



# ZAPEO PAIA/POPI MANUAL

## 2023

This manual was prepared in accordance with Section 51 of the Promotion of Access to Information Act (PAIA), 2000 and to address requirements of the Protection of Personal Information Act (POPIA), 2013.

This manual applies to Searchrsa cc t/a Zapeo, Ck  
No. 2003/105925/23, VAT No. 4280255177

Date of Compilation	22 June 2021	
Date of Revision	20 October 2023	
Document Status	ACTIVE	INACTIVE

**INDEX**

1. Background	2
1.1 POPI Act	2
1.2 PAI Act	2
1.3 Zapeo	2
1.4 Purpose of Manual	2
1.5 Status and Scope	3
2. Guide Of The South African Human Rights Commission	2
3. Contact Details of the Managing Director [Section 51(1)(a)]	3
4. Information Officers	3
5. Availability of this manual [S 51(1)(b) – Promotion of Access to Information Act]	3
6. Who may Request Records held by Zapeo	3
6.1 Requesters	3
6.2 Personal Requester	4
6.3 Other Requester	4
7. Applicable Legislation in accordance with section 51 (1)	4
8. Description of the Records available in accordance with other legislation [S51(1)(d)]	4
9. Records that are automatically available without a person having to request access in terms of this Act [S 51(1)(c)]	5
10. The following Records maintained by Zapeo can be requested	5
11. Request Procedure in accordance with PAIA [S 53(1)]	6
12. Fees	7
13. Grounds For Refusal of Access to Records in Terms of PAIA	7
14. Protection of Personal Information that is processed by Zapeo	8
15. Purpose of processing Personal Information by Zapeo	8
16. Cross-border flows of Personal Information	8
17. Objection to the Processing of Personal Information by the Data Subject	9
Schedule 1 – Request Form	10
Schedule 2 – Fees	15
Schedule 3 – Processing of Personal Information in terms of POPI	18
Schedule 4 – Objection to Processing of Personal Information Form	19

## 1. Background

### 1.1. POPI Act

1.1.1 The purpose of the Act is to give effect to the constitutional right to privacy, by safeguarding personal information when processed by a responsible party, subject to justifiable limitations that are aimed at—

- balancing the right to privacy against other rights, particularly the right of access to information; and
- protecting important interests, including the free flow of information within the Republic and across international borders;
- regulate the manner in which personal information may be processed, by establishing conditions, in harmony with international standards, that prescribe the minimum threshold requirements for the lawful processing of personal information;
- provide persons with rights and remedies to protect their personal information from processing that is not in accordance with the Act; and
- establish voluntary and compulsory measures, including the establishment of an Information Regulator, to ensure respect for and to promote, enforce and fulfil the rights protected by the Act.

### 1.2 PAI Act

1.2.1 The Promotion of Access to Information Act gives third parties the right to approach private bodies and the government to request information held by them, which is required in the exercise and/or protection of any rights. On request, the private body or government is obliged to release such information unless the Act expressly states that the records containing such information may or must not be released.

### 1.3 Zapeo

1.3.1 Searchrsa cc also trading as Zapeo is registered as an employment service for gain providing permanent recruitment, temporary staffing and contractor management services.

### 1.4 Purpose of Manual

1.4.1 The purpose of this manual is to promote the right of access to information, to foster a culture of transparency and accountability within Zapeo by giving the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.

1.4.2 Under the POPI Act, Zapeo is required to be open and transparent about how Zapeo handles personal information and allow individuals to access and correct their personal information.

1.4.3 This PAIA Manual complies with the requirements of guide mentioned in section 10 of the Act and recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its regulations by private and public bodies.

### 1.5 Status and Scope

1.5.1 This manual (version 2) was last updated on 20 October 2023.

1.5.2 This Manual may be revised from time to time to reflect changes in laws and regulations, or changes in Zapeo's business operation.

