



Exxaro Resources Limited (“Exxaro”)

(including all subsidiaries)

Promotion of Access to Information Manual

Published in terms of section 51 of the Promotion of Access to Information Act 2 of 2000

June 2021

Version 6

A copy of the manual will be available for inspection at Exxaro Resources Limited Corporate office and is available on the company website at www.exxaro.com

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1. RIGHT OF ACCESS TO INFORMATION

1.1 INTRODUCTION

The 1996 South African Constitution, provides a statutory right of access on request to any record held by the state as well as access to records held by private bodies, entrenches the fundamental right to information.

The Promotion of Access to Information Act 2 of 2000 (“the Act”), which came into effect on 9 March 2001, seeks to advance the values of transparency and accountability in South Africa and provides the mechanism for requesters to exercise and protect their constitutional right to request access to a record.

The Act establishes the following statutory rights of requesters to any record of a private body if:

- That record is required for the exercise or protection of any of his or her legal rights;
- That requester complies with all the procedural requirements; and
- Access is not refused in terms of any ground referred to in the Act.

In terms of the Act private bodies are required to publish a manual to assist requesters who wish to request access to a record.

1.2 AVAILABILITY OF THE EXXARO MANUAL AND ENTRY POINT FOR REQUESTS

This document serves as the Exxaro PAIA Manual (“the Manual”) in accordance with the requirements of section 51 of the Act to facilitate access to records held by Exxaro.

A copy of this Manual is available to the public in a PDF (“Portable Document Format”) version on the website of Exxaro at www.exxaro.com or on request from the Information Officer referred to in this Manual. Exxaro shall review this Manual periodically and update it from time to time, or when relevant regulatory changes occur.

Exxaro endorses the spirit of the Act and believes that this Manual will assist requesters in exercising their rights.

In summary the Manual provides information on the:

- Contact details of the Information Officer;
- Structure and functions of Exxaro;
- Subjects and categories of records that are held by Exxaro; and
- Procedure that needs to be followed and criteria that have to be met by a requester to request access to a record.

1.3 WHO MAY REQUEST ACCESS TO INFORMATION

The Act provides that a requester is only entitled to access to a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise or protect a right, will be considered.

A requester may act in different capacities in making a request for a record. This will influence the amount to be charged when a request has been lodged.

Requesters may make a request as:

- A personal requester who requests a record about him/herself;
- An agent requester who requests a record on behalf of someone else;
- A third party requester who requests a record about someone else; and
- A public body who may request a record if:
 - It fulfils the requirements of procedural compliance;

- The record is required for the exercise or protection of a right; and
- No grounds for refusal exist.

1.4 CONTACT DETAILS OF EXXARO INFORMATION OFFICER

The Chief Executive Officer of Exxaro has delegated his powers to the Information Officer below in terms of the Act to handle all requests on Exxaro's behalf and ensure that the requirements of the Act are administered in a fair, objective and unbiased manner.

Group Information Officer:	Itumeleng Lebepe
Physical Address:	263B West Avenue, Die Hoewes Centurion, 0157
Postal Address:	PO Box 9229, Pretoria, 0001
Tel:	(012) 307 4345 or (012) 307 3189
E-mail:	Information.Officer@exxaro.com

1.5 POLICY WITH REGARD TO CONFIDENTIALITY AND ACCESS TO INFORMATION

Exxaro will protect the confidentiality of information provided to it by third parties, subject to Exxaro's obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information. If access is requested to a record that contains information about a third party, Exxaro is obliged to attempt to contact this third party to inform them of the request.

This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event that the third party furnishing reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted, or not.

1.6 GUIDANCE TO REQUESTERS ON HOW TO USE THE ACT

The Information Regulator is required to update and make available the existing guide that has been compiled by the South African Human Rights Commission containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in this Act and the Protection of Personal Information Act, 2013.

Please direct any queries to the Information Regulator:

Postal address: P.O Box 31533 Braamfontein Johannesburg 2017

Physical address: JD House 27 Stiemens Street Braamfontein Johannesburg 2001

Email: infoereg@justice.gov.za.

