

CA Southern Africa (Pty) Ltd (CA SA)
2008/021302/07

Promotion of Access to Information Act (“PAIA”) Manual



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1. Right of Access to Information

1.1. Introduction

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

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

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

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

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

1.2. Who may request access to information:

- 1.2.1. The Act provides that a requester is only entitled to access to a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise or protect a right, will be considered. A requester may act in different capacities in making a request for a record. This will influence the amount to be charged when a request has been lodged.

- 1.2.2. Requesters may make a request as:

- A personal requester who requests a record about him/herself;
- an agent requester who requests a record on behalf of someone else with that person's consent and where it is required for the protection of that person's legal right;
- A third-party requester who requests a record about someone else with that person's consent and where it is required for the protection of that person's legal right; and
- A public body who may request a record if:
 - It fulfills the requirements of procedural compliance;
 - The record is required for the exercise or protection of a right; and
 - No grounds for refusal exist.

1.3. Contact Details of CA Southern Africa Information Officer: Sec 51 (1) (a)

- 1.3.1. The Managing Director of CA Southern Africa has delegated her powers to the Deputy Information Officer below in terms of the Act to handle all requests on CA Southern Africa's behalf and ensure that the requirements of the Act are administered in a fair, objective and unbiased manner. For the purposes of this Agreement, any reference to the "Information Officer" shall be deemed to include the "Deputy Information Officer" and any rights, obligations, or responsibilities assigned to the Information Officer shall apply equally to the Deputy Information Officer, unless expressly stated otherwise.

CA Southern Africa contact details

Deputy Information Officer:	Beatie Ferreira
Physical Address:	Waterfall Office Park, 2 Augrabies Road, Vorna Valley, Midrand, Gauteng, 1686, South Africa
Postal Address:	PO BOX 59, Bruma, 2026
Telephone	082 871 8885
E-mail:	Beatie.Ferreira@CAafrica.co.za

1.4. Policy with regards to Confidentiality and Access to Information:

- 1.4.1. CA Southern Africa will protect the confidentiality of information provided to it by third parties, subject to CA Southern Africa's obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information. If access is requested to a record that contains information about a third party, CA Southern Africa is obliged to attempt to contact this third party to inform them of the request.
- 1.4.2. This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event that the third party furnishing reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted, or not.

1.5. Guidance to Requesters on how to use the Act:

- 1.5.1. Guidelines in terms of section 10 of PAIA that will facilitate ease of use of the Act for Requesters can be obtained from the Information Regulator of South Africa as set out below:

Postal Address: Information Regulator of South Africa P.O Box 31533, Braamfontein, Johannesburg, 2017	Physical Address JD House, 27 Siemens Street, Braamfontein, Johannesburg, 2001
General enquiries email address: infoereg@justice.gov.za Complaints can be directed to: complaints.IR@justice.gov.za	

The Information Regulator PAIA guide is available a: <https://justice.gov.za/infoereg/docs.html#docs>

2. CA Southern Africa structure

2.1. Scope

2.1.1. This Manual has been prepared in respect of CA Southern Africa.

2.2. CA Southern Africa (CA SA) Profile and Structure

CA Southern Africa is a reseller of software from the following companies:

- MIDIS Group who are a franchise of Broadcom Inc
- USU Technologies GmbH
- Veracode Inc
- ArcServe LLC
- Nexsan LLC
- Faciligate SL

CA Southern Africa reserves the right to add or remove companies from this list. The company also provides professional services and product support. CA Southern Africa is a wholly owned subsidiary of iOCO Treasury (Pty) Ltd.

