



# Access Bank South Africa Limited

## PROMOTION OF ACCESS TO INFORMATION MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

### MANUAL CONTROL

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## KEY TERMS, ACRONYMS, AND DEFINITIONS

TERMS /ACRONYMS	DEFINITION
<b>the Bank</b>	Access Bank South Africa Limited
<b>Board</b>	The Bank's Board of Directors
<b>Consent</b>	A voluntary, specific, and informed expression of will in terms of which a Data Subject agrees to the processing of Personal Information relating to him or her.
<b>Data Subject</b>	The person to whom Personal Information relates. In this context, "person" means a natural person or a juristic person.
<b>Employee</b>	Includes all permanent staff members, temporary staff, and third-party contractors who work for the Bank.
<b>Information Regulator</b>	Information Regulator of South Africa.
<b>Manual</b>	This PAIA Manual, including all its annexures.
<b>Other Requester</b>	Any requester other than a Personal Requester.
<b>PAIA</b>	The Promotion of Access to Information Act, No. 2 of 2000
<b>Personal Information</b>	Information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person including: <ul style="list-style-type: none"> <li>• information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person.</li> <li>• information relating to the education or the medical, financial, criminal or employment history of the person.</li> <li>• any identifying number, symbol, e-mail address, physical address, telephone number or other assignment to the person.</li> <li>• the blood type or any other biometric information of the person.</li> <li>• the personal opinions, views, or preferences of the person.</li> <li>• correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.</li> <li>• the views or opinions of another individual about the person; and</li> <li>• the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.</li> </ul>
<b>Personal Requester</b>	A requester who is seeking to access a record containing personal information about themselves.
<b>POPIA</b>	The Protection of Personal Information Act, No.4 of 2013



TERMS / ACRONYMS	DEFINITION
<b>Processing</b>	Any operation or activity or any set of operations, whether by automatic means, concerning personal information, including: <ul style="list-style-type: none"><li>• the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, or use.</li><li>• dissemination by means of transmission, distribution, or making available in any other form; or</li><li>• merging, linking, as well as blocking, degradation, erasure, or destruction of information.</li></ul> and the term “ <b>Process</b> ” shall bear the same meaning.
<b>Requester</b>	Any person making a request for access to a record that is under the control of the Bank.
	•
<b>Third Party</b>	Any natural or juristic person other than the Requester, or such party acting on behalf of the Requester or the Bank.



## 1. INTRODUCTION TO PAIA AND POPIA

The 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 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. The PAIA sets out the procedural issues related to information requests.

The POPIA, on the other hand, promotes the protection of personal information processed by public and private bodies and amends certain provisions of the PAIA, balancing the need for access to information against the need to ensure the protection of personal information. This Manual is to be read within both the context of the PAIA and POPIA.

## 2. PURPOSE OF THE PAIA MANUAL

This Manual, as compiled in compliance with the provisions of the PAIA and the POPIA, is intended to foster a culture of transparency and accountability 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 by actively promoting a society in which the people of South Africa have access to information to enable them to exercise and protect their rights.

However, Section 9 of the PAIA, recognizes that justifiable limitations of the right to access may be permitted. Such justifiable limitations include, but are not limited to:

- Limitations aimed at the reasonable protection of privacy.
- Commercial confidentiality.
- Effective, efficient, and good governance.
- Rights, including the rights provided for by the Bill of Rights as contained in the Constitution of South Africa.

This Manual serves as an informational guide to inform data subjects of the relevant information in terms of the PAIA and the POPIA as well as the procedures for the exercise of their right to access within the context of the POPIA and the PAIA.