2. EXXARO STRUCTURE

2.1 SCOPE

This Manual has been prepared as at 30 June 2021 and includes the following Exxaro entities:

- Aquicure Proprietary Limited
- Cennergi Proprietary Limited
- Clipeus Investment Holdings Proprietary Limited
- Coastal Coal Proprietary Limited
- Colonna Properties Proprietary Limited
- Dorstfontein Coal Mines Proprietary Limited
- Exxaro Base Metals and Industrial Minerals Holdings Proprietary Limited
- Exxaro Chairman's Fund
- Exxaro Coal Central Proprietary Limited
- Exxaro Coal Proprietary Limited
- Exxaro Coal Mpumalanga Proprietary Limited
- Exxaro Employee Empowerment Participation Scheme Trust
- Exxaro Employee Empowerment Trust
- Exxaro Employee Share Ownership Trust
- Exxaro ESOP SPV RF Proprietary Limited
- Exxaro Environment Rehabilitation Fund
- Exxaro FerroAlloys Proprietary Limited
- Exxaro Foundation Trust
- Exxaro Holdings Proprietary Limited
- Exxaro Insurance Company Limited
- Exxaro Matla Setshabeng Development NPC
- Exxaro Mountain Bike Academy NPC
- Exxaro People Development Initiative NPC
- Exxaro Properties (Groenkloof) Proprietary Limited
- Exxaro Reductants Proprietary Limited
- Exxaro Resources Limited
- Eyesizwe Coal Employees Share Trust
- Ferroland Grondtrust Proprietary Limited
- Forzando Coal Mines Proprietary Limited
- Gravelotte Iron Ore Company Proprietary Limited
- Itemba Farms Proprietary Limited
- K2018621183 (South Africa) Proprietary Limited
- Kumba Resources Management Share Trust
- Mafube Environmental Rehabilitation Trust
- Mmakau Coal Proprietary Limited
- Matla and Arnot Rehabilitation Trust
- Newcastle Coal Mines Proprietary Limited
- Rocsi Holdings Proprietary Limited
- The Vryheid (Natal) Railway, Coal and Iron Company Limited
- Tumelo Coal Mines Proprietary Limited

2.2 EXXARO PROFILE AND STRUCTURE

Exxaro is a diverse resources group which includes coal operations and investments in iron ore, residual pigment manufacturing and renewable (wind) energy. Exxaro has operations in South Africa, Australia, Switzerland and China, and a pipeline of growth projects.

3. CLASSES OF RECORDS

3.1 AUTOMATIC DISCLOSURE

No notice has been published in terms of section 52 of the Act. However, the following records are automatically available at the registered office of Exxaro on payment of the prescribed fee for reproduction.

- Documentation and information relating to Exxaro which is held by the Companies Intellectual Properties Commission in accordance with the requirements set out

in section 25 of the Companies Act 71 of 2008, as amended

- Products and Promotional Brochures
- News and other Marketing Information
- Extracts from the annual integrated report and any other shareholder communications as published on Exxaro's website.

3.2 LEGISLATIVE RECORDS

Records are kept in accordance with such other legislation as applicable to Exxaro, which includes, but is not limited to:

- Banks Act 94 of 1990
- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Constitution of South Africa Act 108 of 1996
- Copyright Act 98 of 1987
- Consumer Protection Act 68 of 2008
- Criminal Procedure Act 51 of 1977
- Deeds Registries Act 57 of 1937
- Debt Collectors Act 114 of 1998
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Finance Act 2 of 2007
- Financial Markets Act 19 of 2012
- Firearms Control Act 60 of 2000;
- Income Tax Act 58 of 1962
- Insolvency Act 24 of 1936
- Labour Relations Act 66 of 1995
- Long Term Insurance Act 52 of 1998
- Magistrates Court Act 32 of 1944
- Mine Health and Safety Act 29 of 1996
- Mineral Petroleum Resources Development Act 28 of 2002
- National Environmental Management Act 107 of 1998
- Non-Profit Organisations Act 71 of 1997
- Occupational Diseases in Mines and Works Act 78 of 1973
- Occupational Health and Safety Act 85 of 1993
- Patents Act 57 of 1987
- Prevention of Organised Crime Act 14 of 1998
- Protection of Personal Information Act 4 of 2013
- Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- Short Term Insurance Act. 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 97 of 1999
- South African Revenue Service Act 34 of 1997
- Statistics Act 6 of 1999
- Supreme Court Act 59 of 1959
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

Although we have used our best endeavours to supply you with a list of applicable legislation it is possible that the above list may be incomplete.

Whenever it comes to our attention that existing or new legislation allows a requester access on a basis other than set out in the Act, we shall update the list accordingly.

