




## **FAIS Ombud**

### **PROMOTION OF ACCESS TO INFORMATION ACT MANUAL**

	<p style="text-align: center;"><b>FAIS Ombud PAIA Manual</b></p> <p style="text-align: center;"><b>VERSION 0.7</b></p>
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<b>Document name</b>	FAIS Ombud PAIA Manual
<b>Policy sponsor</b>	Ombud
<b>Policy owner</b>	Head: Governance, Risk and Compliance
<b>Effective from</b>	September 2025
<b>To be reviewed</b>	August 2027

#### Document approval

Name	Position	Signature	Date
Adv John Simpson	Ombud		1 September 2025

#### NOTE:

A person using the FAIS Ombud documents or data must note the risk inherent in:

- a) Distributing the documents or data without appropriate authorisation; and
- b) Not using the documents or data as authorised or intended.

### Version control and summary of changes

No.	Description Of Changes
0.1	First draft of the FAIS Ombud EXCO Terms of Reference
0.2	The chronology of paragraphs was amended, and the content was shortened. No material changes were made. All changes were to improve the flow of the document.
0.3	Updated Information Regulator information. Updated FAIS Ombud particulars. No material changes were made.
0.4	Updated the Deputy Information Officer details to the newly appointed Deputy Information Officer.
0.5	Updated the Deputy Information Officer details to the newly appointed Deputy Information Officer.
0.6	Updated – Para 10.2 Purpose of processing personal information Para 13 Processing of personal information Para 14 Security General formatting and grammar corrections to improve the flow of the document
0.7	Replaced Annexure A “Form 2: Request for Access to Record” Replaced Annexure B “Form 3: Outcome of Request and Fees Payable “

### Mandatory review period

To be reviewed every second year

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## **1. Introduction**

The Office of the Ombud for Financial Services Providers (“FAIS Ombud”) is a statutory body established in terms of Chapter VI of the Financial Advisory and Intermediary Services Act, Act No. 37 of 2002.

### **1.1 Purpose**

This document constitutes the Office of the FAIS Ombud’s PAIA Manual and is compiled in accordance with section 14 of PAIA as amended by the POPIA, which gives effect to everyone’s Constitutional right to privacy and largely commenced on 1 July 2020. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA: -

- balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform specific duties and functions in terms of POPIA and PAIA;
- providing for the issuing of codes of conduct and
- providing for the rights of persons regarding unsolicited electronic communications and automated decision-making in order to regulate the flow of personal information and provide for matters concerned therewith.

The purpose of this manual is to help you access information the FAIS Ombud holds. The FAIS Ombud is required in terms of PAIA to make this manual available to you so you can see what type of information the FAIS Ombud has and how you can request access to it.

## 2. The FAIS Ombud details

The Ombud is designated as the Information Officer in terms of the definition of Information Officer in Section 1 of PAIA.

<b>Statutory Name</b>	The Office of the Ombud for Financial Services Providers ("FAIS Ombud Office")
<b>Registration Number</b>	None – Statutory Body
<b>Structure and Function</b>	<p>The FAIS Ombud Office is a National public entity in terms of the Public Finance Management Act 1999 ("PFMA.")</p> <p>The main objective of the FAIS Ombud is to investigate and resolve complaints in terms of the FAIS Act and the Rules promulgated under the Act.</p> <p>Disputes are resolved in the most expedient and conciliatory way possible, as this approach benefits both consumers and the Financial Service Providers.</p>
<b>Remedies available in terms of PAIA respect of an act or a failure to act by the FAIS Ombud</b>	The remedies available for any action by the FAIS Ombud relating to its duties in terms of PAIA are set out in paragraph 8.
<b>Head of the FAIS Ombud</b>	Adv. John Simpson
<b>Information Officer</b>	Adv. John Simpson
<b>Deputy Information Officer:</b>	Mr Marc Alves / Mrs Karlien Hechter
<b>E-mail Address for both POPI queries and PAIA requests</b>	<a href="mailto:requestspopi@faisombud.co.za">requestspopi@faisombud.co.za</a>
<b>Physical Address</b>	Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010
<b>Postal Address</b>	P.O Box 41, Menlyn Park, 0063
<b>Telephone Number</b>	012 762 5000/ 012 492 9711 / 086 066 3274
<b>Website Address</b>	<a href="https://faisombud.co.za/">https://faisombud.co.za/</a>

### **3. Guide**

The Information Regulator (South Africa) is an independent body established in terms of section 39 of the Protection of Personal Information Act, 2013 (Act 4 of 2013) POPIA. The Information Regulator is, amongst others, empowered to monitor and enforce compliance by public and private bodies with the provisions of the Promotion of Access to Information Act, 2000 (Act 2 of 2000) (PAIA) and POPIA.

The Information Regulator has compiled the guide contemplated in Section 10 of PAIA. The guide contains information that may reasonably be required by a person who wishes to exercise any right contemplated in PAIA. Any enquiries regarding this guide should be directed to:

#### **The Information Regulator**

JD House, 27 Siemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Tel: 010 023 5200

Fax: 086 500 3351

Website: <https://www.justice.gov.za/inforeg>

E-mail: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

### **4. Notices (Section 14(1)(e) and 15(2))**

Notice(s) in terms of PAIA:

At this stage, no notice(s) has/have been published by the Minister on the categories of information available without a person having to request access to information in terms of PAIA. However, certain records/information is freely available on our website.

### **5. Countries of operation**

The FAIS Ombud operates in South Africa.

### **6. Information that does not require a formal request in terms of PAIA**

Publicly available information:

- FAIS Ombud Determinations
- FAIS Ombud Annual Report



- Advertising and awarding of tenders
- Press releases

## **7. How to request access**

In order to comply with all requests in terms of PAIA and all enquiries in terms of POPIA, the FAIS Ombud have authorised and designated the FAIS Ombud Deputy Information Officers to deal with all matters relating to PAIA and POPIA.

To request access to a record, please complete the Request for Access Form, which is available at [www.faisombud.co.za](http://www.faisombud.co.za) or <https://infoeregulator.org.za>, and submit it to the FAIS Ombud at its physical address or via the contact details provided above. A copy of the form is attached as Annexure 1.

Remember to indicate the following on the form:

- Form of access required.
- Identify the right you want to exercise or protect and explain why the record is needed for that purpose.
- Specify a postal address or fax number in South Africa or an e-mail address.
- Proof of the capacity in which you are acting if requesting access on behalf of a third party.

## **8. Provision to grant or refuse access**

In terms of records that may be requested, the mere fact that the information of the FAIS Ombud is listed in the Manual does not mean that the information will be made available. The FAIS Ombud in terms of Part 2, Chapter 4 of PAIA, has the right to refuse a request for information should any of the grounds of refusal as set out in Chapter 4 of the PAIA exist.

For instance, we may have to refuse you access to certain records in terms of PAIA to protect—

- someone else's privacy;
- the FAIS Ombud's confidential information;
- certain records of the South African Revenue Service;
- information that, by agreement between the FAIS Ombud and a third party, is confidential (for example, the content of a confidential agreement);
- another company's personal, commercial, or confidential information;
- someone else's confidential information;
- the safety of individuals and property;

- economic interests and financial welfare of the Republic and commercial activities of the FAIS Ombud;
- records privileged from production in legal proceedings;
- research information;
- manifestly frivolous or vexatious requests or substantial and unreasonable diversion of resources;
- operations of the FAIS Ombud, or
- commercial activities of the FAIS Ombud, which may include trade secrets, intellectual property, proprietary information, financial information, commercial information, or technical information which disclosure would likely cause harm to the business interests of the FAIS Ombud.

You will be notified in writing whether your request has been approved or denied within 30 calendar days after we have received a completed Request for Access Form.

Should any record of the FAIS Ombud requested by you not be found or not exist, the FAIS Ombud will notify you by way of an affidavit that it is not possible to give access to that particular record.

If your request for access to FAIS Ombud records is approved, FAIS Ombud will determine how it will provide access to you unless you have requested access in a specific form or format.

## **9. Remedies available when the FAIS Ombud refuses a request for information.**

### **9.1 Internal remedies**

The FAIS Ombud does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused and the requestor is not satisfied with the answer supplied by the Information Officer.

### **9.2 External remedies**

A requestor dissatisfied with the Information Officer's refusal to disclose information may apply to a Court for relief within 30 days of notification of the decision.

Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information may apply to a Court for relief within 30 days of notification of the decision. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

## **10. Information subject to POPIA**

POPIA requires us to provide you with certain information relating to how personal information that we process is, amongst others, used, disclosed, and destroyed. We have set out the required information below.

### **10.1 Information on how you can request your personal information under POPIA**

Requests for personal information under POPIA must be made in accordance with the provisions of PAIA.

If we provide you with your personal information, you have the right to request the correction, deletion, or destruction of your personal information, in the prescribed form. You may also object to the processing of your personal information in the prescribed form.

We have attached the prescribed forms to this Manual for your convenience.

We will give you a written estimate of the fee for providing your personal information before providing you with the services. We may also require you to provide us with a deposit for all or part of the fee before giving you the requested personal information.

### **10.2 Purpose of processing**

POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe your (the data subject's) privacy. The FAIS Ombud will only process personal information in line with the FAIS Ombud Privacy Policy, which is available on the FAIS Ombud website. The type of personal information we process will depend on the purpose for which it is collected. We will disclose to you why the personal information is being collected and will process the personal information for that purpose only.

## **11. Records that the FAIS Ombud holds**

A description of the records held by the FAIS Ombud, as required by Section 14(1)(d) of PAIA, is set out in the table below.

## **11.1 General**

### **Personnel Records**

Personal records provided by personnel to comply with the employment relationship between the FAIS Ombud and the employees.

Records provided by a third party in relation to personnel  
Conditions of employment and other similar personnel-related information.

Internal evaluation and other internal records  
Correspondence relating to personnel Training schedules and material.

**FAIS Act Complaint  
Related Records/  
Operational Records**

Records provided by a complainant or third party to enable the investigation and resolution of complaints in terms of Chapter VI of the FAIS Act, the Code of Conduct for financial services providers and other applicable legislation.

- Records relating to complaints and complainants.
- Records provided by respondents and complainants to enable the reconsideration of determinations of the Ombud by the Financial Services Tribunal in terms of Chapter 15 of the Financial Sector Regulation Act 2017.
- Records provided by stakeholders in the course of management of stakeholder relations.

**FAIS Ombud Records**

- Financial records
- Operational records
- Databases
- Information technology
- Internal correspondence
- Statutory records

**Governance Records**

- Minutes of Governance Committees
- Minutes of internal Committees
- Internal Audit records
- Internal policies and procedures
- Treasury-related records
- Records held by officials of the FAIS Ombud

**Procurement Records**

Third-party records to establish and manage a procurement relationship between the FAIS Ombud and third-party service providers

## 11.2 Legislation

NOTE: The Acts listed are Acts that impose specific duties and responsibilities on the FAIS Ombud, which duties and responsibilities relate to the ability of the FAIS Ombud to effectively execute its mandate. The list is not a comprehensive list of all legislation that may possibly impact the FAIS Ombud, but the GRC department's opinion of material legislation. For example, the Copyright Act is not listed even though the FAIS Ombud is bound by the Act. Similarly, the Environment Conservation

Act is not listed even though it obliges the FAIS Ombud to remove litter from its occupied premises.

#### 11.2.1 **Case management and adjudication department**

- Financial Advisory and Intermediary Services Act, 37 of 2002
- Financial Sector Regulation Act, 7 of 2017
- Protection of Personal Information Act, 4 of 2013
- Promotion of Access to Information Act, 2 of 2002
- Promotion of Administrative Justice Act, 3 of 2002
- The Use of Official Languages Act, 12 of 2012

#### 11.2.2 **Human Resources Department**

- Labour Relations Act, 66 of 1995
- Occupational Health and Safety Act, 85 of 1993
- Employment Equity Act, 55 of 1998
- Skills Development Act, 97 of 1998
- Basic Conditions of Employment Act, 75 of 1997
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Unemployment Insurance Act, 63 of 2001
- Protected Disclosures Act, 26 of 2000

#### 11.2.3 **Finance Department**

- Public Finance Management Act, 1 of 1999
- Preferential Procurement Policy Framework Act, 5 of 2000
- Prevention and Combating of Corrupt Activities Act, 12 of 2004
- Broad-Based Black Economic Empowerment Act, 53 of 2003
- Income Tax Act, 58 of 1963
- Prevention of Organised Crime Act, 121 of 1998

#### 11.2.4 **Information and Communication Technology Department**

- Electronic Communications and Transactions Act, 25 of 2002

### **11.3 Other information as may be prescribed**

The FAIS Ombud will make available any other information as prescribed by the Minister of Justice and Constitutional Development in terms of the regulations of the PAIA, subject to the provision to grant or refuse access detailed under Section 8.

## **12. Cost to obtain information**

Section 15 (3) states that fees payable for access to records are to be prescribed. The prescribed fees are set out in the Fee Schedule – Annexure 2.

If the search for a record of the FAIS Ombud has been made by a requester and if the preparation of the record for disclosure would, in the opinion of the Information Officer of the FAIS Ombud, require more than the prescribed hour for this purpose for requesters, the Information Officer will by notice require the requester to pay as a deposit the prescribed portion (being not more than one third) of the access fee which will be payable if the request is granted, as determined in Section 22(2) of PAIA.

## **13. Processing personal information**

In terms of the Protection of Personal Information Act, 2013 (“the POPIA”), the FAIS Ombud is required to detail how and what personal information it processes. These details are available on the FAIS Ombud website under the Website POPIA Policy.

The FAIS Ombud will occasionally share your personal information with third parties. These third parties may include but are not limited to:

- FAIS Ombud service providers
- Other regulators (including foreign regulators)
- Law enforcement agencies
- Verification agents

The FAIS Ombud does not plan to transfer personal information across borders out of SA, but it may do so to secure or backup the data, or for technical reasons. The nature of cloud computing means that some data may be transferred across borders. Where it is within the FAIS Ombud’s control, it will only transfer data to countries with privacy and data protection laws similar to ours.

## **14. Information security**

The FAIS Ombud is committed to ensuring that your personal information is secure. In order to prevent

unauthorised access or disclosure of such information, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect.

FAIS Ombud employs electronic and physical security controls designed to maintain confidentiality, prevent loss of, unauthorised access and damage to information by unauthorised parties. The cyber security policy of the FAIS Ombud is aligned to industry standard frameworks to ensure effective cyber security risk management for the organisation. We conduct continuous security vulnerability assessments to improve our security posture and provide assurance to all our stakeholders.

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

## **15. Objection**

POPIA provides that a data subject may object, at any time, to the processing of personal information by the FAIS Ombud, on reasonable grounds relating to their particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Annexure 4 - FORM 1 - Objection to the processing of personal information in terms of section 11(3) of POPIA Regulations relating to the protection of personal information, 2018 [Regulation 2] and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.

## **16. Correction**

A data subject may also request the FAIS Ombud to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully; or destroy or delete a record of personal information about the data subject that the FAIS Ombud is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Annexure 5 - 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 POPIA's Regulations relating to the protection of personal information, 2018 [Regulation 3]

**17. Proof of identity**

Proof of identity is required to authenticate your identity and the request. In addition to this prescribed form, you will be required to submit acceptable proof of identity, such as a certified copy of your identity document or other legal forms of identity.

**18. Updates to this manual (Section 14(2))**

This Manual will be updated and amended every second year.

**19. Legislative and regulatory framework**

This Manual should be read in conjunction with the following legislative framework:

- Promotion of Access to Information Act 2 of 2000.
- Protection of Personal Information Act 4 of 2014.
- South African Human Rights Commissions Act of 2013.

**20. Availability of the manual**

This manual is made available in terms of Regulation 4 of PAIA. The FAIS Ombud's manual will also be available on its website <https://faisombud.co.za/> and at the FAIS Ombud's physical offices.

**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

FAIS Ombud

P O Box 41

Menlyn Park

0063

(Address)

E-mail address: info@faisombud.co.za


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

Mark with an "X"

☐Request is made in my own name  
person.☐

Request is made on behalf of another



PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: _____
	Cellular:		

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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		

<p align="center"><b>PARTICULARS OF RECORD REQUESTED</b></p> <p><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></p>			
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Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

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<p align="center"><b>TYPE OF RECORD</b>  <i>(Mark the applicable box with an "X")</i></p>			
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			

**FORM OF ACCESS**  
(Mark the applicable box with an "X")

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	

**MANNER OF ACCESS**  
(Mark the applicable box with an "X")

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>	

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

*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.*

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:

**FEES**

- 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 (Please specify)

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

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

**FOR OFFICIAL USE**

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

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**Signature of Information Officer**

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

*Note:*

- If your request is granted the—
  - amount of the deposit, (if any), is payable before your request is processed; and
  - requested record/portion of the record will only be released once proof of full payment is received.
- Please use the reference number hereunder in all future correspondence.

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

**TO: FAIS Ombud**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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

**1. You requested:**

Personal inspection of information 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> ) 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.	
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**OR**

**2. You requested:**

Printed copies of the information ( <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 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: (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)	



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			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• 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 (calculated on one third of total amount per request)

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

## Annexure 3 – PAIA Glossary

### ANNEXURE 3 - PAIA GLOSSARY

Access fee	A fee prescribed for the purpose of reproduction, search and preparation of records and, if applicable, postal fees.
Date of submission	The date on which the requester submits the PAIA Request. The Deputy Information Officer must respond to the request within 30 days of this date.
Deputy Information Officer (DIO)	The individual in the public body who is responsible for assisting the Information Officer with the PAIA Request.
Grounds for refusal	The Section(s) of PAIA referred to by the Information Officer or Deputy Information Officer in order to refuse a PAIA Request.
Information Officer (IO)	The individual in the public or private body who is responsible for dealing with a PAIA Request.
Inventory	A complete list of items in the custody of a particular public body.
Letter of authorisation	A letter from an individual who requires the requester to submit a PAIA Request on their behalf in terms of PAIA. The letter must state that the individual authorises the requester (and other representatives from the requester's organisation, if necessary) to submit a request to access information in terms of PAIA on their behalf.
PAIA	The Promotion of Access to Information Act 2 of 2000.
PAIA Request	The name given to the document(s) submitted to a public body requesting access to information in terms of PAIA.
PAIA Request reference number	The reference number allocated for an individual PAIA Request. It is advisable to use this reference number throughout all correspondence.
Personal requester	A requester seeking access to a record containing personal information about themselves.
Public body	Generally, any section of government, or any organisation that is set up by government, set up by law, or gets its money from government.
Record	Any recorded information irrespective of form or medium.
Requester	An individual seeking or requesting access to records and/or information held by the State and/or public body.
Request fee	The fee that must be paid by the requester before a request can be processed.

**Annexure 4**

**FORM 1 - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF  
SECTION 11(3) OF POPIA**

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

[Regulation 2]

**Note:**

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

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

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

(d) Signed at ..... this ..... day of .....20.....

.....

*Signature of data subject/designated person*

**Annexure 5**

**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.

<b>A</b>	<b>DETAILS OF THE DATA SUBJECT</b>
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number/E-mail address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>

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

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

.....

*Signature of data subject/ designated person*