a formal application form. Interested parties may:

1. **Download the records directly** from Kudough's website at <https://kudough.co.za>, or
2. **Submit a request via email** to the designated Information Officer, who will facilitate access in accordance with applicable policies.

RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

6.1 Records Held

Records held by Kudough in terms of other legislation are detailed in **Annexure B**.

6.2 Applicability of Legislation

The legislation listed may be relevant to our business industries and functions. This list is **not exhaustive** and may be updated periodically to reflect changes in our services, business operations, or applicable legislation.

6.3 Legislative Basis for Access Requests

Where a right of access to a record exists under the legislation listed above, or under any other applicable legislation, the requester must specify the **legislative basis** for their request. This enables the **Information Officer** to properly evaluate the request in accordance with the relevant legal provisions.

6.4 Conditions for Access

Kudough will provide access to records required under legislation, subject to the following conditions:

1. There is no other legislation or contractual agreement prohibiting disclosure.
2. The request is submitted by a party **entitled to access** the information.
3. The disclosure is conducted in accordance with:
 1. The requirements, conditions, and provisions of the **Promotion of Access to Information Act (PAIA)** and any other applicable legislation; and
 2. Kudough's **internal policies and procedures**.

6.5 Limitations on Access

Access to requested records may be **denied** if any of the above conditions are not met or if disclosure is otherwise restricted by law.

7. CATEGORIES OF RECORDS HELD BY KUDOUGH

7.1 Overview

Kudough maintains various categories of records pertaining to its business operations and stakeholders. A detailed list of these categories is provided in **Annexure C**.

7.2 Updates and Revisions

The categories of records listed are **not exhaustive** and may be **amended or expanded** from time to time to reflect changes in Kudough's business activities, regulatory obligations, or internal processes.

7.3 Access to Records

Records held by Kudough are **not automatically available** to the public. Access requests will be **considered individually** in accordance with:

- The provisions of this **PAIA Manual**; and
- Applicable legislation.

Kudough reserves the right to **refuse access** to records on any **reasonable and lawful grounds**, including those specified in the Promotion of Access to Information Act (PAIA).

8. PROCESSING OF PERSONAL INFORMATION

8.1 Privacy Framework

Kudough is committed to protecting personal information in compliance with the **Protection of Personal Information Act (POPIA)** and other applicable data protection laws. The **Kudough Privacy Policy** and related policies outline the company's approach to:

- 8.1.1. The **purpose** for processing personal information;
- 8.1.2. The **categories of data subjects** whose information is processed;
- 8.1.3. The **recipients** or potential recipients of personal information;
- 8.1.4. The **transfer** of personal information to third parties or across borders; and
- 8.1.5. The **security measures** implemented to safeguard personal information.

8.2 Access to Policies

Kudough's Privacy Policy and related policies are available for review and download at <https://kudough.co.za>.

Alternatively, copies may be requested by contacting the **Information Officer** via email.

9. REQUESTING ACCESS TO A RECORD

9.1 Submitting a Request

Individuals seeking access to records held by Kudough must complete the **Request for Access to Record – Form 2**, available in **Annexure D** or downloadable from the Information Regulator's website:

<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIAForm02-Reg7.pdf>

9.2 Notification of Outcome and Fees

Upon review of the request, Kudough will issue a response using **Form 3 – Outcome of Request and Fees Payable**, annexed as **Annexure E**, or available at:

<https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3PAIA.pdf>

10. DECLINE OF REQUEST FOR ACCESS TO A RECORD

Kudough may **refuse access** to a requested record on one or more of the grounds set out in the PAIA. These include, but are not limited to, the following:

10.1 Protection of Third-Party Privacy

In terms of **Section 63**, access may be refused to protect the **privacy of a third party** who is a natural person.

10.2 Protection of Third-Party Commercial Information

Under **Section 64**, access may be refused where disclosure would reveal:

10.2.1. **Trade secrets** or financial, commercial, scientific, or technical information that could cause harm to the commercial or financial interests of a third party; or

10.2.2. **Information supplied in confidence** by a third party, where disclosure could place that party at a disadvantage in commercial negotiations or competition.