3.3 RECORDS HELD BY EXXARO

STAKEHOLDER ENGAGEMENT

- Donations
- CSI Projects and Investments
- Media Releases
- CSI Performance Information
- Newsletters and Publications

CORPORATE SECRETARIAT AND LEGAL

- Applicable Statutory Documents
- Annual Integrated Reports and supplementary information, including the Mineral Resources and Reserves Statement and Exxaro Resources Annual Financial Statements
- Board of Directors Charter and Board Committee Terms of Reference
- Codes of Conduct
- Executive Committee Meeting Minutes
- General legal correspondence
- Minutes of Shareholders' Meetings
- Policies and Procedures
- Production Statistics
- Property Records
- Records
- Trademarks
- Public Corporate Records
- Share Certificates
- Shareholder Agreements

- Leases
- Legal Compliance Records
- Licenses and Approvals
- Litigation and Dispute Patent Records
- Memoranda of Incorporation
- Minutes of Board of Directors and Board Committee Meetings
- Share Registers (Exxaro Resources Limited's official share register is however maintained by the transfer secretary of the company)
- SENS releases
- Strategic plans
- Statutory Returns to Relevant Authorities

FINANCE AND TAXATION

- Accounting Records
- Agreements
- Annual Financial Statements
- Audit Reports
- Capital Expenditure Records
- Investment Records
- Invoices and Statements
- Management Reports
- PAYE Records
- Purchasing Records
- Sale records
- Supply records
- Tax records and Returns
- Treasury Dealing
- Transactional Records
- VAT Records

HUMAN RESOURCES

- Education and Training Records
- Employee Benefit Records
- Employment Contracts
- Employment Equity Records
- Group HR Policies and Procedures
- Labour Relations Records
- Leave Records
- Medical Records
- Personnel Information
- Retirement Benefit and Medical Aid Records
- UIF Records
- Tax Returns of employees
- Statutory Employee Records

INFORMATION AND TECHNOLOGY MANAGEMENT

- Contracts and Agreements
- Information Policies, Standards, Procedures and Guidelines

INSURANCE

- Claim Records
- Details of insurance coverages, limits and insurers
- Insurance Policies

OPERATIONS AND TECHNICAL

- Access Control
- Administration Documentation
- Agreements
- Production Statistics
- Resource and Reserve Information
- Divisional Accounting Records
- Licenses and approvals
- Marketing Strategies
- Strategic and Mine Plans
- Technical Records

SAFETY, HEALTH, ENVIRONMENT AND SUSTAINABILITY

- Environmental Assessment Records
- Safety and Environmental Statistics
- Incident reports and investigations
- Sustainability Information
- Licenses and Approvals
- Training Records
- Safety and Environmental Statistics
- Sustainability Information
- Training Records

- Mining Charter Compliance Information
- Safety, Health, Environment and Sustainability Policies and Management Standards
- Philosophy and Strategy

SUPPLY CHAIN MANAGEMENT

- Agreements with Contractors and Suppliers
- Contractors and Supplier Data

4. PROCESSING OF PERSONAL INFORMATION

4.1 PURPOSE OF PROCESSING

Personal information shall bear the meaning as defined in the Protection of Personal Information Act 4 of 2013. Exxaro may process personal information for a variety of purposes, including:

- to provide our goods or supply our services and to better understand our data subjects' needs when doing so;
- to keep our data subject records up-to-date;
- for employment purposes;
- for recruitment purposes;
- for legal or contractual purposes;
- to manage employees in general;
- to manage supplier contracts in general;
- to manage customers in general;
- to process customer requests or complaints; and
- to process personal information of employees.

4.2 DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION

Exxaro processes many different categories of personal information, including:

- contact details, such as phone numbers, physical and postal addresses, and email addresses;
- personal details, such as names and ages;
- health information;
- biometric information;
- account numbers;
- contract information.

4.3 PLANNED RECIPIENTS OF PERSONAL INFORMATION

Exxaro may give personal information that we process in the ordinary course of business to fulfill our obligations to our customers and clients and the following third parties:

- Statutory authorities;
- Law enforcement;
- Tax authorities;
- Medical schemes;
- Employee pension and provident funds;
- Industry bodies;
- Contractors, vendors, suppliers; operators, other responsible parties, co-responsible parties; and third party vendors.

