

Access Bank South Africa

Promotion of Access to Information Act 2 of 2000 (PAIA)

PREPARED IN ACCORDANCE WITH SECTION 51 PAIA

PAIA Manual

Level 3

2021/05/25

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A. Purpose

This manual is intended to foster a culture of transparency and accountability within the Financial Services Industry by giving effect to the right to information held by a private body that is required for the exercise or protection of any right, and actively promoting a society in which the people of South Africa have access to information to enable them to exercise and protect their rights.

Section 69 of PAIA, recognizes that justifiable limitations of the right to access may be permitted. Such justifiable limitations include but are not limited to:

- Reasonable protection of privacy;
- Commercial confidentiality
- Effective, efficient and good governance

The manual provides a generic format, which will enable requesters to obtain the records, which they are entitled to under PAIA in a quick and accessible manner.

B. Objectives

This policy sets out Access Bank South Africa's rules on personal information protection and the legal conditions that must be satisfied in relation to the obtaining, handling, processing, storage, transportation and destruction of personal information.

This manual is intended to foster a culture of transparency and accountability within the Financial Services Industry by giving effect to the right to information held by a private body that is required for the exercise or protection of any right, and actively promoting a society in which the people of South Africa have access to information to enable them to exercise and protect their rights.

Section 69 of PAIA, recognizes that justifiable limitations of the right to access may be permitted. Such justifiable limitations include but are not limited to:

- Reasonable protection of privacy;
- Commercial confidentiality
- Effective, efficient and good governance

The manual provides a generic format, which will enable requesters to obtain the records, which they are entitled to under PAIA in a quick and accessible manner.

C. Policy Statement

Everyone has rights with regard to how their personal information is handled. During the course of its activities Access Bank South Africa will collect, store and process personal information about Access Bank

South Africa staff, customers, suppliers and other third parties. Access Bank South Africa recognises the need to treat it in an appropriate and lawful manner.

INTRODUCTION

Access Bank South Africa Limited, (“Access Bank South Africa”, “the Bank”, “we” or “us”) was established in 1947 and has expanded its horizons to the entire entrepreneurial business community, to accommodate the multilingual and socio-economic changes of South Africa.

BACKGROUND TO PAIA AND POPIA

PAIA was enacted on 3 February 2000, giving effect to the Constitutional right of access to any information held by the State, and any information held by another person that is required for the exercise or protection of any right. Where a request is made in terms of PAIA, the public body to which the request is made is obliged to release the information, except where PAIA expressly provides that the information may or must not be released.

Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests. In terms of Section 51 of PAIA, Access Bank South Africa is required to compile a Manual, which provides information as prescribed in PAIA.

POPIA, on the other hand, promotes the protection of personal information processed by public and private bodies, including certain conditions to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

PART 1

CONTACT DETAILS OF ACCESS BANK SOUTH AFRICA LIMITED

Name of Private Body: Access Bank South Africa Limited

Physical Address: Block 3, Inanda Greens Business Park, 54 Wierda Road West,
Wierda Valley, Sandton, 2196, South Africa

Postal Address: PO Box 784921, Sandton, 2146

Head of Body: Mr Barend Johannes van Rooy
Information Officer: Mr. Brendan van Zyl
Electronic Mail: popiinformationofficersa@accessbankplc.com
Telephone Number: +2711 634 4300
Fax: +2711 836 2220

PART 2

A formal guide, as stipulated in Section 10, on how to use PAIA is available and can be obtained from the South African Human Rights Commission (“Commission”) at the following address:

CONTACT DETAILS: SA HUMAN RIGHTS COMMISSION.

THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION: PAIA Unit

The Research and Documentation Department

Private Bag 2700

HOUGHTON

2041

Telephone Number: (011) 484 8300

Fax Number: (011) 484 0582

Website: www.sahrc.org.za

Email: paia@sahrc.org.za

INFORMATION REGULATOR AND GUIDE

The assigned powers of the Commission will, in future be transferred to the newly approved Information Regulator (established in terms of POPIA).

The Information Regulator will report directly to Parliament and will oversee and regulate all matters regarding POPIA and PAIA.

An official guide will be or has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This guide will be made available by the Information Regulator. Copies of the updated guide are available from Information Regulator in the manner prescribed. The Information Regulator’s contact details are set out below.

