

PAIA MANUAL OF DR. STORM SCHONKEN, CHIROPRACTOR

Practice Number: **1106309**
AHPCSA Number: **A12529**

Prepared and compiled on 22/09/2025 in accordance with Section 51
of the Promotion of Access to Information Act 02 of 2000
(as amended)

Date of revision: **26/01/2026**

Index

01	List of acronyms and abbreviations	1
02	Purpose of the PAIA Manual	2
03	Key contact details for access to information of the Private Body	2
04	Guide on how to use PAIA and how to obtain access to the Guide	3
05	Categories of records of the Private Body which are available without a person having to request access	5
06	Description of the records of the Private Body which are available in accordance with any other	5
07		7
	Description of the subjects on which the Private Body holds records and categories of records held on each subject by the Private Body	
08	Processing of personal information	8
09	Request procedure to obtain access to records held by the Private Body	13
10	Availability of the Manual	14
11	Updating of the Manual	14
12	Annexure A: Applicable fees	15
13	Annexure B: Form 2	16
14	Annexure C: Form 3	20

1. List of acronyms and abbreviations

TERM	DEFINITION
“Data Subject”	means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;
“Deputy Information Officer”	means a Deputy Information Officer designated in terms of section 56 of the POPIA;
“Information Officer”	means in the case of a juristic person, i. the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or ii. the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;
“Information Regulator”	means the Information Regulator established in terms of section 39 of POPIA;
“Manual”	means this manual compiled by Dr. Storm Schonken, Chiropractor in terms of PAIA and POPIA;
“PAIA”	means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;
“Personal Information”	means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;
“Personnel”	means all partners, directors, officers, employees, individual contractors and other personnel of Dr. Storm Schonken, Chiropractor;
“POPIA”	means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;
“Processing”	means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;
“Private Body”	means any former or existing juristic person, as contemplated in the Act and POPIA;
“Record”	means a record as contemplated in PAIA and includes Personal Information;
“Requester”	means, in relation to a Private Body, iii. any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of that Private Body; or iv. a person acting on behalf of such person as contemplated in the Act;
“Responsible Party”	means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in the POPIA;

2. Purpose of the PAIA Manual

To promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA, in order for them to exercise their rights in relation to public and private bodies.

Wherever reference is made to “Private Body” in this manual, it will refer to Dr. Storm Schonken, Chiropractor.

This PAIA Manual is useful for the public to –

- 2.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3. know the description of the records of the body which are available in accordance with any other legislation;
- 2.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5. know the description of the guide on how to use PAIA, as updated by the Information Regulator and how to obtain access to it;
- 2.6. know if the body 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;
- 2.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9. know if the body 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
- 2.10. know whether the body 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 the Private Body

3.1. Information Officer

Title: Dr.

Name: Storm Hugo

Surname: Schonken

Telephone No: 081 551 5296 & 081 800 7677

E-mail: stormschonken@gmail.com

3.2. Deputy Information Officer(s)

N/A

3.3. Access to information general contact

Email: stormschonken@gmail.com

3.4. Head Office

Postal Address: 353 Rivonia Boulevard, Rivonia, Sandton, 2191 & Brakfontein road and Erasmus drive, Louwlandia, Centurion, 0159

Physical Address: 353 Rivonia Boulevard, Rivonia, Sandton, 2191 & Brakfontein road and Erasmus drive, Louwlandia, Centurion, 0159

Telephone No: 081 551 5296 & 081 800 7677

E-mail: stormschonken@gmail.com

Website: <https://www.chiro-sandton.co.za/> &
<https://www.chiropretoria.co.za/>

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

4.1. The Information 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 PAIA¹ and section 56 of POPIA²;

4.3.3 the manner and form of a request for-

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

- 4.3.3.1 access to a record of a public body contemplated in section 11³; and
- 4.3.3.2 access to a record of a private body contemplated in section 50⁴;
- 4.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 4.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;
- 4.3.6 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-
 - 4.3.6.1 an internal appeal;
 - 4.3.6.2 a complaint to the Information Regulator; and
 - 4.3.6.3 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 Information Regulator or a decision of the head of a private body;
- 4.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access.