10.3 Protection of Confidential Information

As provided under **Section 65**, access may be refused if disclosure would constitute a **breach of a duty of confidence** owed to a third party under an agreement or applicable law.

10.4. Protection of the Safety of Individuals and Property

In terms of **Section 66**, there is a mandatory obligation to protect the safety of individuals and the security of property. Accordingly, access to information may be refused if its disclosure could endanger the life, physical safety, or security of any person, or result in damage to property.

10.5. Protection of Privileged Records

Section 67 provides for the mandatory protection of records that are privileged from production in legal proceedings. Access to such records will therefore be refused where privilege applies.

10.6. Protection of Commercial Information

In accordance with **Section 68**, the commercial information of Kudough is protected from disclosure. Such information may include, but is not limited to:

- **10.6.1.** Trade secrets.
- **10.6.2.** Financial, commercial, scientific, or technical information, the disclosure of which could reasonably be expected to cause harm to the financial or commercial interests of Kudough;
- **10.6.3.** Information which, if disclosed, could place Kudough at a disadvantage in contractual negotiations or commercial competition; and
- **10.6.4.** Software programs owned by Kudough that are protected by copyright or other intellectual property laws.

10.7. Protection of Research Information

In terms of **Section 69**, the research information of Kudough or a third party is subject to mandatory protection if disclosure would place Kudough, the third party, or the subject matter of the research at a serious disadvantage.

10.8. Consideration of Requests

All requests for access to information will be assessed on their individual merits and in accordance with the applicable legal principles and legislative provisions. Requests that are **frivolous, vexatious**, or that would involve an **unreasonable diversion of resources** may be lawfully refused.

11. RECORDS THAT DO NOT EXIST OR CANNOT BE FOUND

11.1. Notification of Non-Existence or Loss of Records

If a record cannot be found or does not exist, the **Information Officer** will notify the requester, by way of an **affidavit or affirmation**, that it is not possible to provide access to the requested record. The affidavit or affirmation will include:

- **11.1.1.** A detailed account of all steps taken to locate the record and to determine whether it exists; and
- **11.1.2.** Details of all communications with persons who participated in the search for the record.

11.2. Treatment of Missing or Non-Existent Records

In accordance with **Section 55**, the inability to locate or confirm the existence of a record shall be deemed a decision to refuse access to that record.

11.3. Subsequent Discovery of Records

If a record that was initially believed to be missing or non-existent is later found, access to that record will be granted unless such access is refused on grounds permitted under this Manual and/or the **Promotion of Access to Information Act (PAIA)**.

12. REMEDIES AVAILABLE WHEN ACCESS IS REFUSED

Should a requester be dissatisfied with the decision to refuse access to a record, they may, within **30 (thirty) days** of receiving notification of such decision, **apply to a court for appropriate relief**.

For purposes of PAIA, the following courts have jurisdiction to hear such applications:

- The **Constitutional Court**;
- The **High Court**; or
- Any **court of similar status**.

13. AVAILABILITY OF THIS PAIA MANUAL

13.1. Access to the Manual

A copy of this PAIA Manual is available:

- **13.1.1.** On the Kudough website at <https://kudough.co.za>;
- **13.1.2.** To any person upon request and payment of a reasonable prescribed fee; and
- **13.1.3.** To the **Information Regulator**, upon request.

13.2. Fees

A fee, as stipulated in **Annexure D** of this Manual, shall be payable for each A4-size photocopy or printed page made available.

14. UPDATING OF THIS PAIA MANUAL

Kudough reserves the right to amend or update this PAIA Manual as and when required. The version of the Manual published on Kudough's website at any given time shall be deemed the version then in effect.

ANNEXURE A DEFINITIONS

Kudough	Hereby refers to: Kudough Credit Solutions (Pty) Ltd: - registration number 1998/002263/07 - a reseller credit bureau registered in terms of Section 43 of the National Credit Regulator ("NCR") with NCR no.: NCRCB29 - "We" and "Us".
"Kudough's Website"	https://kudough.co.za
"PAIA"	Means the Promotion of Access to Information Act, 2000 (No. 2 of 2000, as amended), together with all relevant regulations published.
"Personal Information"	Means Personal Information as defined in Section 1 of the POPIA.
"POPIA"	Means the Protection of Personal Information Act, 2013 (No. 4 of 2013, as amended) together with all relevant regulations published.
"Process" and "Processing"	Means Processing as defined in Section 1 of the POPIA.