4.4 PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

Exxaro may send personal information outside of South Africa to various countries. Exxaro shall only transfer information to other countries who have similar privacy laws to South Africa's or recipients who can guarantee the protection of personal information to the same standard which Exxaro is required protect such personal information.

5. SECURITY

We secure our personal information by maintaining reasonable measures to protect personal information from loss, misuse and unauthorised access, disclosure, alteration and destruction. We also take reasonable steps to keep personal information accurate, current, complete and reliable for its intended use.

6. ACCESS PROCEDURE AND REQUESTS

The purpose of this section is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by Exxaro.

It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the Act.

If it is reasonably suspected that the requester has obtained access to Exxaro's records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

6.1 GUIDANCE ON COMPLETION OF PRESCRIBED ACCESS FORM

In order for Exxaro to facilitate your access to a record you need to complete the prescribed access form attached as Annexure 1. Please take note that the prescribed access form must be completed in full, failure to do so will result in the process being delayed until such additional information is provided. Exxaro will not be held liable for delays due to receipt of incomplete forms. Due cognisance should be taken of the following instructions when completing the Access Request Form because the Information Officer shall not process any request for access to a record until satisfied that all requirements have been met:

- The Access Request Form must be completed in the English language.
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional attached folio.
- Type or print in BLOCK LETTERS an answer to every question.
- If a question does not apply, state "N/A" in response to that question.
- If there is nothing to disclose in reply to a particular question, state "nil" in response to that question.
- Proof of identity is required to authenticate the identity of the requester. If the requester acts as an agent requester, the requester shall provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above.
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

6.2 SUBMISSION OF PRESCRIBED ACCESS FORM

The completed Access Request Form must be submitted either via conventional mail or e-mail

and must be addressed to the Information Officer.

6.3 PAYMENT OF PRESCRIBED FEES

Payment details can be obtained from the Information Officer and payment can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied.

Four types of fees are provided for in terms of the Act:

Request fee: An initial, non-refundable R50.00 (incl. VAT) is payable on submission.

This fee is not applicable to personal requesters, referring to any person seeking access to records that contain their personal information.

Reproduction fee: This fee is payable with respect to all records that are automatically available.

Access fee: If the request for access is successful an access fee may be required to reimburse Exxaro for the costs involved in the search, reproduction and/or preparation of the record and will be calculated based on the Prescribed Fees.

Deposit: A deposit of one third (1/3) of the amount of the applicable access fee, is payable if Exxaro receives a request for access to information held on a person other than the requester himself/herself and the preparation for the record will take more than six (6) hours. In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

6.4 NOTIFICATION

Exxaro will within thirty (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 thirty (30) day period within which Exxaro has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days, if the request is for a large volume of information, or the request requires a search for information held at another office of Exxaro and the information cannot be reasonably be obtained within the original thirty (30) day period. Exxaro will notify the requester in writing should an extension be sought.

If the request for access to a record is successful the requester will be notified of the following:

- The amount of the access fee payable upon gaining access to the record;
- An indication of the form in which the access will be granted; and
- Notice that the requester may lodge an application with a court against the payment of the access fee and the procedure, including the period, for lodging the application.

6.5 RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

If Exxaro has searched for a record and it is believed that the record either does not exist or cannot be found within the original thirty (30) day and the notified thirty (30) day extension period, the requester will be notified by way of an affidavit or affirmation.

This will include the steps that were taken to try to locate the record.

6.6 OTHER RELEVANT FORMS

When collecting and processing personal information, data subjects will be provided with relevant information and notice for what purposes their personal information is being collected and processed or used and who the recipients of the personal information are or will be (refer to attached consent and notification form in Annexure 2).

For any complaints relating to personal information, please submit the Complaints Form found in Annexure 3 to our Information Officer.

Further, data subjects will be provided an opportunity to request any personal information held about the data subject, the correction of personal information and the withdrawal of consent to the processing of personal information. Any of the latter may be done by submitting the form referred to in Annexure 4 to our Information Officer.

7. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS AND APPEAL

7.1 GROUNDS FOR REFUSAL

The thirty (30) day period within which the Information Officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has complied with all the requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer.