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access.

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

- 4.3.10 the regulations made in terms of section 92¹¹.
- 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 Information Regulator, during normal working hours.
- 4.5. The Guide can also be obtained -
- 4.5.1 upon request to the Information Officer;
- 4.5.2 from the website of the Information Regulator (<https://info regulator.org.za/>).
- 4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours - in English and Afrikaans.

5. Categories of records of the Private Body which are available without a person having to request access

<i>Category of records</i>	<i>Types of the Record</i>	<i>Available on Website</i>	<i>Available upon request</i>
Client	Invoice		X
	Quotation		X
	Price List	X	X
	Company Profile	X	X
	Physical Address	X	X
	Contact Details	X	X
	Services	X	X
	News about the Company	X	
	Meet the Team	X	

6. Description of the records of the Private Body which are available in accordance with any other legislation

<i>Category of records</i>	<i>Types of the Record</i>
Practice Establishment and Governance Records	Practice registration and licensing records – <i>Allied Health Professions Act 63 of 1982</i> AHPCSA Registration and Compliance

¹¹ Section 92(1) of PAIA provides that – “The Minister may, by notice in the Gazette, make regulations regarding-

- a) any matter which is required or permitted by this Act to be prescribed;
- b) any matter relating to the fees contemplated in sections 22 and 54;
- c) any notice required by this Act;
- d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- e) any administrative or procedural matter necessary to give effect to the provisions of this Act.

	Records – <i>Allied Health Professions Act 63 of 1982</i>
Access to Information Records	PAIA Manual – <i>Promotion of Access to Information Act 2 of 2000</i>
Financial and Tax Records	Income Tax Records – <i>Income Tax Act 58 of 1962</i> VAT Records (where registered) – <i>Value-Added Tax Act 89 of 1991</i> Accounting and Financial Records – <i>Tax Administration Act 28 of 2011</i>
Labour and Employment Records (<i>where staff are employed</i>)	Employment Contracts and Personnel Records – <i>Basic Conditions of Employment Act 75 of 1997</i> Labour Relations Records – <i>Labour Relations Act 66 of 1995</i> UIF Records – <i>Unemployment Insurance Act 63 of 2001</i> Occupational Health and Safety Records – <i>Occupational Health and Safety Act 85 of 1993</i>
Healthcare and Patient Records	Patient Health Records – <i>National Health Act 61 of 2003</i> Ethical Rules and Record-Keeping – <i>Allied Health Professions Act 63 of 1982</i> AHPCSA Ethical and Professional Conduct Guidelines
Medical Scheme and Billing Records	Medical Aid Claims and Billing Records – <i>Medical Schemes Act 131 of 1998</i>
Privacy, Confidentiality and Information Protection Records	Personal Information Processing Records – <i>Protection of Personal Information Act 4 of 2013 (POPIA)</i> Patient Confidentiality Records – <i>National Health Act 61 of 2003</i>
Consumer and Practice Management Records	Patient Agreements and Informed Consent Records – <i>Consumer Protection Act 68 of 2008</i> Appointment Scheduling and Practice Management Records
Electronic and Communications Records	Electronic Patient Records and Communications – <i>Electronic Communications and Transactions Act 25 of 2002</i> Practice Website and Digital Communications Records
Other Applicable Legislation (where applicable)	Road Accident Fund Records – <i>Road Accident Fund Act 56 of 1996 (where medico-legal claims arise)</i>

7. Description of the subjects on which the Private Body holds records and categories of records held on each subject by the Private Body