Tel: 012 406 4818
Fax: 086 500 3351
Email: infoereg@justice.gov.za
Website: <http://www.justice.gov.za/infoereg/>

RECORDS HELD BY THE BANK

The Bank maintains records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be granted.

Records available in terms of legislation (Section 51(1)(d))

- Basic Conditions of Employment No. 75 of 1997
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
- National Credit Act No. 34 of 2005, as amended
- Copyright Act No. 98 of 1978
- Consumer Protection Act No. 68 of 2008
- Currency and Exchanges Act No. 9 of 1933
- Employment Equity Act No. 55 of 1998
- Financial Advisory and Intermediary Services Act No. 37 of 2002
- Financial Intelligence Centre Act No. 38 of 2001
- Financial Services Board Act No. 97 of 1990
- Income Tax Act No. 95 of 1967
- Insolvency Act No. 24 of 1936
- Labour Relations Act No. 66 of 1995
- Occupational Health & Safety Act No. 85 of 1993
- SA Reserve Bank Act No. 90 of 1989
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- Stamp Duties Act No. 77 of 1968
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

PART 3

ACCESS TO THE RECORDS HELD BY ACCESS BANK SOUTH AFRICA

This clause serves as a reference to the records that Access Bank South Africa holds.

It should be noted however, that the accessibility of the documents listed below, may be subject to the specified grounds of refusal.

The information is classified and grouped according to records relating to personnel, clients and other party

PERSONNEL RECORDS

- Personal records provided by personnel;
- Records provided by a third party relating to personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records and other internal records;
- Correspondence relating to personnel;
- Training schedules and material.

Personnel refer to any person who works for, or provides services to or on behalf of Access Bank South Africa, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Access Bank South Africa. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

CLIENT RELATED RECORDS

- Records provided by a client to a third party acting for or on behalf of Access Bank South Africa;
- Records provided by a third party;
- Records generated by or within Access Bank South Africa relating to its clients, including transactional records.

A *Client* refers to any natural or juristic entity that receives services from Access Bank South Africa.

OTHER PARTY RECORDS

Records held by Access Bank South Africa 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.

Access Bank South Africa may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary / holding companies, agencies, joint venture companies and service providers. Alternatively, such other parties may possess records that can be said to belong to Access Bank South Africa.

RECORDS OF ACCESS BANK SOUTH AFRICA

This paragraph sets types of records Access Bank South Africa holds. The accessibility of these records (or information in these records), may be subject to the grounds of refusal set out below.

- Financial records
- Operational records
- Databases
- Information Technology
- Marketing records
- Internal correspondence
- Product Records
- Statutory records
- Internal Policies and Procedures
- Treasury related records
- Securities records
- Statutory limitations imposed by the Protection of Personal Information Act, 4 of 2013

These records include, but are not limited to, the records which pertain to Access Bank South Africa's own affairs and are confidential by nature.

GROUNDINGS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for Access Bank South Africa to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party who is a natural person, which would involve

the unreasonable disclosure of personal information of that natural person;

- Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that third party;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - Information disclosed in confidence by a third party to Access Bank South Africa, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which would be regarded as privileged in legal proceedings;
- The commercial activities of Access Bank South Africa, which may include:
 - Trade secrets of Access Bank South Africa
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of Access Bank South Africa;
 - Information which, if disclosed could put Access Bank South Africa at a disadvantage in negotiations or commercial competition;
 - A computer program which is owned by Access Bank South Africa and which is protected by copyright.
- The research information of Access Bank South Africa or a third party, if its disclosure would disclose the identity of Access Bank South Africa, the researcher or the subject matter of the research and would place the research at a disadvantage

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

REMEDIES AVAILABLE WHEN ACCESS BANK SOUTH AFRICA REFUSES A REQUEST FOR INFORMATION

- **INTERNAL REMEDIES**
 - Access Bank South Africa does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.
- **EXTERNAL REMEDIES**

- A requestor that is dissatisfied with an Information Officer's refusal to disclose information may apply to a Court for relief within 30 days of notification of the decision.
- Likewise, a third party dissatisfied with an information officer's decision to grant a request for information, may within 30 days of the decision, apply to a Court for relief.