Requests may be refused on the following grounds, as set out in the Act:

- Mandatory protection of privacy of a third party who is a natural person, including a deceased person, which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of commercial information of a third party or Exxaro, if the record contains:
 - Trade secrets of the third party of Exxaro;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the third party or Exxaro; and

- Information disclosed in confidence by a third party of Exxaro if the disclosure could put that third party to disadvantage in negotiations or commercial competition;
- Mandatory protection of certain confidential information of a third party if disclosure of the record would result in a breach of a duty of confidence owed to that party in terms of an agreement;
- Mandatory protection of the safety of individuals, and the protection of property;
- Mandatory protection of records privileged from production in legal proceedings, unless the legal privilege has been waived; and
- Mandatory protection of research information of a third party and of Exxaro.

7.2 APPEAL

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within one hundred and eighty (180) days of notification of the Information Officer's decision, apply to a court

for appropriate relief in accordance with Section 78 of the Act.

8. PRESCRIBED FEES

8.1 REPRODUCTION FEES

The applicable fees (excluding VAT) for reproduction as referred to above are:

	Rand
• For every photocopy of an A4–size page or part thereof	1.10
• For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	0.75
• For a copy in a computer readable form:	
○ Compact disc	70.00
• A transcription of visual images, for an A4-size page or part thereof	40.00
• For a copy of visual images	
• A transcription of an audio record, for an A4-size page or part thereof	60.00
• For a copy of an audio record	20.00
	30.00

8.2 REQUEST FEE

A request fee of R50.00 (excluding VAT) is payable upfront where a requestor submits a request for access to information on anybody else other than a requestor.

8.3 ACCESS FEE

The applicable fees (excluding VAT) which will be payable are:

	Rand
• For every photocopy of an A4–size page or part thereof	1.10
• For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	0.75
• For a copy in a computer readable form:	
○ Compact disc	70.00
• A transcription of visual images, for an A4-size page or part thereof	40.00
• For a copy of visual images	60.00
• A transcription of an audio record, for an A4-size page or part thereof	20.00
• For a copy of an audio record	30.00
• To search a record that must be disclosed, per hour of part of the hour	30.00

8.4 POSTAGE FEE

When a copy of the record needs to be posted the actual postal fee is payable in addition to the applicable fees.

ANNEXURE 1: ACCESS FORM

REQUEST FOR ACCESS TO A RECORD OF EXXARO (Section 53(1) of the Promotion of Access to Information Act 2 of 2000)

A. Particulars of private body

Contact details:	
Chief Executive Officer (as defined in the Act)	
Information Officer	
Postal address	
Physical address	
Phone number	
Fax number	
E-mail address	

B. Particulars of person requesting access to the record

<p>(a) <i>The particulars of the person who requests access to the record must be recorded below.</i></p> <p>(b) <i>Furnish an address and/or fax number in the Republic of South Africa to which information must be sent.</i></p> <p>(c) <i>Proof of identity is required from both the requester and any person or any party acting on behalf of the requester. The original identity document or such other proof satisfactory to the Chief Executive Officer or Information Officer will need to be presented with this request by the requester or the requester's representative before the request will be processed.</i></p> <p>(d) <i>If the request is made on behalf of another person, proof of the capacity in which the request is made, is also to be presented with this request.</i></p>

DETAILS OF REQUESTER

Surname/ Company Name	
Full names/ Full name and surname of Company Representative	
Identity number/Company Registration No.	
Postal address	

Telephone number	
Fax number	
E-mail address	

If a request is made on behalf of another person the requester is obliged to identify him/herself and to provide proof of the mandate under which the request is made, to the satisfaction of the Information Officer.

C. Particulars of person on whose behalf request is made

Surname	
Name	
Identity number	

D. Particulars of record

<p>(a) <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.</i></p> <p>(b) <i>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.</i></p> <p>(c) <i>The requester's attention is drawn to the grounds on which the private body must or may refuse access to a record (in certain instances this may be mandatory, in others it may be discretionary):</i></p> <p><i>Mandatory protection of the privacy of a third party who is a natural person (human being);</i></p> <p><i>Mandatory protection of commercial information of third party;</i></p> <p><i>Mandatory protection of certain confidential information of a third party;</i></p> <p><i>Mandatory protection of the safety of individuals, and the protection of property;</i></p> <p><i>Mandatory protection of records privileged from production in legal proceedings;</i></p> <p><i>Commercial information of a private body;</i></p> <p><i>Mandatory protection of research information of a third party and a private body.</i></p>

E. Description of record or relevant part of the record

Category	Description of record

F. 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 (**currently R50.00**) has been paid.
- (b) If the prescribed request fee is amended you will be notified of the amount required to be paid as the request fee.
- (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 therefore.