## 3. CORPORATE INFORMATION AND CONTACT DETAILS

Name:	Access Bank South Africa Limited
Registration number:	1947/025414/06
Postal Address:	P O Box 784921, Sandton, 2146
Physical Address of Head Office:	Building No.3, Inanda Greens Business Park, 54 Wierda Road West, Wierda Valley, Sandton, 2196
Website:	<a href="http://www.southafrica.accessbankplc.com">www.southafrica.accessbankplc.com</a>
Chief Executive Officer:	Mr Sandile Shabalala
Information Officer:	Mrs Yolande Myburgh



Tel: +27 (0) 11 634-4300

Fax: +27 (0) 11 836-2220

#### **4. GUIDE AVAILABLE FROM THE INFORMATION REGULATOR**

The Information Regulator, in terms of Section 10(1) of the PAIA, has updated and made available a revised guide on how to use the PAIA. The guide contains information to assist persons wishing to exercise a right of access to information in terms of the PAIA and the POPIA. Copies of the guide are available at <https://inforegulator.org.za/paia-guidelines/> and from the Information Regulator in each of the official languages and in braille. Queries or requests can be directed to the Information Regulator as follows:

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Postal Address: PO Box 31533, Braamfontein, Johannesburg, 2017

Tel: 010 023 5200

Email: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za) / [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

Website: <https://inforegulator.org.za/>

#### **5. RECORDS HELD BY THE BANK**

The Bank may maintain records on the categories and matters listed below. However, it is noted that access to the records listed below may be subject to the grounds of refusal set out in this Manual or as otherwise provided by law. The information is classified and grouped as follows:

##### **5.1 Records Available in Terms of South African Legislation**

- Banks Act 94 of 1990
- Basic Conditions of Employment No. 75 of 1997
- Broad-based Black Economic Empowerment Act, 53 of 2003
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
- Consumer Protection Act No. 68 of 2008
- Copyright Act No. 98 of 1978
- Currency and Exchanges Act No. 9 of 1933
- Disaster Management Act, 57 of 2002
- Electronic Communications Act 36 of 2005 22
- Electronic Communications and Transaction Act 25 of 2002
- Employment Equity Act No. 55 of 1998



- Financial Advisory and Intermediary Services Act No. 37 of 2002
- Financial Institutions (Protection of Funds) Act 28 of 2001
- Financial Intelligence Centre Act No. 38 of 2001
- Financial Markets Act 19 of 2012
- Financial Services Board Act No. 97 of 1990
- Income Tax Act No. 58 of 1962
- Insolvency Act No. 24 of 1936
- Labour Relations Act No. 66 of 1995
- National Credit Act No. 34 of 2005
- National Payment System Act, 78 of 1998
- Occupational Health & Safety Act No. 85 of 1993
- Promotion of Access to Information Act No. 2 of 2000
- Protection of Personal Information Act No. 4 of 2013
- Regulation of Interception of Communications and Provision of Communication-related Information Act, 70 of 2002
- South African 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

The above is not intended to serve as an exhaustive list of laws that apply to the Bank.

## 5.2 **Personnel Records**

Personnel refer to any person who works for, provides services to or on behalf of the Bank, and receives, or is entitled to receive, remuneration, and any other person who assists in carrying out or conducting the business of the Bank. This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff or contractors. The following personnel records may be held by the Bank:

- 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 related internal records.
- Correspondence relating to personnel.
- Training schedules and material.
- Other internal personnel-related records.

## 5.3 **Client Related Records**

Client refers to any natural or juristic entity that receives services from the Bank. The following client records may be held by the Bank:



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

#### 5.4 **Private Body Records**

- Financial records
- Operational records
- Databases
- Information Technology
- Marketing records
- Internal correspondence
- Product Records
- Statutory records
- Internal policies and procedures
- Treasury related records
- Securities records

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

#### 5.5 **Other Party Records**

The Bank 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 the Bank. These records may include the following:

- Records held by the Bank pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by other parties, and records third parties have provided about contractors / suppliers.
- Personnel, client, or private body records that are held by a party other than the Bank

#### 5.6 **Records Which Are Available Without Having to Request Access**

The categories of records below are automatically available, and requesters do not need to specifically request access to them:

- Promotional and advertising material that may be publicly accessible.
- Information pertaining to the Bank's products and services that are in the public domain.
- All other information available on the Bank's website.



## 6. REQUEST PROCEDURE

### 6.1 Access

Bank records may only be accessed by the Requester once all the procedural requirements for a request for access have been met in accordance with PAIA and where access to that record is not refused in terms of any ground for refusal permitted by law.