<i>Subjects on which the body holds records</i>	<i>Categories of records</i>
Practice Management, Strategic and Operational Records	Practice business plans and operational plans; annual practice objectives; service offerings and fee structures; risk management and compliance planning; management summaries (limited to what is necessary for a sole practitioner).
Human Resources (<i>where staff are employed</i>)	HR policies and procedures; employment contracts; employee personal files; leave and attendance records; payroll and remuneration records; UIF and statutory contribution records; disciplinary and grievance records; training and skills development records; occupational health and safety records.
Manuals, Policies and Guides	PAIA Manual; POPIA compliance framework; privacy notices and patient confidentiality policies; HPCSA ethical rules and guidelines; informed consent procedures; records management and retention policies.
Information Technology and Electronic Records	Practice management system records; electronic patient records; system access and user logs; data backup and recovery records; incident and breach registers; IT asset registers; website and email records; ICT security policies and procedures.
Compliance, Legal and Regulatory Records	POPIA compliance documentation; PAIA requests and responses; HPCSA correspondence and compliance records; medico-legal correspondence; subpoenas and court orders (where applicable); complaints, investigations and incident reports; insurance and indemnity records.
Financial Records	Accounting records; income and expense records; budgets; invoices and receipts; banking and payment records; asset registers; audit records (where applicable); tax records (Income Tax and VAT where registered).

Patients (Clients)	Patient registration details; contact information; appointment records; informed consent forms; clinical notes and treatment records; diagnostic information; referral letters; correspondence; billing and payment records; medical aid claim documentation; records required by the National Health Act and HPCSA.
Suppliers and Service Providers	Supplier and service provider agreements; contact details; invoices and payment records; banking details; professional service agreements (IT support, medical billing, accounting).
Directors / Owners / Key Persons (<i>Sole Practitioner</i>)	Practitioner's registration details; HPCSA registration records; professional qualifications; practice banking details; tax registration information; professional indemnity insurance records.
Employees and Contractors (<i>if applicable</i>)	Personal and contact details; identity numbers (where required); employment or service contracts; banking and tax information; qualifications; access control records; next-of-kin details.
Special Personal Information (as defined in POPIA)	Health information strictly limited to patient diagnosis, treatment and care; medical aid details; limited employee medical fitness information where required by law; information processed in accordance with POPIA Sections 26–33 and the National Health Act.
Medical Aid and Billing Records	Medical aid scheme name; plan details; membership number; main member details; billing codes; claim submissions; remittance advices, processed in accordance with the Medical Schemes Act and POPIA.
Medical History and Clinical Records	Patient identifiers; medical complaints and history; medications; allergies; clinical findings; treatment plans; progress notes; records retained in accordance with the National Health Act, HPCSA rules and POPIA.

8. Processing of personal information

8.1. Purpose of processing personal information

<i>Categories of Data Subjects</i>	<i>Purpose for processing Personal Information</i>
Employees (<i>where applicable</i>)	<ul style="list-style-type: none"> • To comply with applicable employment, labour, tax, occupational health and safety and related legislation • Recruitment, selection, onboarding and appointment of employees, where applicable • Administration of salaries, benefits, payroll and statutory deductions (PAYE, UIF) • Management of employment relationships, including leave, attendance and internal communications • Performance management, training and skills development • Disciplinary, incapacity and grievance processes • Maintenance of accurate contact and emergency contact details • Administration of access control, IT systems and information security • Record-keeping, audit and compliance purposes • Compliance with legal and regulatory obligations placed on Dr. Storm Schonken, Chiropractor
Service Providers / Suppliers	<ul style="list-style-type: none"> • To evaluate, onboard and manage service providers and contractors • To conclude, administer and enforce service agreements and mandates • To verify qualifications, professional registrations and compliance, where required • To process payments and maintain financial and accounting records • To maintain accurate contact, registration and banking details • To administer access to premises, systems and information resources • For operational communication, audit, risk management and record-keeping purposes
Patients (Clients)	<ul style="list-style-type: none"> • To provide chiropractic assessment, treatment and healthcare services • To create, maintain and manage patient health records in accordance with the National Health Act and AHPCSA rules • To obtain and record informed consent for treatment • To manage appointments, scheduling and patient communication • To process billing, payments and medical