REQUEST PROCEDURE

- Form of request
 - The requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record
 - The requester must complete the prescribed form enclosed herewith Appendix 1 and submit it together with a payment of a request fee, if applicable to the Information Officer at the physical, postal address, fax number or electronic mail address as stated in point 4 above.
 - In the event of the request being made at branch level, the procedure stated herein shall apply with the exception that the request form will, together with all other necessary requirements be submitted to the Information Officer of Access Bank South Africa who will deal with the respective request.
 - The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester.
 - The requester should indicate which form of access is required and should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
 - The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
 - If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request verbally.
 - Access Bank South Africa will process the request within 30 days, unless the requestor has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.
 - The requester shall be informed whether access has been granted or denied. If in addition, the requester requires the reasons for the decision in any other manner, he/she must state

the manner and the particulars so required.

FEES

- PAIA provides for two types of fees, namely:
 - A request fee, which will be a standard fee; and
 - An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
 - When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request.
- If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- The Information Officer shall withhold a record until the requester has paid the fees as indicated in Appendix 2
- A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

DECISION

- The Bank will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- The 30-day period with which Access Bank South Africa has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days if the request is for a large number of information, or the request requires a search for information held at another office or division of Access Bank South Africa and the information cannot reasonably be obtained within the original 30-day period. The Bank will notify the requester in writing should an extension be sought.

PART 3

POPIA REQUIREMENTS PERTAINING TO THE PROCESSING OF PERSONAL INFORMATION

PURPOSE OF PROCESSING

- In terms of POPIA, data must be processed for a specified purpose. The purpose for which data is processed by the Bank will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.
- In general, personal information is processed for purposes of onboarding clients and suppliers, service or product delivery, records management, security, employment and related matters.

ACCESS TO PERSONAL INFORMATION

- POPIA provides that a data subject may, upon proof of identity, request the Bank to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
- POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, the Bank must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- Grounds for refusal of the data subject's request are set out in PAIA and are discussed above.
- POPIA provides that a data subject may object, at any time, to the processing of personal information by the Bank, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as **Appendix 3** and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.
- A data subject may also request the Bank to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that the Bank is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above

on the form attached hereto as **Appendix 4**.

CATEGORIES OF DATA SUBJECTS

The Bank holds information and records on the following categories of data subjects:

- Employees / personnel of the Bank;
- Clients of the Bank;
- Any third party with whom the Bank conducts its business services;
- Contractors of the Bank;
- Suppliers of the Bank.

(This list of categories of data subjects is non-exhaustive.)

THE CATEGORIES OF RECIPIENTS TO WHOM THE INFORMATION IS SUPPLIED

Depending on the nature of the data, the Bank may supply information or records to the following categories of recipients:

- Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;
- Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or discovery in terms of the applicable rules (i.e. the Competition Commission in terms of the Competition Act 89 of 1998);
- South African Revenue Services, or another similar authority;
- Anyone making a successful application for access in terms of PAIA; and
- Subject to the provisions of POPIA and the National Credit Act No. 34 of 2005, the Bank may share information about a client's creditworthiness with any credit bureau or credit providers industry association or other association for an industry in which the Bank operates.

PLANNED TRANSBORDER FLOWS OF INFORMATION

If a data subject visits the Bank's websites from a country other than the country in the Bank's servers are located (currently in South Africa), the various communications will necessarily result in the transfer of information across international boundaries.

The Bank may need to transfer a data subject's information to other group companies or service providers in countries outside South Africa, in which case the Bank will fully comply with applicable data protection legislation. This may happen if the Bank's servers or suppliers and service providers are based outside South Africa, or if the Bank's services are hosted in systems or servers outside

South Africa and/or if a data subject uses the Bank's services and products while visiting countries outside this area. These countries may not have data-protection laws which are similar to those of South Africa.

SECURITY MEASURES IMPLEMENTED TO ENSURE THE CONFIDENTIALITY AND PRIVACY OF THE INFORMATION WHICH IS TO BE PROCESSED

The Bank is committed to implementing leading data security safeguards.

The Bank has specialised security teams who constantly review and improve the Bank's measures to protect data subject's personal information from unauthorised access, accidental loss, disclosure or destruction.

If the Bank has a contract with another organisation to provide it with services or a service on the Bank's behalf to process a data subject's personal information, the Bank will make sure it has appropriate security measures and only process the information in the way the Bank has authorised them to.

These organisations won't be entitled to use a data subject's personal information for their own purposes. If necessary, the Bank's security teams will check them to make sure they meet the security requirements the Bank has set.