### 6.2 Types of Requesters

- Personal Requester

The Bank, unless otherwise provided by law, will voluntarily provide requested information or give access to any record about the Requester's personal information, subject to the payment of the relevant fees such as the prescribed fee for reproduction of the information.

- Other Requester

Any Other Requester may request access to information on third party/ies. However, the Bank is not obliged to grant such a request, and the Other Requester must fulfil the prerequisite requirements for access in terms of the PAIA and the POPIA, including payment of a request and access fee.

### 6.3 Request Procedure

To submit a request, the Requester should:

- Complete the prescribed Form 2 (attached hereto as **Annexure A** and available on the Information Regulator's website at <https://inforegulator.org.za/paia-forms/>) and submit it at the postal or physical address, fax number, or electronic mail address stated above ( ).
- 
- Provide sufficient detail on the request form to enable the Information Officer to identify the record and the Requester. At a minimum, the form should clearly identify:
  - the record or records requested.
  - the identity of the Requester.
  - which form of access is required should the request be granted; and
  - the postal address, email address, or fax number of the Requester.
- State that he/she requires the information to exercise or protect a right and clearly state what the nature of the right is and 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.

**EXCEPTION:** If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally with the assistance of another person, provided that the person assisting the Requester reduces the request to writing. The Information Officer will provide all reasonable assistance to facilitate the submission of a request by such a Requester.



- The Requester shall be informed of whether access has been granted or denied in accordance with the timeline and procedures set out below under the heading “Timeline and Outcome of Request”.

#### 6.4 Fees

PAIA provides for two types of fees, namely:

- A request fee, which is a standard fee that may be subject to change from time to time in terms of the PAIA. This fee must be paid before a request is considered.
- An access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs. This fee must be paid before access to information will be granted.

Once the request is received, the Information Officer will provide an estimate to the Requester of the fees payable as well as the payment details. The Information Officer will only proceed with considering or processing a request once the Requester has paid the fees as indicated in **Annexure B** and provided proof of payment.

If the search for a 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 six hours, the Information Officer will, by notice, require the Requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted. If a deposit has been paid in respect of a request for access which is refused, then the Information Officer will repay the deposit to the Requester.

#### 6.5 Timeline and Outcome of Request

- The Bank will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (where required) to that effect. The aforesaid time period will only be deviated from if the Requester has stated special reasons which, to the satisfaction of the Information Officer, warrant such deviation. 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 for the Information Officer’s consideration.
- The 30 (thirty) day period within which the Bank has to decide whether to grant or refuse the request may be extended for a further period of not more than 30 (thirty) days if the request is for a significant volume of information, or if the request requires a search for information held at another office or division of the Bank and the information cannot reasonably be obtained within the initial 30 (thirty) day period. The Bank will notify the Requester in writing should an extension be required along with the reasons for why an extension is necessary. .



- If a request is GRANTED: The notification of such outcome will state the applicable access fee required to be paid, together with an indication of the form in which the access will be granted.
- If a request is DECLINED: The notification of such outcome will include adequate reasons for the decision, together with the relevant provisions of the PAIA relied upon. The notification will also inform the Requester of their right to lodge a complaint with the Information Regulator or approach a court of competent jurisdiction to lodge an application against the decision.
- Should the Information Officer fail to respond to the Requester within 30 (thirty) days, this constitutes a deemed refusal of the request.

## **7. GROUNDS FOR REFUSAL**

The main grounds for the Bank to refuse a request are as follows:

- a. 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, including a deceased individual.
- b. 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, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party; or
  - Information disclosed in confidence by a third party to the Bank, if the disclosure could put that third party at a disadvantage in contractual or other negotiations, or prejudice that third party in commercial competition.
- c. Mandatory protection of confidential information of third parties if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.
- d. Mandatory protection of the safety of individuals and the protection of property.
- e. Mandatory protection of records which would be regarded as privileged in legal proceedings.
- f. The commercial information of the Bank, which may include:
  - Trade secrets of the Bank.
  - Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interest of the Bank.
  - Information which, if disclosed could put the Bank at a disadvantage in contractual or other negotiations or prejudice the Bank in commercial competition.
  - A computer programme which is owned by the Bank, and which is protected by copyright.