## 2. Guide Of The South African Human Rights Commission

2.1 A guide to the Act (as contemplated under section 10 of the Act) is available from the South African Human Rights Commission. The guide contains such information as may reasonably be required by

a person who wishes to exercise any right contemplated in the Act. Any enquiries regarding this guide and its contents should be directed to:

- 2.2 The South African Human Rights Commission:  
PAIA Unit (the Research and Documentation Department)  
Postal address: Private Bag 2700, Houghton, 2041  
Telephone: +27 11 484-8300  
Fax: +27 11 484-7146  
Website: <https://www.sahrc.org.za>  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

### 3. Contact Details of the Managing Director [Section 51(1)(a)]

- 3.1 Managing Director: Dion Bowden
- 3.2 Registered Address: 64 Pitzer Road, Glen Austin, Midrand, 1685
- 3.3 Postal Address: 64 Pitzer Road, Glen Austin, Midrand, 1685
- 3.4 Telephone Number: +27(0)110835451
- 3.5 Email Address: [dion.bowden@searchrsa.com](mailto:dion.bowden@searchrsa.com)
- 3.6 Website: [www.zapeo.net](http://www.zapeo.net)

### 4. Information Officers

- 4.1 The Act prescribes the appointment of an Information Officer for public bodies where such Information Officer is responsible to, inter alia, assess request for access to information. The head of a private body fulfils such a function in terms of section 51. Zapeo has opted to appoint an Information Officer to assist in assessing a request for access to information as well as to oversee its required functions in terms of the POPI Act.
- 4.2 The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer oversees the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of section 55 of the Protection of Personal Information Act 4 of 2013 after registering with the Information Regulator.
- 4.3 The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of section 17 of the Act as well as section 56 of the Protection of Personal Information Act 4 of 2013. This is in order to render Zapeo as accessible as reasonable possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of the Protection of Personal Information Act 4 of 2013. All request for information in terms of this Act must be addressed to the Information Officer.
- 4.4 Information Officer Details:
  - 4.4.1 Name: Stephanie Rautenbach
  - 4.4.2 Telephone Number: 0834390417
  - 4.4.3 Email Address: [stephanie@zapeo.net](mailto:stephanie@zapeo.net)
- 4.5 Deputy Information Officer Details:
  - 4.5.1 Name: Soné Smith
  - 4.5.2 Telephone Number: 0650203513
  - 4.5.3 Email Address: [sone@zapeo.net](mailto:sone@zapeo.net)

### 5. Availability of this manual [S 51(1)(b) – Promotion of Access to Information Act]

- 5.1 A copy of this manual is available to the public for inspection at our website/registered offices as listed herein or on request from the designated contact person.
- 5.2 Contact details for the designated person are set out in 4 above.

### 6. Who may Request Records held by Zapeo

- 6.1 Records held by Zapeo may be accessed on request only once the requirements for access have been met. A requester is any person making a request for access to a record of Zapeo and in this regard, the Act distinguishes between two types of requesters:

6.2 Personal Requester:

6.2.1 A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act and applicable law, Zapeo will provide the requested information, or give access to any record about the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by Zapeo.

6.3 Other Requester:

6.3.1 This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, Zapeo is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by Zapeo.

**7. Applicable Legislation in accordance with section 51 (1) (c)**

7.1 This is not an exhaustive list.

No.	Ref.	Act
1.	75 of 1997	Basic Conditions of Employment Act
2.	85 of 1993	Occupational Health and Safety Act
3.	130 of 1993	Compensation for Occupational Injuries and Diseases Act
4.	55 of 1998	Employment Equity Act
5.	58 of 1962	Income Tax Act
6.	66 of 1995	Labour Relations Act
7.	30 of 1966	Unemployment Insurance Act
8.	58 of 1962	Value Added Tax Act
9.	25 of 2002	Electronic Communications and Transactions Act
10.	9 of 1999	Skills Development Levies Act
11.	34 of 1997	South African Revenue Service Act
12.	71 Of 2008	Companies Act

**8. Description of the records of the body which are available upon request in accordance with any other legislation [S 51(1)(d)]**

8.1 Records are kept in accordance with the following legislation (this list is not exhaustive):

8.1.1 Basic Conditions of Employment Act 75 of 1997

- record containing the following information Section 31):