	<p>aid claims</p> <ul style="list-style-type: none"> • To communicate regarding treatment, follow-ups and continuity of care • To comply with legal, ethical and regulatory obligations applicable to healthcare practitioners • For quality assurance, medico-legal, audit and record-keeping purposes
Website Users and Enquirers	<ul style="list-style-type: none"> • To respond to enquiries and requests for information • To manage and secure website functionality and communications • To analyse website usage to improve services, using aggregated or anonymised data where possible • To comply with POPIA, PAIA and applicable electronic communications legislation

8.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

<i>Categories of Data Subjects</i>	<i>Personal Information that may be processed</i>
Patients (Clients)	<ul style="list-style-type: none"> • Full names and identifying details (including ID number and date of birth where required) • Contact details (physical and postal address, email address, telephone number) • Next-of-kin and emergency contact details • Appointment and scheduling information • Medical and clinical information required for diagnosis, treatment and continuity of care, including medical history, presenting complaints, examination findings, treatment plans, progress notes, medications and allergies • Informed consent records • Medical aid details (scheme name, plan, membership number, main member details) • Billing, invoicing and payment information • Referral correspondence and reports • Communication records relating to treatment and care • Access control and security records (including CCTV footage, where applicable)
Service Providers / Suppliers	<ul style="list-style-type: none"> • Company or trading name and registration details • Authorised representatives' names and

	<p>contact details</p> <ul style="list-style-type: none"> • Identity numbers of owners or representatives where legally required • Physical and postal addresses, email addresses and telephone numbers • Banking details for payment purposes • Tax and compliance documentation (VAT number, tax clearance status, B-BBEE information where applicable) • Contractual and service level agreement information • Performance, delivery and compliance records • Access control and security records
Employees (<i>where applicable</i>)	<ul style="list-style-type: none"> • Full names, identity number, date of birth, nationality and gender • Contact details (residential and postal address, email address, telephone numbers) • Banking details for payroll purposes • Tax numbers, UIF and statutory contribution information • Employment history, qualifications, CVs and references • Performance reviews, disciplinary and grievance records • Leave, attendance and working-time records • Next-of-kin and emergency contact details • Limited medical information where required by law (e.g. sick leave certificates, injury on duty or COIDA claims) • Access control and security records (including CCTV footage) • IT and system usage data (user access credentials, login logs, email usage in accordance with policy) • Training and skills development records

8.3. The recipients or categories of recipients to whom the personal information may be supplied

<i>Category of personal information</i>	<i>Recipients or Categories of Recipients to whom the personal information may be supplied</i>
Identity numbers and names (employees or contractors, where applicable)	Department of Home Affairs (where verification is lawfully required); South African Revenue Service (SARS); payroll service providers; auditors; legal advisors.

Criminal record or background checks (employees or contractors, where lawful and required)	South African Police Service (SAPS); accredited background-check service providers, strictly where permitted by law and with appropriate justification.
Qualifications and professional credentials	Health Professions Council of South Africa (HPCSA); South African Qualifications Authority (SAQA); accredited qualification and professional verification agencies.
Patient health and clinical information (special personal information)	Medical aid schemes and administrators (for claims processing); referring healthcare practitioners (with patient consent or where permitted by law); laboratories or diagnostic service providers (where applicable); insurers or legal representatives in medico-legal matters where lawfully required; regulatory authorities where required by law or court order.
Tax numbers and registration details	South African Revenue Service (SARS); auditors; accountants; professional tax practitioners.
Banking and payment details	Banks and authorised payment processors; accounting and payroll service providers.
Supplier and service provider information	Internal practice administration; banks and payment processors; auditors; accountants; legal advisors; regulatory authorities where required by law.
Contact information (patients, suppliers, service providers)	Service providers required for appointment reminders, practice management systems, IT support or communications; couriers only where documents or equipment must be delivered.
CCTV footage and access control records	Security service providers; law enforcement agencies where disclosure is required by law, subpoena or court order.
Employee records (limited and necessary)	Payroll and HR service providers; UIF administrators; medical aid, pension or provident fund administrators (where applicable); auditors; legal advisors.
IT and system usage data	IT support providers; hosting and cloud service providers; cybersecurity and data-protection service providers, subject to confidentiality and POPIA-compliant operator agreements.
All categories of personal information	Third-party operators acting on behalf of the practice under written agreements that comply with POPIA; regulatory, statutory or law-enforcement authorities where disclosure is required by law or court order;