ANNEXURE B LIST OF LEGISLATION

- Basic Conditions of Employment Act, 1997 (No. 75 of 1997, as amended)
- Broad-Based Black Economic Empowerment Act, 2003 (No. 53 of 2003, as amended)
- Companies Act, 2008 (No. 71 of 2008, as amended)
- Compensation for Occupational Injuries and Diseases Act, 1993 (No. 130 of 1993, as amended)
- Competition Act, 1998 (No.89 of 1998, as amended)
- Constitution of South Africa Act, 1996 (No. 108 of 1996, as amended)
- Consumer Protection Act, 2009 (No. 68 of 2009, as amended)
- Copyright Act, 1987 (No. 98 of 1987, as amended)
- Customs and Excise Act, 1964 (No. 91 of 1964, as amended)
- Electronic Communications and Transactions Act, 2000 (No. 02 of 2000, as amended)
- Employment Equity Act, 1998 (No. 55 of 1998, as amended)
- Income Tax Act, 1962 (No. 58 of 1962, as amended)
- Intellectual Property Laws Amendment Act, (No 38 of 1997, as amended)
- Labour Relations Act, 1995 (No. 66 of 1995, as amended)
- Long Term Insurance Act, 1998 (No. 52 of 1998, as amended)
- National Credit Act, 2005 (No. 34 of 2005, as amended)
- National Road Traffic Act, 1996 (No. 93 of 1996, as amended)
- Occupational Health and Safety Act, 1993 (No. 85 of 1993, as amended)
- Prescription Act, 1943 (No. 18 of 1943, as amended)
- Prevention and Combating of Corrupt Activities Act, 2004 (No. 12 of 2004, as amended)
- Prevention of Constitutional Democracy Against Terrorist and Related Activities Act, 2004 (No. 33 of 2004, as amended)
- Prevention of Organised Crime Act, 1998 (No. 121 of 1998, as amended)
- Promotion of Equality and Prevention of Unfair Discrimination Act, 2000 (No. 4 of 2000, as amended)
- Protected Disclosures Act, 2000, (No. 26 of 2000, as amended)
- Promotion of Access to Information Act, 2000 (No 2 of 2000, as amended)
- Protection of Personal Information Act, 2013 (No. 4 of 2013, as amended)
- Regulation of Interception of Communications and Provision of Communication-related Information Act, 2002 (No. 70 of 2002, as amended)

- Short-Term Insurance Act, 1998 (No. 53 of 1998, as amended)
- Skills Development Act, 1997 (No. 97 of 1997, as amended)
- Skills Development Levies Act, 1999 (No. 9 of 1999, as amended)
- South African Reserve Bank Act, 1989 (No. 90 of 1989, as amended)
- Trademarks Act, 1993 (No. 194 of 1993, as amended)
- Transfer Duty Act, 1949 (No. 40 of 1949, as amended)
- Trust Property Control Act, 1988 (No. 57 of 1988, as amended)
- Unemployment Insurance Act, 2001 (No. 63 of 2001, as amended)
- Unemployment Insurance Fund Contributions Act, 2002 (No. 4 of 2002, as amended)
- Value-Added Tax Act, 1991 (No. 89 of 1991, as amended)

ANNEXURE C CATEGORIES OF RECORDS

Subject	Category
Company Records	• Company structure documents • Directors' interests • Memorandum of Incorporation and related documents • Minutes of meetings of the board of directors and shareholders • Other statutory records • Proxy forms • Records relating to the appointment of company directors, auditors, secretaries, public officers, and/or other officers • Registers of directors, shareholders, resolutions and other statutory registers • Share certificates • Shareholders agreements • Statutory returns • Trademark, trade name and domain name registrations • Trust deeds • Written resolutions
Consumer Credit Information	• Any records provided by a member • Any records provided by a third party that relate to a consumer • Consumer credit information as defined in the National Credit Act • Credit records • Identification records of consumers • Personal information collected through websites • Records pertaining to consumers