- employee's name and occupation
- time worked (attendance register)
- remuneration paid (wages register)
- date of birth
- personal Information of employees such as ID's
- banking details
- employee contracts of employment

- training records
  - internal company policy
- 8.1.2 Occupational Health and Safety Act 85 of 1993
  - copy of the Occupational Health and Safety Act 85 of 1993
- 8.1.3 Compensation for Occupational Injuries and Diseases Act 130 of 1993
  - all records required by the Act
- 8.1.4 Employment Equity Act 55 of 1998
  - summary of the Employment Equity Act, 55 of 1998, issued in terms of Section 25(1)
- 8.1.5 Income Tax Act 58 of 1962
  - all records required by the Act
- 8.1.6 Labour Relations Act 66 of 1995
  - records of disciplinary hearings (if any)
- 8.1.7 Unemployment Insurance Act 30 of 1966
  - records detailing the contributions by contributors employed by the employer in respect of earnings paid, time worked, payments made for piece work and overtime
- 8.1.8 Value Added Tax Act 58 of 1962
  - all records required by the Act
- 8.1.9 Electronic Communications and Transactions Act 25 of 2002
  - all records required by the Act
- 8.1.10 Skills Development Levies Act 9 of 1999
  - records detailing the contributions by contributors employed by the employer in respect of earnings paid, time worked, payments made for piece work and overtime
- 8.1.11 South African Revenue Service Act 34 of 1997.
  - all records required by the Act
- 8.1.12 Companies Act 71 Of 2008
  - all records required by the Act

**9. Records that are automatically available without a person having to request access in terms of this Act [S 51(1)(c)]**

- 9.1 Inspection in terms of legislation other than this Act: None
- 9.2 Purchase or copying from us: None
- 9.3 From us free of charge: Marketing material available to the public
- 9.4 At this stage a notice on the categories of records that are automatically available without a person having to request access in terms of PAIA has not been published.

**10. The following records maintained by Zapeo can be requested:**

- 10.1 Client Records
  - Client Contracts
  - Client Correspondence
  - Billing Records
  - Electronic Data Backups
  - Third party contracts (such as Service Level Agreements etc.)
  - External company policies to third parties
- 10.2 Finance and Administration
  - Accounting Records
  - Annual Financial Statements
  - Banking Records
  - Correspondence
  - Invoices and Statements
  - Tax Records and Returns

- SARS Returns
- Paying-in slips
- Cash Books and other Account Books
- 10.3 Systems, Solutions, and Information Technology
  - Intellectual property pertaining to solutions and products developed.
  - Usage of solutions and products
- 10.4 Human Resources
  - Accounting and Payroll Records
  - Letters of Employment
  - Leave Records
  - Returns to UIF
- 10.5 Company Details
  - Company Incorporation Documents
  - Names of Directors
- 10.6 Information Management and Technology
  - Contracts and Agreements
  - Licences
  - Data bases
- 10.7 Employee Records
  - employee's name and occupation
  - time worked (attendance register)
  - remuneration paid (wages register)
  - date of birth
  - personal Information of employees such as ID's
  - banking details
  - employee contracts of employment

## **11. Request Procedure in accordance with PAIA [S 53(1)]**

- 11.1 A requester must comply with all the procedural requirements contained in the Act relating to a request for access to a record. A requester must complete the request form enclosed herewith in Schedule 1 and submit it, as well as the payment of a request fee, if applicable to the information officer at the physical address, or electronic mail address as stated herein.
- 11.2 The request form must be filled in with enough information to at least enable the information officer to identify:
  - 11.2.1 The record or records requested
  - 11.2.2 The identity of the requester
  - 11.2.3 What form of access is required
  - 11.2.4 The postal address or fax number of the requester.
- 11.3 A requester must state that he or she requires the information to exercise or protect a right, and clearly state what the nature of the right is, so to be exercised or protected. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.
- 11.4 Zapeo will process a request within 30 days, unless the requestor has stated special reasons which would satisfy the information officer that circumstances dictate that this period not be complied with.
- 11.5 If it turns out that it will take more than 30 days to process your request (e.g. due to the volume of records/personal information that must be processed, or difficulty in accessing the relevant record/personal information), Zapeo may extend the aforementioned 30 day period in processing your request. Should this become necessary, Zapeo will notify you.

