

# TONTRAC SYSTEMS ANALYTICS

Registration number: 2014/253567/07

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**This manual has been prepared in terms of the section 51 of the Promotion of Access to Information Act 2 of 2000 and to address the requirements of POPI as required under South African laws.**

## 1. DEFINITIONS

Client	any natural or juristic person that received or receives services from TONTRAC.
Conditions for Lawful Processing	the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of The Protection of Personal Information Act 4 of 2013 of the Republic of South Africa (POPI) and in paragraph 14 of this Manual.
Data Subject	the person to whom personal information relates.
Information Officer	the individual who is identified in paragraph 4 of this Manual.
Manual	this Manual.
PAIA	the Promotion of Access to Information Act 2 of 2000 of the Republic of South Africa.
Personal Information	means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to— <ul style="list-style-type: none"> <li>a. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person;</li> <li>b. information relating to the education or the medical, financial, criminal or employment history of the person;</li> </ul>

	<ul style="list-style-type: none"> <li>c. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier, or other particular assignment to the person;</li> <li>d. the biometric information of the person;</li> <li>e. the personal opinions, views, or preferences of the person;</li> <li>f. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;</li> <li>g. the views or opinions of another individual about the person; and</li> <li>h. the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.</li> </ul>
Personnel	any person who works for, or provides services to or on behalf of TONTRAC, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of TONTRAC, which includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff as well as contract workers.
POPI	the Protection of Personal Information Act 4 of 2013.

POPI Regulations	the regulations promulgated in terms of section 112(2) of The Protection of Personal Information Act 4 of 2013.
Private Body	<p>means—</p> <ul style="list-style-type: none"> <li>a. a natural person who carries or has carried on any trade, business or profession, but only in such capacity;</li> <li>b. a partnership which carries or has carried on any trade, business, or profession; or</li> <li>c. any former or existing juristic person but excluding a public body.</li> </ul>
Processing	<p>means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—</p> <ul style="list-style-type: none"> <li>a. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, or use;</li> <li>b. dissemination by means of transmission, distribution or making available in any other form; or</li> <li>c. merging, linking, as well as restriction, degradation, erasure, or destruction of information.</li> </ul>
Record	has the meaning ascribed thereto in section 1 of the Promotion of Access to Information Act 2 of 2000 and includes Personal Information.

Requester	has the meaning ascribed thereto in section 1 of the Promotion of Access to Information Act 2 of 2000.
Request for access	has the meaning ascribed thereto in section 1 of the Promotion of Access to Information Act 2 of 2000.
SAHRC	the South African Human Rights Commission.

Any other terms not described herein will have the meaning as ascribed to it in terms of the Promotion of Access to Information Act 2 of 2000.

## 2. **INTRODUCTION**

- 2.1. This Manual is articulated in conformity with the laws and statutory provisions of the Republic of South Africa, and in consideration of pertinent international privacy laws and standards. This Manual is applicable to Tontrac Systems Analytics (“TONTRAC”) and which for the purpose of the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000, is defined as a private body.
- 2.2. The Promotion of Access to Information Act, 2000 was implemented on 9 March 2001. It grants individuals and legal entities the right to access records held by public or private bodies, with certain limitations, to facilitate the exercise or protection of their rights.
- 2.3. The Promotion of Access to Information Act 2 of 2000 establishes the procedural aspects related to information requests, which include the requirement to create a Promotion of Access to Information Act 2 of 2000 Manual (also referred to as a “PAIA Manual”). Private bodies are mandated by Section 51 of the Promotion of Access to Information Act 2 of 2000 to compile a Manual that allows individuals to access information held. The Manual specifies the minimum criteria that must be met.