	professional advisors bound by confidentiality obligations.
--	---

8.4. Planned transborder flow of personal information

We do not transfer information to any country outside of the Republic of South Africa.

However, should it become necessary to transfer personal information to another country for any lawful purposes, we will ensure that anyone to whom it pass personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection, and the third party agrees to treat that personal information with the same level of protection as we are obliged under POPIA.

8.5. General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information

- Armed response units;
- Computer and network security;
- Access controlled offices to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

9. Request procedure to obtain access to records held by the Private Body

- 9.1. To access records held by Dr. Storm Schonken, Chiropractor, the requester must complete Form 2 (Annexure B) and submit it, along with the required request fee and any applicable deposit (as set out in Annexure A), to the Information Officer using the contact details provided.
- 9.2. The form must include enough detail to identify -

- 9.2.1 the record;
- 9.2.2 the requester's identity;
- 9.2.3 the preferred method of access, and the reason the information is needed to exercise or protect a specific right
- 9.3. Requests submitted on behalf of another person must be accompanied by proof of authority.
- 9.4. Where the requester is unable to complete the form due to illiteracy or disability, the request may be made orally at the address of Dr. Storm Schonken, Chiropractor, and assistance will be provided to record the request.
- 9.5. Upon receipt of the request, the Information Officer will notify the requester of any fees due and will only proceed once payment has been received.
- 9.6. If access is granted, additional fees may apply for reproduction or preparation. In cases where access is denied, any deposit paid will be refunded. The requester will be informed of the outcome within 30 days using Form 3 (Annexure C).

10. Availability of the Manual

- 10.1. A copy of the manual is available -
 - 10.1.1 on the website of the Private Body at
[\(https://www.chiro-sandton.co.za/\)](https://www.chiro-sandton.co.za/)
&[\(https://www.chiropretoria.co.za/\)](https://www.chiropretoria.co.za/)
 - 10.1.2 At the head offices of Dr. Storm Schonken, Chiropractor for public inspection during normal business hours;
 - 10.1.3 To any person upon request upon the payment of a reasonable prescribed fee; and
 - 10.1.4 To the Information Regulator upon request.
- 10.2. A fee for a copy of the Manual, as contemplated in annexure B of the PAIA Regulations, attached to this PAIA Manual as annexure A, shall be payable per each A4-size photocopy made.

11. Updating of the Manual

The head of Dr. Storm Schonken, Chiropractor will on a regular basis update this manual.

Issued by: Dr. Storm Hugo Schonken, Chiropractor (Information Officer)

12. Annexure A: Applicable fees

The table below sets out the fees applicable to any request for a record of information held by Dr. Storm Schonken, Chiropractor:

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	For a copy of visual images	
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

13. Annexure 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 (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 <i>(if applicable)</i> :			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
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			
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	

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) 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

14. Annexure C: Form 3

OUTCOME OF REQUEST AND 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: The Information Officer

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 A.	
---	--

OR

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	

4. Fees payable with regard to your request:

ITEM	DESCRIPTION	AMOUNT	NUMBER OF PAGES/ITEMS	TOTAL
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	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 No.: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information Officer