- g. The research information of the Bank or a third party, if its disclosure would disclose the identity of the Bank, 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.

## **8. REMEDIES AVAILABLE ON REFUSAL OF REQUEST FOR INFORMATION**

### **8.1 Internal Remedies**

- The Bank does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and Requesters will have to exercise the external remedies at their disposal if the request for information is refused and the Requester is not satisfied with the feedback provided by the Information Officer.

### **8.2 External Remedies**

- Subject to the provisions of the PAIA, a Requester that is dissatisfied with the Information Officer's refusal to disclose information may apply to a court of competent jurisdiction for relief within 30 (thirty) days of notification of the decision.
- Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information, may approach a court of competent jurisdiction or the Information Regulator for relief.

To lodge a complaint with the Information Regulator, Requesters may contact the Information Regulator at [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za) or visit the Information Regulator's website at [inforegulator.org.za](http://inforegulator.org.za)

## **9. PROCESSING OF PERSONAL INFORMATION**

### **9.1 Purpose of Processing**

- a. The purpose for which personal information is processed by the Bank will depend on the nature of the personal information and the data subject in question.
- b. The Bank processes personal information, in reliance on appropriate legal bases, for numerous purposes to the extent permitted by law. In general, personal information may be processed for purposes, including but not limited to, the onboarding clients and suppliers, service or product delivery, records management, security, employment, and related matters.



Categories of Personal Information Processed and the Data Subjects in Respect of Which the Personal Information is Processed

<b>Data subject categories</b>	<b>Personal information that may be processed</b>
Clients of the Bank	<ul style="list-style-type: none"><li>• Identifying information such as name, surname, sex, date of birth, identity and passport numbers, physical address</li><li>• Contact information</li><li>• Location information</li><li>• Marital status</li><li>• Personal opinions and views (customer feedback)</li><li>• Residential information such as</li><li>• Demographic, financial, tax, and credit information</li><li>• Transactional history and banking details</li><li>• Biometric information</li><li>• Employment information</li><li>• Personal preferences</li></ul>
Service providers and suppliers	<ul style="list-style-type: none"><li>• Identifying information such as names, company registration numbers, tax numbers, PAYE numbers, address</li><li>• Contact information</li><li>• Financial, banking, and credit information</li><li>• Contractual and business information</li><li>• Supplier employee information</li></ul>
Employees and personnel of the Bank	<ul style="list-style-type: none"><li>• Identifying information such as name, surname, sex, date of birth, identity and passport numbers, physical address</li><li>• Employment and educational information</li><li>• Health and medical information</li><li>• Information regarding criminal convictions and background checks</li><li>• Closed-circuit television (“CCTV”) footage</li><li>• Demographic, financial, tax, and credit information</li><li>• Information regarding disciplinary proceedings, employee performance, dismissal</li><li>• Biometric information</li><li>• Information on disability, trade union membership, race, and religion</li><li>• Marital status</li><li>• Next of kin or emergency information and contact details</li></ul>



Data subject categories	Personal information that may be processed
Job Applicants	<ul style="list-style-type: none"><li>• Identifying information such as name, surname, sex, date of birth, identity and passport numbers, physical address</li><li>• Curricula vitae</li><li>• Background checks</li><li>• Applications for employment</li><li>• Personal opinions and views (interview records)</li></ul>

## 9.2 The Categories of Recipients to whom Personal Information May Be Supplied

Depending on the nature of the personal information, the Bank may supply personal information to the following categories of recipients:

- a. Internally with affiliates and other group companies.
- b. Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for information.
- c. Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for information or discovery in terms of the applicable rules (e.g., the Competition Commission in terms of the Competition Act 89 of 1998, the South African Revenue Services, or another similar authority);
- d. Board members, including non-executive and independent non-executive directors.
- e. Credit bureaus, tax authorities, or other regulatory or industry bodies to meet due diligence and regulatory requirements.
- f. Business partners or counterparties in any corporate transactions.
- g. Suppliers and service providers.
- h. Anyone making a successful application for access in terms of PAIA; and
- i. 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.