Customer-related Records	• Company structure documents • Directors' interests • Memorandum of Incorporation and related documents • Minutes of meetings of the board of directors and shareholders • Other statutory records • Proxy forms • Records relating to the appointment of company directors, auditors, secretaries, public officers, and/or other officers • Registers of directors, shareholders, resolutions and other statutory registers • Share certificates • Shareholders agreements • Statutory returns • Trademark, trade name and domain name registrations • Trust deeds • Written resolutions
Finance and Accounting Records	• Accounting Records • Annual Financial Reports • Annual Financial Statements • Asset Registers • Banking details and bank account records • Correspondence • Debtors and Creditors statements and invoices • Financial agreements • General ledgers and subsidiary ledgers • General reconciliation • Insurance policies • Invoices and statements • Paid cheques • Purchase orders Remittances • Rental Agreements • Tax records and returns
Marketing Department	• Advertising and promotional material • Articles and research • Conferences and functions • Marketing campaigns • Seminars and workshops

Human Resources	• BEE statistics • Career development plans • Conditions of employment and other employment contracts • Disciplinary Code, Grievance Procedures and Hearings • Employee information • Employment equity plan and reports • Employment Records • Evaluation and performance records • Internal evaluations and performance records • Leave records and absence management records • Letters and communications • Medical scheme records • Offers of employment • PAYE records and returns • Pension/provident fund records • Personal records provided by employees • Policies and Procedures and codes • Records regarding employees provided by third parties • Salary records • SETA Records • Training records • UIF Returns
Income Tax Records	• Documents issued to employees for income tax purposes PAYE records • Records of payment made to SARS on behalf of employees • Regional services levies • Skills development levies • Tax returns • UIF • VAT records • Workmen's compensation
	• Databases • Information technology records • Internal and external correspondence • Internal audit and risk management records • Internal policies and procedures

Internal Records	• Marketing records • Operational records • Product records • Records held by officials of the group • Securities and equities • Statutory records • Supervisory body-related records
IT Department	• Agreements • Asset registers • Business continuity recovery plans • Documentation and manuals • Policies/standards/procedure • Project implementation plans • Strategy documentation
Operations	• Client Registry • Details of Bankers • Purchase Records • Repair Records • Sales Records • Suppliers' Records
Procurement Department	• Contractor, third parties, vendors and supplier agreements • Enterprise Development progress reports • Lists of third parties • Policies and procedures • Risk assessment questionnaires • Standard Terms and Conditions for the supply of services and products
Risk Management and Audit	• Audit reports • Incident management • Risk and issue reports • Risk committee and other meeting minutes • Risk management frameworks • Risk remediation plans

Sales Department	• Business requirements and project plans • Client business information • Customer details • Information and records provided by third parties and the customers • Legal documentation • Member agreements • Onboarding documentation • Proposal and tender documents • Risk management records • Service application information including member due diligence • Standard terms and conditions of supply of goods and/or services • Statement of works Service level tracking correspondence
Statutory and Administration	• Annual Reports • Contractual Agreements • Documents of Incorporation • Lease Agreements • Licence Certificates • Memorandum • Minutes of Meetings • Professional Indemnity Schedule • Records relating to the appointment of Directors, accountants, auditors, secretaries, public officers and other registers • Statutory Registers • Trademarks
Website Services	• Application Forms • Terms and Conditions

Annexure D Request for Access to a Record – Form 2
[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
person.☐ Request is made on behalf of another
person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
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	

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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	

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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	

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Explain why the record requested is required for the exercise or protection of the aforementioned right:	
FEES	
a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption	

Reason	

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 (Please specify)

Signed at _____ this _____ day of _____ 20____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

ANNEXURE E OUTCOME OF REQUEST AND FEES PAYABLE - FORM 3

[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.

TO: _____ **Reference** _____

Your request _____ ,

1. You requested:

Personal inspection of information at registered address of public/private body (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) 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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O

R 2. You requested:

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

Copy of record saved on cloud storage server	
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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:

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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 •To be provided by requestor	R40.00		
(ii) Compact disc •If provided by requestor •If provided to the requestor	R40.00 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 •To be provided by requestor	R40.00		
(ii) Compact disc •If provided by requestor •If provided to the requestor	R40.00 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 (<i>calculated on one third of total amount per request</i>)

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: _____