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- 2.4. If you wish to obtain information from a private body under the Promotion of Access to Information Act 2 of 2000, a request must be made in the prescribed format outlined in the private body's Promotion of Access to Information Act 2 of 2000 Manual, just like ours. Once the request is received, the private body must disclose the information if the requester can demonstrate that the record is necessary for exercising or protecting their rights, provided that no grounds for refusal stated in the Promotion of Access to Information Act 2 of 2000 are applicable.
- 2.5. Ultimately, your privacy is very important to us, and TONTRAC is committed to protecting your right to privacy as well as your right to access any information that we have on you.

### **3. THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 MANUAL**

- 3.1. This Manual serves as TONTRAC Promotion of Access to Information Act 2 of 2000 Manual, complying with section 51 of the Promotion of Access to Information Act 2 of 2000 as amended by the Protection of Personal Information Act 4 of 2013.
- 3.2. The Protection of Personal Information Act 4 of 2013, which primarily came into effect on 1 July 2020, upholds individuals' Constitutional right to privacy and emphasizes the protection of personal information handled by public and private entities within the Republic of South Africa. It establishes specific conditions to establish minimum requirements for the handling of personal information.
- 3.3. The Protection of Personal Information Act 4 of 2013, amends certain provisions of the Promotion of Access to Information Act 2 of 2000, striking a balance between the need for information access and the necessity to safeguard personal information. It establishes an

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Information Regulator with certain powers, duties, and functions under both The Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. Additionally, it introduces codes of conduct and safeguards individuals' rights concerning unsolicited electronic communications and automated decision-making processes. The aim is to regulate the flow of personal information and address related matters.

- 3.4. We have compiled this Manual to provide you with guidance and ensure that you understand the procedural and other requirements that must be fulfilled when making a Promotion of Access to Information Act 2 of 2000 request (also known as a “PAIA Request”) to TONTRAC.

#### 4. OUR HEAD OFFICE CONTACT DETAILS

<b>Business Name</b>	Tontrac Systems Analytics
<b>Registration Number</b>	2014/253567/07
<b>Registered Office</b>	Unit 56, Thembi Place 15 Calderwood Road Lonehill Johannesburg 2191
<b>Postal Address</b>	PO Box 571 Lonehill 2026 South Africa
<b>Contact Number</b>	Head Office: 011 465 9663 / 9783 Control Room: 011 465 9663
<b>Information Officer</b>	<b>Sean Pistorius</b>
<b>Email address</b>	<a href="mailto:Popia@Tontrac.co.za">Popia@Tontrac.co.za</a>
<b>Deputy Information Officer</b>	<b>Shaune Beyleveldt</b>
<b>Email address</b>	<a href="mailto:Popia@Tontrac.co.za">Popia@Tontrac.co.za</a>

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Background information of TONTRAC can be found at [www.tontrac.co.za](http://www.tontrac.co.za).

## 5. **GUIDE OF SAHRC**

5.1. The South African Human Rights Commission has compiled an official guide designed to aid individuals who wish to exercise their right to access information under the Promotion of Access to Information Act (PAIA). This same guide is applicable when seeking information under the Protection of Personal Information Act. You can access the "Guide on How to Navigate the Promotion of Access to Information Act 2 of 2000" at [www.sahrc.org.za](http://www.sahrc.org.za).

5.2. Effective June 30, 2021, the Information Regulator has assumed responsibility for overseeing the regulatory functions related to the Promotion of Access to Information Act (PAIA) of 2000:

Postal address : The Information Regulator (South Africa) PO Box 31533  
Braamfontein 2017

Telephone number : +27 10 023 5207

PAIA Complaints email : [PAIAComplaints.IR@justice.gov.za](mailto:PAIAComplaints.IR@justice.gov.za)

POPI Complaints email : [POPIAComplaints.IR@justice.gov.za](mailto:POPIAComplaints.IR@justice.gov.za)

General enquiries email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

## 6. **AVAILABILITY OF CERTAIN RECORDS IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000**

6.1. TONTRAC holds and/or process the records referred to under Schedule of Records below for the purposes of the Promotion of Access to Information Act 2 of 2000 and The Protection of Personal Information Act 4 of 2013.