## 9.3 Planned Transborder Flows of Information

- The Bank may, from time to time, transfer or disclose personal information to third parties outside of the borders of South Africa, such as subsidiaries or service providers. However, personal information will only be transferred in accordance with the requirements of the POPIA. For example, transfers of personal information will only be made to recipients in foreign countries where the third party is subject to a law, binding corporate rules, or a binding agreement that effectively upholds principles for reasonable processing of the personal information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where



applicable, a juristic person, and includes provisions, that are substantially similar to the POPIA's requirements relating to the further transfer of personal information from the recipient to third parties who are in a foreign country.

#### 9.4 **Security Measures Implemented to Ensure the Confidentiality and Privacy of the Personal Information which is to be Processed**

- The Bank is committed to implementing leading data security safeguards to secure the personal information it processes
- The Bank has specialised security teams that constantly review and improve the Bank's security measures to protect data subjects' personal information from unauthorised access, accidental loss, disclosure, or destruction. Personal information is safeguarded in accordance with the Bank's prevailing security policies, standards and practices, which are informed by industry-accepted best practices.
- The Bank has taken reasonable measures to:
  - identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control.
  - establish and maintain appropriate safeguards against the risks identified.
  - regularly verify that the safeguards are effectively implemented; and
  - ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.
- Specific security measures implemented by the Bank include but are not limited to:
  - Restricting access based on operational needs in accordance with the principle of least privilege.
  - Strong user and administrator account authentication.
  - The use of data loss prevention and detection tools / policies.
  - Endpoint security.
  - Data encryption.
  - Robust monitoring, auditing and reporting.
  - Data backups.
  - Ongoing awareness, education, and vigilance.

## **10. AVAILABILITY OF THE MANUAL**

This Manual is available for inspection at the Head Office of the Bank (as listed in Section 3 of this Manual), upon request from the Information Officer (upon the payment of a reasonable amount), and can also be accessed from the Bank's website: [-](#)



## ANNEXURE A

<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

**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.*

<b>The Information Officer</b> Access Bank South Africa Limited Building 3, Inanda Greens Business Park, 54 Wierda Road West, Wierda Valley, Sandton, 2196 Telephone: 011-634 4355	P. O. Box 784921 Sandton, 2146 Fax: 011-836 2220 E-mail: <a href="mailto:privacysa@accessbankplc.com">privacysa@accessbankplc.com</a>
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Request is made in my own name

Request is made on behalf of another person

PERSONAL INFORMATION	
Full Names	
Identity Number	
Capacity in which request is made <i>(When made on behalf of another person)</i>	
Postal Address	
	Code:
Street Address	
	Code:
Email Address	



Contact numbers:	Tel. (B):	Fax.:
	Cellular:	
Identity number:		
Postal Address		
	Code:	
Street Address		
	Code:	
Email Address		
Contact numbers:	Tel. (B):	Fax.:
	Cellular:	
<b>PARTICULARS OF RECORD REQUESTED</b>		
Description of record or relevant part of the record:		
Reference number if available		
Any further particulars of record		



<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
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	
<b>FORM OF ACCESS</b> <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	
<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of 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>	
Email of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language	



(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)

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

Indicate which right is to be exercised or protected	

**FEES**

- a. A request fee must be paid before the request will be considered.
- b. The Requester 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 the Requester qualifies for exemption of the payment of any fee, please state the reason for the 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:

<b>Postal address</b>	<b>Facsimile</b>	<b>Electronic communication (Please specify)</b>
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Signed at \_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

\_\_\_\_\_  
*Signature of Requester / person on whose behalf request is made*

**FOR OFFICIAL USE**

Reference number:	
Request received by:	
Date received:	
Access fees:	
Deposit (if any):	
Signature of Information Officer:	



## ANNEXURE B – Fees

Item	Description	Amount
1.	The request fee payable by every Requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on:	
	(i) Flash drive (to be provided by the Requester)	R40.00
	(ii) Compact disc	
	If provided by Requester	R40.00
	If provided to the Requester	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on:	
	(i) Flash drive (to be provided by the Requester)	R40.00
	(ii) Compact disc	
	If provided by Requester	R40.00
	If provided to the Requester	R60.00
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.	R145.00



	To not exceed a total cost of	R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.