Communications over the internet (such as emails) are not secure unless they have been encrypted. A data subject's communications may go through a number of countries before being delivered – as this is the nature of the internet. The Bank cannot accept responsibility for any unauthorised access or loss of personal information that is beyond the Bank's control.

AVAILABILITY OF THE MANUAL

This manual is available for inspection at the Head Office of Access Bank South Africa and can also be accessed from Access Bank South Africa website: www.southafrica.accessbankplc.com

APPENDIX 1

PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER

FORM B

REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

A. Particulars of Access Bank South Africa Limited.

The Information Officer

Access Bank South Africa Limited

Building 3, Inanda Greens Business Park,

54 Wierda Road West,

Wierda Valley, Sandton

2196

P. O. Box 784921

Sandton

2146

Telephone: 011-634 4355

Fax: 011-836 2220

E-mail: PAIAsa@accessbankplc.com

B. Particulars of person requesting access to the record

- a) The particulars of the person who requests access to the records must be recorded below*
b) Furnish an address and/or fax number in the Republic to which information must be sent.
c) Proof of the capacity in which the request is made, if applicable, must be attached

Full Name and Surname : _____

Identity Number : _____

Postal Address : _____

Telephone Number : _____

Fax Number : _____

E-mail address : _____

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person of whose behalf request is made:

This section must be completed only if a request for information is made on behalf of another person

Full Name and Surname : _____

Identity Number : _____

D. Particulars of record:

- a) *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.*
 - b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form.*
- The requester must sign all the additional folios.***

1. Description of the record or relevant part of the record:

2. Reference Number, if available: _____

3. Any further particulars of the record:

E. Fees

- a) A Request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- b) You will be notified of the amount of the request fee.
- c) The **fee payable for access** to a record depends on the form in which the 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, therefore.

Reason for exemption of payment of the fee:

F. Form of Access to the Record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in points 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability	Form in which record is required

Mark the appropriate box with an “X”

Notes:

- a) Your indication as to the required form of access depends on the form in which the record is available.
- b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:						
	Copy of record				Inspection of record	
2. If the record consists of visual images:						
	View the images		Copy of the images *		Transcription of the image	
3. If the record consists of recorded words or information which can be reproduced in sound:						
	Listen to the soundtrack				Transcription of soundtrack	
4. If the record is held on computer or in an electronic or machine-readable form						
	Printed copy of record		Printed copy of information derived from the record *		Copy in computer readable form	
If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable					YES 	NO

G. Particulars of right to be exercised or protected:

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

Indicate which right is to be exercised or protected:

Explain why the requested record is required for the exercising or protection of the aforementioned right:

H. Notice of decision regarding request for access:

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20____

SIGNATURE OF REQUESTER /PERSON ON WHOSE BEHALF REQUEST IS MADE

APPENDIX 2

REPRODUCTION FEES

Where Access Bank South Africa has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

Prescribed reproduction fees, as referred to above are:

Description	Fee
For every photocopy of an A4-size page or part thereof	R1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
For a copy in a computer-readable form on:	
Compact Disk (CD)	R70.00
Flash disk (USB)	R70.00
A transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
A transcription of an audio record, for an A4-size page or part thereof	R20.00
For a copy of an audio record	R30.00
To search for a record that must be disclosed	R30.00
Where a copy of a record needs to be posted usual postal fee is payable	

Request fees:

Where a requester submits a request for access to information held by a Bank on a person other than the requester himself/herself, a request fee in the amount of R50,00 is payable up-front before Access Bank South Africa will further process the request received.

Access fees:

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of PAIA or an exclusion is determined by the Minister in terms of Section 54 (8).

The applicable access fees which will be payable are:

Description	Fee
For every photocopy of an A4-size page or part thereof	R 1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.75
For a copy in a computer readable form on compact disk	R70.00
A transcription of visual images, for an A4-size page or part thereof	R40.00
For copy of visual images	R60.00
A transcription of an audio record, for an A4-size page or part thereof	R20.00
For a copy of an audio record	R30.00
To search for a record that must be disclosed	R30.00
Where a copy of a record needs to be posted usual postal fee is payable	

Deposits:

Where Access Bank South Africa receives a request for access to information held on a person, other than the requester himself/herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6(six) hours, a deposit is payable by the requester.

The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

Note: In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.

APPENDIX 3

FORM 1 OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....

Signature of data subject/designated person

APPENDIX 3

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	

Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
D	<p>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at this day of20.....

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Signature of data subject/ designated person