The requester qualifies for an exemption in payment of fees (mark the appropriate box)		Yes	No
Reason			

G. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 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 record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)					
	view the images		copy of the images*		transcription of the images*
3. If the record consists of recorded words or information which can be reproduced in sound -					
	listen to the soundtrack (audio cassette)				transcription of soundtrack* (written or printed document)
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		copy in computer readable format*
* 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

H. Participation 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.***

1. Indicate which right is to be exercised or protected

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

I. 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**

ANNEXURE 2: CONSENT TO PROCESS/ NOTIFICATION TO COLLECT PERSONAL INFORMATION FORM

CONSENT TO PROCESS/ NOTIFICATION TO COLLECT PERSONAL INFORMATION FORM

Please submit the completed form to the Information Officer: _____ In terms of (Section 11/18) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)	
Name:	
Contact Number:	
Email Address:	
Section A. Purpose for Collection and Processing the Information	
The purpose for the collection of your Personal Information and the reason for the Company requiring your Personal Information is to enable the Company:	
i.to comply with lawful obligations, including amongst others, all applicable labour, tax and financial legislation such as:	
<ul style="list-style-type: none">○ The Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS)○ The Financial Intelligence Centre Act 38 of 2001 (FICA)○ The National Credit Act 34 of 2005○ The Broad Based Black Economic Empowerment laws (B-BBEE)	
ii.to give effect to a contractual relationship between the Company and yourself;	
iii.to conduct its business operations; and	
iv.to protect the legitimate interests of the Company, yourself and or any third parties.	
All Personal Information which you provide to the Company will only be used for the purposes set out above.	
Section B. Declaration and Informed Consent	
I consent to providing the Personal Information required, to the Company, on the understanding that the Company is responsible to abide by the principles set out in POPIA, in the Company POPIA Policy, and in this document.	
I declare that all Personal Information being supplied by me to the Company is accurate, up to date, not misleading, and that it is complete in all material respects.	
I undertake to advise the Company immediately of any changes to my Personal Information, should any of the details change.	
By providing the Company with my Personal Information, I consent and give the Company permission to process and further process the Personal Information, as and when required, that I supply to the Company, understanding the purposes for which the Personal Information is required and for which it will be use.	
First Name and Surname:	
Signature:	
Date:	

ANNEXURE 3: COMPLAINT REGARDING THE PROTECTION OF PERSONAL INFORMATION FORM
COMPLAINT REGARDING THE PROTECTION OF PERSONAL INFORMATION

<p>Please submit the completed form to the Information Officer: _____ In terms of (Section 74) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)</p>			
Name:			
Contact Number:			
Email Address:			
<p>NOTE: Where we are unable to resolve your complaint to your satisfaction you have the right to take up your complaint with the Information Regulator: Complaints.IR@justice.gov.za – JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001</p>			
Section A. Particulars of Complainant (Please provide proof Identification along with the complaint form)			
First Name:		Surname:	
Identity Number:		Postal Address:	
Contact Number:		Email Address:	
Section B. Details of Complaint			
Section B. Desired Outcome			
Section C. Signature			
Signature:			
Date:			

ANNEXURE 4: DATA SUBJECT INFORMATION REQUEST AND INFORMATION WITHDRAWAL FORM
DATA SUBJECT INFORMATION REQUEST AND INFORMATION WITHDRAWAL FORM

Please submit the completed form to the Information Officer: _____	
Name:	
Contact Number:	
Email Address:	
Please be aware that we may require you to provide proof of identification prior to processing your request.	
Section A. Particulars of Data Subject	
Name & Surname:	
Identity Number:	
Postal Address:	
Contact Number:	
Email Address:	
Section B. Request	
<input type="checkbox"/> <input type="checkbox"/> Method of Access Preferred: Paper copies of the documents Electronic copies of the documents	
I request the organisation to: (Please tick applicable box)	
<input type="checkbox"/>	a. Inform me whether it holds any of my personal information.
<input type="checkbox"/>	b. Provide me with a record or description of my personal information.
<input type="checkbox"/>	c. Correct or update my personal information.
<input type="checkbox"/>	d. Withdraw and destroy or delete a record of my personal information
Please complete below any further information on the documents you are requesting (Reference numbers, further particulars etc.)	
Section C. Signature	
Signature:	
Date:	