- 11.6 The requester shall be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the way it is required.
- 11.7 If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the information officer.
- 11.8 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the information officer.
- 11.9 Where your request was a request for confirmation as to whether or not Zapeo handles your personal information (i.e. you make a request under POPI s23(1)(a)), Zapeo will give you the confirmation.
- 11.10 If you are not satisfied about the way in which your request was handled by Zapeo (including where you are not happy about the Access Fee charged by Zapeo or the length of time Zapeo is taking to process your request), you can make an application for relief to the Constitutional Court, the High Court or another court of similar status.
- 11.11 Please note that if you wish to make an application to the court, you will need to do so within 180 days of receiving the relevant decision made by Zapeo.

## 12. Fees

- 12.1 The Act provides for two types of fees:
- 12.2 Fees can be found in Schedule 2. A request fee, (which will be a standard fee) and an access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs where applicable.
- 12.3 When a request is received by the information officer of Zapeo, the information 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 can take place. If a search for the information is necessary and the preparation and disclosure of the information for disclosure, requires more time than prescribed in the Regulations for this purpose, the information officer shall notify the requester to pay as a deposit if the request is granted.
- 12.4 The information officer shall withhold information until the requester has paid the fee or fees indicated.
- 12.5 A requester whose request for access to information has been granted, must pay an access fee reproduction, for search, preparation, and for any time in excess of the prescribed hours to prepare the information 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 shall repay the deposit to the requester.

## 13. Grounds For Refusal of Access to Records in Terms of PAIA

- 13.1 The following are the grounds on which Zapeo may, subject to the exceptions contained in Chapter 4 of PAIA, refuse a Request for Access in accordance with Chapter 4 of PAIA:
  - 13.1.1 Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable.
  - 13.1.2 Mandatory protection of the commercial information of a third party, if the Records contain:
    - a) Trade secrets of that third party
    - b) Financial, commercial, scientific, or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
    - c) Information disclosed in confidence by a third party to Zapeo, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition.



- 13.1.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- 13.1.4 Mandatory protection of the safety of individuals and the protection of property.
- 13.1.5 Mandatory protection of Records that would be regarded as privileged in legal proceedings.
- 13.1.6 Protection of the commercial information of Zapeo, which may include:
  - a) Trade secrets
  - b) Financial/commercial, scientific, or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of Zapeo.
  - c) Information which, if disclosed, could put Zapeo at a disadvantage in contractual or other negotiations or prejudice Zapeo in commercial competition; and/or
  - d) Computer programs which are owned by Zapeo, and which are protected by copyright and intellectual property laws.
- 13.1.7 Protection of Research Information - An information officer of a public or private body must refuse access to records which contain information relating to research which is or will be undertaken by the public or private body in question or a third party. This refusal of access to information is in circumstances where the disclosure of the record will expose the research of the third party or public or private body, the individual or institution carrying out the research, or the subject matter of the research to a serious disadvantage., and
- 13.1.8 Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

#### 14. Protection of Personal Information That Is Processed by Zapeo

14.1 Chapter 3 of POPI provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPI. Below is a description of the eight Conditions for Lawful Processing as contained in POPI:

- 14.1.1 **Accountability** - the Responsible Party has an obligation to ensure that there is compliance with POPI in respect of the Processing of Personal Information.
- 14.1.2 **Processing limitation** - Personal Information must be collected directly from a Data Subject to the extent applicable; must only be processed with the consent of the Data Subject and must only be used for the purposes for which it was obtained.
- 14.1.3 **Purpose specification** - Personal Information must only be processed for the specific purpose for which it was obtained and must not be retained for any longer than it is needed to achieve such purpose.
- 14.1.4 **Further processing limitation** - further processing of Personal Information must be compatible with the initial purpose for which the information was collected.
- 14.1.5 **Information quality** - the Responsible Party must ensure that Personal Information held is accurate and updated regularly and that the integrity of the information is maintained by appropriate security measures.
- 14.1.6 **Openness** - there must be transparency between the Data Subject and the Responsible Party.
- 14.1.7 **Security safeguards** - a Responsible Party must take reasonable steps to ensure that adequate safeguards are in place to ensure that Personal Information is being processed responsibly and is not unlawfully accessed.
- 14.1.8 **Data Subject participation** - the Data Subject must be made aware that their information is being processed and must have provided their informed consent to such processing.

#### 15. Purpose of the Processing of Personal Information by Zapeo

- 15.1 As outlined in paragraph 14.1.3, Personal Information may only be Processed for a specific purpose. The purposes for which Zapeo Processes or will Process Personal Information, is set out in Schedule 3.

#### **16. Cross-Border Flows Of Personal Information**

- 16.1 Section 72 of POPI provides that Personal Information may only be transferred out of the Republic of South Africa:
- 16.1.1 If the recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially like the Conditions for Lawful Processing as contained in POPI; or
  - 16.1.2 If the Data Subject consents to the transfer of their Personal Information; or
  - 16.1.3 If the transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
  - 16.1.4 If the transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
  - 16.1.5 If the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would likely provide such consent.

#### **17. Objection to the Processing of Personal Information by a Data Subject**

- 17.1 Section 11 (3) of POPI and Regulation 2 of the POPI Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form attached to this manual as Schedule 4 subject to exceptions contained in POPI.

**SCHEDULE 1 – REQUEST FORM**

**FORM 2**

**REQUEST FOR ACCESS TO RECORD**

[Regulation 7]

**NOTE:**

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

**TO:** The Information Officer

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Address)

E-mail address: \_\_\_\_\_

Fax number: \_\_\_\_\_

*Mark with an "X"*

- Request is made in my own name       Request is made on behalf of another person.

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

Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b> <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			

Reference number, if available	
Any further particulars of record	
<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 <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
<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 public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	
<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>  <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	
<b>FEES</b>	

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

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication ( <i>Please specify</i> )

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

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

-----  
**FOR OFFICIAL USE**

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

Signature of Information Officer

SCHEDULE 2 – FEES

FORM 3

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8] Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.
3. GENERAL: VALUE-ADDED TAX Private bodies registered under the Value-Added Tax Act, 1991 (Act 89 of 1991, as vendors may add value-added tax to all fees prescribed in this annexure.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
--	--

OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form )	
---	--

Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
--	--



Transcription of soundtrack ( <i>written or printed document</i> )	
Copy of information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language: ( <i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i> )	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		

Copy of an audio record			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
-----------------	--	---	--

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_

Name of account holder: \_\_\_\_\_

Type of account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference Nr: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_

**Information Officer**

### **SCHEDULE 3 - PROCESSING OF PERSONAL INFORMATION IN ACCORDANCE WITH POPI**

#### **A. Purpose of Processing**

Zapeo uses personal information under its care in the following manner:

- Administration
- Complying with tax laws
- Staff administration
- Rendering services in accordance with contractual agreements
- Keeping accounts of records
- Complying with South African legislation

#### **B. Categories of Data Subjects and their Personal Information**

- Clients – Natural Persons
- Clients – Juristic Persons / Entities
- Service Providers
- Vendors
- Employees / Directors



**SCHEDULE 4 - OBJECTION TO PROCESSING OF PERSONAL INFORMATION**

**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, 2017, Regulation 2(1)**

Please Note:

- a. Affidavits or other documentary evidence in support of the object needs to be attached to this form.
- b. If more space is required add additional pages as appendices to this form.

**Details of Data Subject**

Name and Surname: .....

Address: .....

Phone Number: .....

Fax Number: .....

E-mail: .....

**Details of Responsible Party**

Name and Surname of the Responsible Person, Public, or Private Body: .....

Address: .....

Phone Number: .....

Fax Number: .....

E-mail: .....

**Reasons for Objection (Please provide full details)**

.....

.....

.....

.....

.....

.....



.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

Signed at ..... this ..... day of ..... 20.....

**Signature of Applicant (Data Subject) .....**