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6.2. The following records below may be requested; however, it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of the Promotion of Access to Information Act 2 of 2000 and any other applicable legislation.

6.3. All services are listed on TONTRAC’s website as set out above.

## SCHEDULE OF RECORDS

<p><b>Administrative</b></p>	<ul style="list-style-type: none"> <li>▪ Governance structures</li> <li>▪ Internal rules, regulations, and policies</li> <li>▪ General correspondence (emails)</li> <li>▪ Quotations</li> </ul>
<p><b>Corporate Affairs</b></p>	<ul style="list-style-type: none"> <li>▪ CIPC Company Registration Records.</li> <li>▪ Strategic Plans</li> <li>▪ Business Proposals</li> <li>▪ Annual Reports, Reviews and Plans</li> <li>▪ Policies and Procedures</li> <li>▪ Compliance Reports</li> </ul>
<p><b>Financial Records</b></p>	<ul style="list-style-type: none"> <li>▪ Policies and procedures</li> <li>▪ Accounting records</li> <li>▪ Annual financial statements</li> <li>▪ Audit reports</li> <li>▪ Capital expenditure records</li> <li>▪ Investment Records</li> <li>▪ Invoices and statements</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Purchasing records</li> <li>▪ Sale and supply records</li> <li>▪ Tax records and returns</li> <li>▪ Transactional records</li> <li>▪ Asset Registers</li> <li>▪ Budgets</li> <li>▪ Insurance records</li> <li>▪ Expense claims</li> </ul>
<p><b>Human Resources</b></p>	<ul style="list-style-type: none"> <li>▪ Personnel Files</li> <li>▪ Training records</li> <li>▪ Employment Policies</li> <li>▪ Internal evaluations and Performance Records</li> <li>▪ Disciplinary Records</li> <li>▪ Employee Tax and Remuneration Records</li> </ul>
<p><b>IT Operations</b></p>	<ul style="list-style-type: none"> <li>▪ International domain registrations and privacy regulations</li> <li>▪ Information technology records</li> <li>▪ Domain name registrations</li> <li>▪ Website information</li> <li>▪ Policies and procedures</li> </ul>
<p><b>Legal</b></p>	<ul style="list-style-type: none"> <li>▪ Client Agreements</li> <li>▪ Service Level agreements</li> <li>▪ Power of Attorneys</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Material licenses, permits and authorisations</li> </ul>
<b>Product</b>	<ul style="list-style-type: none"> <li>▪ Public Product Information</li> </ul>
<b>Secretarial</b>	<ul style="list-style-type: none"> <li>▪ Memorandum of Incorporation</li> <li>▪ Statutory Records</li> <li>▪ Company guidelines</li> </ul>
<b>Website</b>	<ul style="list-style-type: none"> <li>▪ Company Profile</li> <li>▪ Areas of Service and Expertise</li> <li>▪ Coverage</li> <li>▪ Contact Portal</li> </ul>

## **7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION**

7.1. TONTRAC may be in possession of records in terms of the following legislation as and when applicable in terms of South African Laws:

- 7.1.1. Basic Conditions of Employment Act 75 of 1997
- 7.1.2. Broad-Based Black Economic Empowerment Act 53 of 2003
- 7.1.3. Companies Act 71 of 2008
- 7.1.4. Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 7.1.5. Competition Act, No. 89 of 1998
- 7.1.6. Constitution of the Republic of South Africa Act, No. 108 of 1996
- 7.1.7. Consumer Protection Act, 2008
- 7.1.8. Customs and Excise Act 91 of 1964
- 7.1.9. Electronic Communications Act No. 36 of 2005
- 7.1.10. Electronic Communications and Transactions Act 25 of 2002.
- 7.1.11. Employment Equity Act 55 of 1998

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- 7.1.12. Financial Intelligence Centre Act 38 of 2001
- 7.1.13. Identification Act, No. 68 of 1997
- 7.1.14. Insolvency Act No. 24 of 1936
- 7.1.15. Income Tax Act 58 of 1962
- 7.1.16. Intellectual Property Laws Amendment Act No.38 of 1997
- 7.1.17. Labour Relations Act 66 of 1995
- 7.1.18. National Payment Systems Act No. 78 of 1998
- 7.1.19. Occupational Health and Safety Act 85 of 1993
- 7.1.20. Pension Funds Act 24 of 1956
- 7.1.21. Promotion of Access to Information Act 2 of 2000
- 7.1.22. Protection of Personal Information Act 4 of 2013
- 7.1.23. Prescription Act No. 68 of 1969
- 7.1.24. Prevention of Organised Crime Act No. 121 of 1998
- 7.1.25. Skills Development Act no. 97 of 1998
- 7.1.26. Skills Development Levies Act 9 of 1999
- 7.1.27. Trademark Act No. 194 of 1993
- 7.1.28. Unemployment Insurance Contributions Act 4 of 2002
- 7.1.29. Unemployment Insurance Act 30 of 1996
- 7.1.30. Value Added Tax Act 89 of 1991

## **8. REQUEST PROCESS**

- 8.1. An individual who wishes to place a request must comply with all the procedures laid down in the Promotion of Access to Information Act 2 of 2000.

- 8.2. The requester must complete **ANNEXURE A**, which is attached to this Manual and submit it to the Information Officer at the details specified in Part A.
- 8.3. The prescribed form must be submitted as well as payment of a request fee and a deposit, if applicable to the Information Officer at the postal or physical address, or electronic mail as is stated herein.
- 8.4. The prescribed form must be completed with enough particularity to enable the Information Officer to determine:
  - 8.4.1. The record(s) requested;
  - 8.4.2. The identity of the requester;
  - 8.4.3. What form of access is required; and
  - 8.4.4. The electronic or if applicable postal address of the requester.
- 8.5. The requester is required to explicitly declare that the requested records are necessary for the purpose of asserting or safeguarding a particular right. Furthermore, it is imperative that the requester explicitly outlines the nature of the right in question that is to be asserted or safeguarded. Additionally, a comprehensive rationale for why the requested records is essential for the exercise or protection of said right must be provided by the requester.
- 8.6. The request for access will be dealt with within 30 days from date of receipt, unless the requester has set out special grounds that satisfies the Information Officer that the request be dealt with sooner.

- 8.7. The period of 30 days may be extended by not more than 30 additional days, if the request is for a large quantity of information, or the request requires a search for information held at the head office of TONTRAC and the information cannot be reasonably obtained within 30 days. The Information Officer will notify the requester in writing should an extension be necessary.
- 8.8. The requester will be informed in writing whether access to the records have been granted or denied. If the requester requires a reason for the decision the request must be expressed in the prescribed form, the requester must further state the particulars of the reasoning the requester requires.
- 8.9. If a requester has requested the records on another individual's behalf, the requester must submit proof of the capacity the requester submits the request in, to the satisfaction of the Information Officer.
- 8.10. Should the requester have any difficulty with the form, or the process laid out herein, the requester should contact the Information Officer for assistance.
- 8.11. An oral request can be made to the Information Officer should the requester be unable to complete the form due to illiteracy or a disability. The Information Officer will complete the form on behalf of the requester and provide a copy of the form to the requester. TONTRAC is here to guide you through the process and offer all the help you may require.

## **9. GROUNDS FOR REFUSAL**

- 9.1. The following are grounds upon which TONTRAC may, subject to the exceptions in Chapter 4 of the Promotion of Access to Information Act 2 of 2000, refuse a request for access in accordance with Chapter 4 of the Promotion of Access to Information Act 2 of 2000:

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- 9.1.1. