INFORMATION MANUAL | 2021 | REG NUMBER: 2002/017376/08

PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000
PROTECTION OF INFORMATION ACT 4 OF 2013
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1. **FOREWORD**

MANUAL OF SABRIC NPC
Registration Number: 2002/017376/08

SABRIC conducts its operations in compliance with all legal and regulatory requirements. This Information manual is intended to ensure that SABRIC complies with Section 51 of the Promotion of Access to Information Act 2 of 2000 and the Protection of Personal Information Act 4 of 2013.

2. **INTRODUCTION**

The South African Banking Risk Information Centre (SABRIC) is a Non-Profit company formed by the banking industry to assist the Banking and Cash in transit companies combat organized and financial crime.

The Promotion of Access to Information Act of 2000 (PAIA) gives effect to the Constitutional right to Access to Information held by private bodies and the State. The Protection of Information Act 4 of 2013 (POPIA) gives effect to the Constitutional right to privacy. This document serves as the company’s information manual and provides reference to the records held by the company and the process to request access to such records.

3. **SCOPE OF THE MANUAL**

The scope of the manual is limited to the records and information in the possession of SABRIC and the publication or release of any of SABRIC’s records and information in the public domain. Reference to SABRIC in this manual relates only to the non-profit company registered in terms of the Companies Act of 2008.

4. **THE EFFECTIVE DATE**

The effective date of the POPIA related amendments to this manual is 1 July 2021.
5. OBJECTIVE OF THE MANUAL

To document the requirements as prescribed in both PAIA and POPIA on how to request information or records from SABRIC.

- provide the process and forms for which requests for information must be submitted; and
- stipulate the grounds on which a request for information or a record may be refused.

6. AVAILABILITY OF THE MANUAL

A copy of this manual is available to the public for inspection on the Company’s website at [www.sabric.co.za](http://www.sabric.co.za) or on request from the designated contact person referred to in this manual. Upon request any reproduction of the Manual may incur a fee as prescribed for the reproduction of a document.

7. Information Officer & Deputy Information Officer

**SABRIC Information Officer:** Nischal Mewalall  
**Contact Number:** 011 847 3000

**SABRIC Deputy Information Officer:** Susan Potgieter  
**Contact Number:** 011 847 3000

The responsibility for administration of, and compliance with the relevant legislation has been delegated to the Deputy Information Officer. Requests pursuant to the provisions of the Act should be directed as follows:

<table>
<thead>
<tr>
<th>Contact person</th>
<th>Susan Potgieter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postal Address</td>
<td>Po Box 3682, Halfway House, Midrand, 1685</td>
</tr>
<tr>
<td>Physical Address</td>
<td>90 Bekker Street, Cnr Allandale Road, SABRIC House, Hertord Office Park,Vorn Valley, Midrand, 1685</td>
</tr>
<tr>
<td>Phone number</td>
<td>011 847 3000</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:governance@sabric.co.za">governance@sabric.co.za</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.sabric.co.za">www.sabric.co.za</a></td>
</tr>
</tbody>
</table>
8. AVAILABILITY OF GUIDES TO PAIA AND POPIA

The South African Human Rights Commission (SAHRC) has compiled the guide contemplated in Section 10 of PAIA, which contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA. Copies of PAIA and POPIA, the relevant regulations and guides to these acts, can be obtained from the SAHRC or the information regulator and queries should be directed to:

<table>
<thead>
<tr>
<th>SAHRC</th>
<th>Information regulator</th>
</tr>
</thead>
<tbody>
<tr>
<td>South African Human Rights Commission</td>
<td>The Information Regulator (South Africa)</td>
</tr>
<tr>
<td>Promotion of Access to Information Act</td>
<td></td>
</tr>
<tr>
<td>Unit Research and Documentation Department</td>
<td></td>
</tr>
<tr>
<td>Private Bag 2700 Houghton</td>
<td></td>
</tr>
<tr>
<td>Johannesburg 2041</td>
<td></td>
</tr>
<tr>
<td>Braampark, Forum 3 33 Hoofd Street</td>
<td>Braampark, Forum 3 33 Hoofd Street</td>
</tr>
<tr>
<td>Braamfontein Johannesburg 2001</td>
<td>Braamfontein Johannesburg 2001</td>
</tr>
<tr>
<td>Telephone number: (011) 877 3600</td>
<td>Mr Marks Thibela Chief Executive Officer Cell</td>
</tr>
<tr>
<td>Fax number: (011) 484 7146/7</td>
<td>No. +27 (0) 82 746 4173</td>
</tr>
<tr>
<td>Website: <a href="http://www.sahrc.org.za">www.sahrc.org.za</a></td>
<td>Email: <a href="mailto:MThibela@justice.gov.za">MThibela@justice.gov.za</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:info@sahrc.org.za">info@sahrc.org.za</a></td>
<td><a href="mailto:inforeg@justice.gov.za">inforeg@justice.gov.za</a></td>
</tr>
<tr>
<td></td>
<td><a href="https://www.justice.gov.za/inforeg/contact.html">https://www.justice.gov.za/inforeg/contact.html</a></td>
</tr>
</tbody>
</table>

9. RECORDS AUTOMATICALLY AVAILABLE

Pamphlet/Brochures

10. LEGISLATIVE RECORDS

Records are held in accordance with the following legislation:

Basic Conditions of Employment Act, 1997
Broad Base Black Economic Empowerment Act, 2003 Companies Act 1973
Companies Act 2008 (Act No. 71 of 2008)
Criminal Procedure Act, 1977
Electronic Communications Act, 2005
Finance Act, 2007
Income Tax Act, 1962
Justices of the Peace and Commissioners of Oaths Act, 1963
Labour Relations Act, 1995
Non-Profit Organizations Act, 1997
Promotion of Access to Information Act, 2000
Promotion of Access to Information Act 4 of 2013

10.1. ACCESS REQUEST PROCEDURE

It is important to note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. An application to access to a record is subject to certain limitations if the requested record falls within a certain category as specified with Part 3 and Chapter 4 of PAIA.

A. NOTIFICATION

- The company will within 30 days of receipt of the request decide whether to grant or decline the request and give notice with reasons to that effect.
- The 30-day period within which the company has to decide whether to grant or to refuse the request, may be extended for a further period of not more than thirty days, if the request is for a large volume of information and the information cannot be reasonably obtained within the original 30-day period. The company will notify the requestor in writing should an extension be sought.
B. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

All requests complying with the requirements set out above will be processed and considered expeditiously. If the request for access is granted then SABRIC will advise the Requester on the following:

• the prescribed fee for accessing the information or documentation.
• payable deposit fee and balance outstanding
• the form to be completed in which access will be given.
• the right to lodge an appeal against the access fee to be paid or the form of access to be granted.

If the request for access is refused then SABRIC will advise the Requester about the reasons for refusal of access and may advice the Requester to lodge an application with the court against the refusal of the request.

Chapter 4 of PAIA provides the following grounds for refusing requests for Information:

• protection of the privacy of a Third Party who is a natural person.
• protection of commercial information of a Third Party
• protection of certain confidential information of a Third Party
• protection of safety of individuals and protection of property
• protection of records privileged from production in legal proceedings.
• commercial information of the Private Body
• Protection of research information of a third party and of the Private Body.

SABRIC will give the Requester a written notice of the decision within 30 days after a decision is made on their request to access information. In case of a request being refused, the notification will include the reasons for the refusal.

SABRIC may extend the 30-day notice period for a further period not exceeding 30 days after receiving the request, due to the nature of the request and the amount of time required to gather the requested information.

The Requester will however be given notice of the extension prior to the expiry of the 30-day period and provided with reasons for the extension.
C. APPEAL

Act makes provision for the lodgement of a complaint or for an appeal against refusal of access to information:
SABRIC does not have an internal appeal process should a request for access to information be denied.
- SABRIC will inform the Requester as soon as reasonably possible but within 30 days after the decision to refuse the Requesters access to information has been taken.
- Provide the Requester with adequate reasons for the refusal, including provisions relied on without making reference to details of the record.
- A requester to whom or which the notice is given in terms of section 7 of the Act may within 21 days after the notice is given, make written representations to the relevant authority why the request for access should be granted: and
- The complainant who is not happy with the decision of the request may lodge an application with a court against the decision made within 30 days after the decision was communicated to complainant.
11. ACCESS REQUESTS

In order to facilitate a timely response to requests for access, all requestors should take note of the following when completing the Access Request Form:

- The Access Request Form must be completed.
- Proof of identity is required to authenticate the identity of the requestor. Therefore, in addition to the access form, requestors will be required to supply a copy of their identification document.
- Complete the form in BLOCK LETTERS and answer 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.
- If there is insufficient space on a printed form, additional information may be provided on an attached folio.
- When the use of an attached folio is required, precede each answer with the applicable title.

11.1. SUBMISSION OF ACCESS REQUEST FORM

- The complete Access Request Form together with a copy of the identity document must be submitted either via post, email, or fax and must be addressed to the contact person as indicated above.
- This fee is not applicable to personal requesters referring to any person seeking to access records that contain their personal information.
- An initial, request fee of R57.00 without VAT is payable on submission.

12. FEES

(Section 54(2) & (7) of PAIA and Regulation 11(3), Private Bodies are entitled to levy a prescribed request fee to a requestor before the Private Body may process the request for information or records. Fees levied are published by the Minister and are displayed below. Levies published by the Minister are subject to change and at the time of publishing the below fees were correct.

Please note that all prices listed below are exclusive of value added tax. Please note that six hours are to be exceeded before a deposit is payable; and one third of the access fee is payable
as a deposit by the requester. The actual postage fee is payable when a copy of a record must be posted to a requester.

<table>
<thead>
<tr>
<th>1. ACCESS FEES FOR REPRODUCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>For every photocopy of an A4-size page or part thereof</td>
</tr>
<tr>
<td>For every photocopy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form</td>
</tr>
<tr>
<td>For a copy in a computer-readable form on memory stick</td>
</tr>
<tr>
<td>For a copy in a computer-readable form on compact disc</td>
</tr>
<tr>
<td>For a transcription of visual images for an A4-size page or part thereof</td>
</tr>
<tr>
<td>For a copy of visual images</td>
</tr>
<tr>
<td>For a transcription of an audio record for an A4-size page or part thereof</td>
</tr>
<tr>
<td>For a copy of an audio record</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. ACCESS FEE FOR TIME SPENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>The time reasonably required to search for the record for disclosure and preparation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. REQUEST FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>For a request for access to a record by a person other than a personal Requester</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. DEPOSIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>One third of the access fee is payable as a deposit by the Requester</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5. POSTAL FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>When a copy of a record must be posted to the Requester</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6. APPEAL FEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>For lodging an internal appeal against the refusal of a request for access to a record</td>
</tr>
</tbody>
</table>
13. PAYMENT OF FEES

- Payment details can be obtained from the contact person as indicated above and can be made either via a direct deposit, by bank guaranteed cheque or by postal order. Proof of payment must be supplied. The access fee must be paid prior to access being given to the requested record.
- If the request for access is successful an access fee may be required for the search, reproduction, and or/ preparation of the records(s) and will be calculated based on the Prescribed Fees.
- If a deposit has been paid in respect of a request for access which is refused, then the information officer must refund the deposit to the requestor.

SIGNED at Midrand on 17 August 2021
For and on behalf of SABRIC.

Mr Nischal Mewalall
Chief Executive Officer
14. FORMS
The following form can be submitted through the following link:
https://forms.office.com/r/1FdrEQgJ29

14.1. ACCESS REQUEST FORM FOR RECORDS HELD BY SABRIC IN TERMS OF PAIA
Section 53(1) and Regulation 10 of PAIA

A. Particulars of Private Body
Requests can be submitted either via post, e-mail or fax and should be addressed to the relevant contact person as indicated below:

<table>
<thead>
<tr>
<th>Contact person</th>
<th>Susan Potgiter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postal Address</td>
<td>PO Box 3682, Halfway House, Midrand, 1685</td>
</tr>
<tr>
<td>Physical Address</td>
<td>SABRIC House, Hertord Office Park, 90 Bekker Street, Cnr Allandale Road, Vorna Valley, Midrand, 1685</td>
</tr>
<tr>
<td>Phone number</td>
<td>011 847 3000</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:governance@sabric.co.za">governance@sabric.co.za</a></td>
</tr>
</tbody>
</table>

B. Particulars of person requesting access to the record
(a) The particulars of the person who requests access to the record must be given below.
(b) The address and/or fax number in the Republic to which the information is to be sent must be given.
(c) Proof of capacity in which request is made, if applicable, must be attached.

Full names and surname:
Identity number:
Postal address:
Fax number:
Telephone number:
E-mail address:

C. Capacity in which request is made, when made on behalf of another person:
Particulars of person requesting access to the record (if a legal entity)
(a) The particulars of the entity who requests access to the record must be given below.
(b) The address and/or fax number in the Republic to which the information is to be sent
must be given.

(c) Proof of capacity in which request is made, if applicable, must be attached.

Name of entity:
Registration number:
Postal address:
Fax number:
Telephone number:
E-mail address:

Particulars of person on whose behalf request is made:
This section must ONLY be completed if a request for information is made on behalf of another person.

Full names and surname:
Identity number:

D. Particulars of record
(a) Provide full particulars of the record to which access is requested, including the reference number if it is known to you, to enable the record to be requested.
(b) If the provide space is inadequate, please use a separate folio and attach it to this form. Please sign additional folios.

(1) Description of record of relevant part of the record:
(2) Reference number (if available):
(3) Any further particulars of record:

E. Fees
(a) A request for access to a record, other than a record containing personal information about yourself will be processed only after a request fee has been paid.
(b) You will be notified of the amount 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 for exemption.
**Reason for exemption of payment of fees:**

F. **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**

**Form in which record is required** Mark the appropriate box with an X

**NOTES**

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused under certain circumstances. In such a case you will be informed whether 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.

<table>
<thead>
<tr>
<th>If the record is in written or printed form:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy of Record</td>
<td>Inspection of Record</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If record consists of visual images</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>View images</td>
<td>Copy of images</td>
</tr>
<tr>
<td>Transcription of images</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If record consists of recorded words or information which can be reproduced in sound:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>listen to the soundtrack (audio cassette)</td>
<td>transcription of soundtrack* (written or printed document)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If record is held on computer or in an electronic or machine-readable form:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>printed copy of record*</td>
<td>printed copy of information derived from the record*</td>
</tr>
<tr>
<td>copy in computer readable form* (memory stick or compact disc)</td>
<td></td>
</tr>
</tbody>
</table>

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable

Yes

No

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.

In which language would you prefer the record:
G. Particulars of right to be exercised or protected

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

1. Indicate the right to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

_You will be notified in writing whether your request has been approved or denied. If you wish to be informed 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 ........................................on this ........day of.............................................. 20 ........

---------------------------------------------------------------------------------------------------------------------

SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF REQUEST IS MADE

The requestor must:

1. Complete all necessary spaces.
2. Sign the access request form.
3. Sign additional folios completed.

Send with this application

1. The request fee (if not personal requester)
2. Any additional folios completed.
3. Copy of Identity Document
14.2. **ACCESS REQUEST FORM FOR RECORDS HELD BY SABRIC IN TERMS OF POPIA**

The following link can be used to submit the forms.

https://forms.office.com/r/18KvecsDxE

https://forms.office.com/r/wApk691Rhw

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**FORM 1**

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

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**

[Regulation 2]

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

<table>
<thead>
<tr>
<th>A</th>
<th>DETAILS OF DATA SUBJECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name(s) and surname/registered name of data subject:</td>
<td></td>
</tr>
<tr>
<td>Unique Identifier/Identity Number</td>
<td></td>
</tr>
<tr>
<td>Residential, postal or business address:</td>
<td>Code ( )</td>
</tr>
<tr>
<td>Contact number(s):</td>
<td></td>
</tr>
<tr>
<td>Fax number/E-mail address:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B</th>
<th>DETAILS OF RESPONSIBLE PARTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name(s) and surname/Registered name of responsible party:</td>
<td></td>
</tr>
<tr>
<td>Residential, postal or business address:</td>
<td>Code ( )</td>
</tr>
<tr>
<td>Contact number(s):</td>
<td></td>
</tr>
<tr>
<td>Fax number/E-mail address:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C</th>
<th>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)</th>
</tr>
</thead>
</table>

Signed at ___________________________ this __________ day of _______________ 20_____

__________________________

*Signature of data subject/designated person*
**FORM 2**

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

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

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

Mark the appropriate box with an “x”.

Request for:

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

<table>
<thead>
<tr>
<th>A</th>
<th>DETAILS OF THE DATA SUBJECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name(s) and surname / registered name of data subject:</td>
<td></td>
</tr>
<tr>
<td>Unique identifier/Identity Number:</td>
<td></td>
</tr>
<tr>
<td>Residential, postal or business address:</td>
<td></td>
</tr>
<tr>
<td>Code ( )</td>
<td></td>
</tr>
<tr>
<td>Contact number(s):</td>
<td></td>
</tr>
<tr>
<td>Fax number/E-mail address:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B</th>
<th>DETAILS OF RESPONSIBLE PARTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name(s) and surname / registered name of responsible party:</td>
<td></td>
</tr>
<tr>
<td>Residential, postal or business address:</td>
<td></td>
</tr>
<tr>
<td>Code ( )</td>
<td></td>
</tr>
<tr>
<td>Contact number(s):</td>
<td></td>
</tr>
<tr>
<td>Fax number/ E-mail address:</td>
<td></td>
</tr>
<tr>
<td>--------------------------</td>
<td></td>
</tr>
<tr>
<td>C INFORMATION TO BE CORRECTED/DELETED/ DESTRUCTED/ DESTROYED</td>
<td></td>
</tr>
</tbody>
</table>

| REASONS FOR "CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS FOR "DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. (Please provide detailed reasons for the request) |

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

Signature of data subject/ designated person