3. Classes of records

3.1. Automatic Disclosure: Sec 51 (1) (c) – Records automatically available to the Public

3.1.1. No notice has been published in terms of section 52 of the Act.

3.2. Records available in accordance with other legislation – PAIA Sec 51 (1)(d)

3.2.1. Where applicable to its operation, CA Southern Africa also retains Records and documents in terms of legislation listed below for the relevant periods as provided in the applicable legislation. Please note that the Records referred to on the listed legislation below are not exhaustive and as such, each request for access to Record will be treated uniquely with consideration of applicable legislation, procedure and policy. Records are kept in accordance with such other legislation as applicable which includes, but is not limited to:

Employee-Employer relationship	Basic Conditions of Employment Act, 75 of 1997
	Compensation of Occupational Injuries and Diseases Act, 130 of 1993

	Employment Equity Act, 55 of 1998
	Labour Relations Act, 66 of 1995
	Occupational Health and Safety Act, 85 of 1993
	Disaster Management Act, 57 of 2002
	Unemployment Insurance Act, 63 of 2001
	Skills Development Act 97 of 1998
	Pension Funds Act, 24 of 1956
Revenue/ Income	Value Added Tax Act, 89 of 1991
	Income Tax Act, 58 of 1962
	Skills Development Levies Act 9 of 1999
	Tax Administration Act, 28 of 2011
	Taxation Laws Amendment Act (latest amendment Act)
General	Protection of Personal Information Act, 4 of 2013
	Broad-Based Black Empowerment Act, 53 of 2003
	Companies Act, 71 of 2008
	Constitution of the Republic of South Africa Act, 108 of 1996
	Copyright Act, 98 of 1978
	Competition Act 89 of 1998
	Consumer Protection Act 68 of 2008
	Electronic Communications and Transaction Act; 25 of 2002

3.3. Records held by CA Southern Africa: Sec 51 (1) (e) – Record Subjects and Categories

As part of iOCO Limited group, much of this is handled by Group systems. CA Southern Africa does form part of group with regards to, and is incorporated in, the following (except where explicitly stated below):

In addition, the information may be classified and grouped according to Records relating to the following subjects and categories. It is also recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter:

Corporate Secretariat and Governance	Applicable Statutory Documents (both iOCO Holdings and CA Southern Africa as appropriate)
	Annual Reports
	Board of Directors and Board Committee Terms of Reference
	Codes of Conduct
	Board Meeting Minutes for CA Southern Africa
	Legal Compliance Records (both IOCO Holdings and CA SA as appropriate)
	Memoranda of Incorporation
	Group Policies and Procedures (both iOCO Holdings and CA SA as appropriate)
	Statutory Returns to Relevant Authorities (both IOCO Holdings and CA SA as appropriate)
Financial Division	Policies and Procedures (both IOCO Holdings and CA SA as appropriate)
	Accounting Records (both IOCO Holdings and CA SA as appropriate)
	Annual Financial Statements
	Audit Reports (both IOCO Holdings and CA SA as appropriate)
	Capital Expenditure Records (both IOCO Holdings and CA SA as appropriate)
	Invoices and Statements (both IOCO Holdings and CA SA as appropriate)
	Management Reports (both IOCO Holdings and CA SA as appropriate)
	Purchasing Records (both IOCO Holdings and CA SA as appropriate)
	Sale and Supply Records (both IOCO Holdings and CA SA as appropriate)

	Tax Records and Returns (both IOCO Holdings and CA SA as appropriate)
	Treasury Dealing (both IOCO Holdings and CA SA as appropriate)
	Transactional Records (both IOCO Holdings and CA SA as appropriate)
Human Resources	Education and Training Records (both IOCO Holdings and CA SA as appropriate)
	Employee Benefit Records
	Employment Contracts (both IOCO Holdings and CA SA as appropriate)
	Employment Equity Records
	Employee Information (both IOCO Holdings and CA SA as appropriate)
	Employee Share Option Scheme
	Policies and Procedures (both IOCO Holdings and CA SA as appropriate)
	Group Life
	Leave Records
	Medical Records
	Pension and Retirement Funding Records
	Study assistance scheme/s (both IOCO Holdings and CA SA as appropriate)
	Tax Returns of employees
	UIF Returns
	Learning and Development
Information Technology	Hardware and Software Packages
	Policies and Procedures
	Internal Systems Support
	Licenses
	Operating Systems
Legal	Complaints, pleadings, briefs and other documents pertaining to any actual or pending litigation, arbitration or investigation (both IOCO Holdings and CA SA as appropriate)
	Material licenses, permits and authorizations (both IOCO Holdings and CA SA as appropriate)

Sales, Marketing and Communication	Brochures, Newsletters and Advertising Material (both IOCO Holdings and CA SA as appropriate)
	Client Information (both IOCO Holdings and CA SA as appropriate)
	Marketing Brochures (both IOCO Holdings and CA SA as appropriate)
	Marketing Strategies (both IOCO Holdings and CA SA as appropriate)
	Product Brochures (both IOCO Holdings and CA SA as appropriate)
	Policies and Procedures (both IOCO Holdings and CA SA as appropriate)

3.4. Other Information

- 3.4.1. CA Southern Africa may possess information and Records pertaining to other parties, including and without limitation: suppliers/ holding/ sister companies, joint ventures and service providers. If CA Southern Africa searches for a Record and it is believed that the Record either does not exist or cannot be found, the Requester will be Notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the Record.

3.5. Personal Information

- 3.5.1. CA Southern Africa may hold Personal Information of the following types of Data Subjects: Employees, clients, suppliers, holding or sister companies, joint ventures and/ or service providers or other organisations and persons.

4. Access Procedure and Requests

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

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

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

4.1. Guidance on Completion of Prescribed Access Form: Sec 51 (1) (e)

- 4.1.1. In order for CA SA to facilitate your access to a record you need to complete the attached prescribed access form attached as Annexure A. Please take note that the prescribed access form must be completed in full, failure to do so will result in the process being delayed until such additional information is provided. CA SA will not be held liable for delays due to receipt of incomplete forms. Due cognisance should be taken of the following instructions when completing the Access Request Form because the Information Officer shall not process any request for access to a record until satisfied that all requirements have been met:
- The Access Request Form must be completed in the English language.
 - Proof of identity is required to authenticate the requester's identity. If the requester acts as an agent requester, the requester shall provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above.
 - Type or print in BLOCK LETTERS an answer to every question.
 - If a question does not apply, state "N/A" in response to that question.
 - If there is nothing to disclose in reply to a particular question, state "nil" in response to that question.
 - If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional attached folio.
 - When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

4.2. 4.2. Submission of Prescribed Access Form

- 4.2.1. The completed Access Request Form must be submitted either via conventional mail or e-mail and must be addressed to the Information Officer.

4.3. Payment of Prescribed Fees

- 4.3.1. Payment details can be obtained from the Information Officer and payment can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no cash or credit card payments are accepted). Proof of payment must be supplied. Four types of fees are provided for in terms of the Act:
- **Request fee:** An initial, non-refundable R57.00 (incl. VAT) is payable on submission. This fee is not applicable to Personal Requesters, referring to any person seeking access to records that contain their personal information.
 - **Reproduction fee:** This fee is payable with respect to all records that are automatically available.
 - **Access fee:** If the request for access is successful an access fee may be required to reimburse CA SA for the costs involved in the search, reproduction and/or preparation of the record and will be calculated based on the Prescribed Fees.
 - **Deposit:** A deposit of one third (1/3) of the amount of the applicable access fee, is payable if CA SA receives a request for access to information held on a person other than the requester himself/herself and the preparation for the record will take more than six (6) hours. In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

Refer to section 6 "Prescribed Fees" for a detailed breakdown of fees.

4.4. Notification

- 4.4.1. CA SA will within thirty (30) days of receipt of the request decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 4.4.2. The thirty (30) day period within which CA SA has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days, if the request is for a large volume of information, or the request requires a search for information held at another office of CA SA and the information cannot be reasonably be obtained within the original thirty (30) day period. CA SA will notify the requester in writer should an extension be sought.
- 4.4.3. If the request for access to a record is successful, the requester will be notified of the following:
 - The amount of the access fee payable upon gaining access to the record;
 - An indication of the form in which the access will be granted; and
 - Notice that the requester may lodge an application with a court against the payment of the access fee and the procedure, including the period, for lodging the application.
 - If the request for access to a record is not successful, the requester will be notified of the following:
 - Adequate reasons for the refusal (refer to Third Party Information and Grounds for Refusal); and
 - That the requester may lodge an application with a court against the refusal of the request and the procedure, including the period, for lodging the application.

4.5. Records that cannot be found or do not exist

If CA SA has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

5. Grounds for refusal of access to records and appeal

5.1. Grounds for Refusal: Chapter 4

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

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

- Mandatory protection of privacy of a third party who is a natural person, including a deceased person, which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of commercial information of a third party or CA Southern Africa, if the record contains:
- Trade secrets of the third party or CA Southern Africa;
- Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the third party or CA Southern Africa; and
- Information disclosed in confidence by a third party to CA Southern Africa if the disclosure could put that third party to a disadvantage or commercial competition.
- Mandatory protection of certain confidential information of a third party if disclosure of the record would result in a breach of a duty of confidence owed to that party in terms of an agreement;
- Mandatory protection of the safety of individuals, and the protection of property;
- Mandatory protection of records privileged from production in legal proceedings, unless the legal privilege has been waived; and
- Mandatory protection of research information of a third party and of CA Southern Africa.

5.2. Appeal

5.2.1. If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Information Officer’s decision, apply to court for appropriate relief.

6. Prescribed Fees:

Fees in Respect of Public Bodies (excluding VAT)

Item	Description	Amount
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof
3.	Printed copy of A4-size page	R1.50 per page or part thereof
4.	For a copy in a computer-readable form on:	
	(i) Flash drive (to be provided by requester)	R40.00
	(ii) Compact disc	
	• If provided by requester	R40.00
	• If provided to the requester	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider
6.	Copy of visual images	

Item	Description	Amount
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requester • If provided to the requester 	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation To not exceed a total cost of	R100.00 R300.00
10.	Deposit : If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email, or any other electronic transfer	Actual expense if any.

Fees in Respect of Private Bodies (excluding VAT)

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on: (iii) Flash drive (to be provided by requester) (iv) Compact disc <ul style="list-style-type: none"> • If provided by requester • If provided to the requester 	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (iii) Flash drive (to be provided by requester) (iv) Compact disc <ul style="list-style-type: none"> • If provided by requester • If provided to the requester 	R40.00 R40.00 R60.00

Item	Description	Amount
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation To not exceed a total cost of	R145.00 R435.00
10.	Deposit : If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email, or any other electronic transfer	Actual expense if any.

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

7. Sharing of Personal Information

7.1. CA Southern Africa may share personal information with:

- Other companies located outside of South Africa that provide services or goods to CA Southern Africa, its customers or affiliates;
- Services providers who perform services on behalf of CA Southern Africa; and
- Third party suppliers

7.2. CA Southern Africa Security measures to protect personal information with:

- 7.2.1. CA SA takes the security of your data seriously and therefore reasonable technical and organisational measures have been implemented to protect personal information. Together with the IOCO Group, CA Southern Africa has internal policies and controls in place to ensure that you data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.
- 7.2.2. CA SA will take steps to ensure that third party providers who process personal information on behalf of CA SA apply adequate safeguards as required in terms POPIA.

7.3. Transborder Flows of Personal Information: PAIA Sec 51 (1)(c)(iv)

- 7.3.1. CA Southern Africa may from time to time transfer personal information to another country for the purposes of rendering services to employees and customers. CA Southern Africa will take the necessary

steps to ensure that services providers and third-party operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information in terms of POPIA.

Kindly contact the Information Officer if more information in this regard is required

7.4. Purpose of Processing of Personal Information

7.4.1. CA Southern Africa processes Personal Employee Information (and potential employees) which may include but it is not limited to the following purposes:

- Rendering of services to our customers
- Employee administration
- Providing or managing any information on products
- Transacting with our suppliers
- Maintaining customer records
- Recruitment purposes
- Apprenticeship and bursary purposes
- Travel purposes
- General administration
- Financial and tax purposes
- Legal purposes
- Health and safety purposes
- Visitor access monitoring purposes
- Managing the premises and facilities
- Investigating of and preventing fraud
- Debt recovery and responding to website enquires

7.5. Types of Personal Information

Categories individuals and juristic entities	Categories of personal information held	Availability
Employees	ID number Contact details Physical and postal address Date of birth Age Disability Information Employment history Criminal/background checks	Not automatically available

	<p>Fingerprints</p> <p>CVs</p> <p>Education history</p> <p>Banking details</p> <p>Income tax reference number</p> <p>Remuneration and benefit information (including medical aid, pension/provident fund information)</p> <p>Details related to employee performance</p> <p>Disciplinary procedures</p> <p>Employee disability information</p> <p>Employee pension and provident fund information</p> <p>Employee contracts</p> <p>Employee performance records</p> <p>Physical access records</p> <p>CCTV records</p> <p>Health and safety records</p> <p>Time and attendance records</p>	
Suppliers/Service Providers	<p>Entity name</p> <p>registration number</p> <p>income tax number</p> <p>contact details for representative persons</p> <p>FICA documentation</p> <p>BBB-EE certificates</p> <p>Invoices</p> <p>Contractual documentation</p>	Not automatically available
Directors and Shareholders	<p>Name, Surname, ID numbers, Financial information as required for statutory reporting</p>	Not automatically available
New Job Applicants	<p>Name</p> <p>Surname</p> <p>Address</p> <p>Contact details</p>	Not automatically available

	Email address Telephone number Details of qualifications Skills Experiences and employment history Information about your current level of remuneration, including benefit entitlements, whether or not you have a disability for which CA SA needs to make reasonable adjustments during the recruitment process, and information about your entitlement to work in South Africa	
Website Visitors	Name Email address Company name Job title and telephone number	
Visitors	Physical access records Electronic access records scans and CCTV records	Not automatically available
Employees Children	Name Address and contact details Birth certificates Age Child medical information	Not automatically available

7.6. Recipients of categories of recipients to whom the personal information may be supplied

This table refers to data for employees, or prospective employees. There may be additional recipients not recorded here.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

8. Security measures to protect Personal Information- PAIA Sec 51 (1)(c)(v)

It should be noted that CA Southern Africa makes use of IOCO Group systems and security and as such the following applies (where these are not yet implemented, they are underway or planned):

- Physical security measures
 - Access control to offices;
 - Additional access control to areas where hard copies are stored.
- Cyber security measures
 - Perimeter security (Controlled access per application and port)
 - Controlled network segregation.
 - Endpoint encryption
 - Server encryption
 - Anti-virus for endpoints and servers includes Host Intrusion Prevention System (HIPS) and Endpoint detection and response (EDR)
 - Data classification (underway)
 - Data Loss Prevention (DLP) and Zero-Trust solution (underway)
 - Password control to devices where electronic information is stored
 - Mobile Device Management for accessing corporate data via mobile devices.

- Training in information security

All Employees of CA Southern Africa have received training on:

- The protection of Personal Information; and
 - Cybersecurity.
- Policies in information security

IOCO has adopted, among others, the following group policies, relating to information security:

- Information Security Policy;
- Information Security Incident Management Policy;

- Data Encryption Policy;
- Information Security Acceptable Use Policy;
- Information and Systems Access Policy;
- Password Management Policy;
- IT Security Management Policy;
- IT Mobile and Personal Device Management Security Policy;
- Data and Record Retention and Disposals Policy;
- Information, Data Management and Control Policy;
- Vulnerability Management Policy;
- Information Asset Classification and Handling Management Policy;
- Business Continuity Policy; and
- IT Hardware and Software Asset Management Policy.

9. Availability of CA Southern Africa PAIA Manual

A Public Copy is available for inspection:

- On the group website at iOCO.tech or download a copy here: PAIA Manual
- CA Southern Africa offices (Waterfall Office Park, 2 Augrabies Road, Vorna Valley, Midrand, Gauteng, 1686, South Africa) for public inspection during normal business hours;
- To any person upon request and upon the payment of a reasonable prescribed fee; and
- To the Information Regulator upon request.

A fee for a copy of the Manual, as contemplated in annexure B (see section 6 of this manual) of the Regulations, shall be payable per each A4-size photocopy made.

10. Updating of this PAIA Manual

The CA Southern Africa Information Officer will on a regular basis update this manual

11. Issued and authorised by

This PAIA manual is issued and authorised by the following:

Name: Beatie Ferreira
Role: Deputy Information Officer, CA Southern Africa
Signature:
Date: 11 March 2026

Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile Not Available
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<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			
TYPE OF RECORD <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			

FORM OF ACCESS <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	

MANNER OF ACCESS <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>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <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:	

FEES	
a) <i>A request fee must be paid before the request will be considered.</i> b) <i>You will be notified of the amount of the access fee to be paid.</i> c) <i>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.</i> d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>	
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>
	Not Available	

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

Signature of Information Officer

2. Request for a copy of the guide

The Information Officer

I,

Full names:				
In my capacity as (mark with "x"):	Information officer		Other	
Name of *public/private body (if applicable)				
Postal Address:				
Street Address:				
E-mail Address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular:	

Hereby request the following copy (ies) of the Guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
Sepedi		Sesotho	
Setswana		siSwati	
Tshivenda		Xitsonga	
Afrikaans		English	
isiNdebele		isiXhosa	
isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

3. Internal appeal form

Internal Remedies:

Requestors may appeal the ruling if the request for information is refused, and/or the requester is not satisfied with the answer supplied. An appeal form, attached below, must be completed with adequate reasons for the appeal and submitted to the Information Officer within 30 (thirty) days of the notification of the decision. The Information Officer, or Group Information Officer of the Holding Company will review the appeal collectively and decide on the validity thereof. The matter may be escalated to Legal if deemed necessary. The result will be communicated back to the data subject within a reasonable timeframe, which will be noted upon receipt of the appeal.

Reference Number (of request if known):

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?		Yes	<input type="checkbox"/>	No <input type="checkbox"/>
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

E-Mail Address	
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	
GROUND FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. All the additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

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

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>				
Date received:				
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				Yes <input type="checkbox"/>
				No <input type="checkbox"/>
OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority

4. Complaint form

NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@infoRegulator.org.za or complete online complaint form available at <https://www.justice.gov.za/inforeg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them:**
 - a. Copy of the form to the Body requesting access to records;
 - b. The Body's response to your complaint or access request;
 - c. Any other correspondence between you and the Body regarding your request;
 - d. Copy of the appeal form, if your complaint relate to a public body;
 - e. The Body's response to your appeal;
 - f. Any other correspondence between you and the Body regarding your appeal;
 - g. Documentation authorizing you to act on behalf of another person (if applicable);
 - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and signeach page.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

- Complainant Personally
- Representative of Complainant
- Third Party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	



Signed with Impression - Chain of Custody



Signature Request

Signature Request ID:	9adc938f-03a6-42ba-b255-6282a7f9fcff	Timestamp:	2026-03-11 09:03:05 GMT
Signee Name:	Beatie Ferreira	Sender Name:	Beatie Ferreira
Request Type:	WebSigning	Request Status:	WEBVIEWER SIGNED

Original Document

Document Name:	CA Southern Africa PAIA Manual v3 Final.pdf	Document Size:	660.2 KB
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Email Evidence

Signee Email:	beatie.ferreira@eoh.co.za	Email Subject:	Not available in Silent Mode
Email Sent Timestamp:	Not available in Silent Mode	Email Opened Timestamp:	Not available in Silent Mode

Web Evidence

Signee IP Address:	136.226.216.248	Request Timestamp:	2026-03-11 08:59:22 GMT
Signee GPS (if shared):	ZA: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/145.0.0.0 Safari/537.36	Terms Accepted Timestamp:	2026-03-11 09:01:36 GMT

Annotations and Modifications

Signature Count:	1	Form Fields Filled Count:	0
Text Annotation Count:	1	Initial All Pages Count:	0
Single Initial Count:	0		

Signing Evidence

Signee Mobile:	+27828718885	Sign Type:	WebSigning
Security Challenge:	NONE	Part of Workflow:	NONE

Chain Of Custody Generation

Attached Document Name:	20260311T090304.983068Z CA Southern Africa PAIA Manual v3 Final.pdf	Attached Timestamp:	2026-03-11 09:03:05 GMT
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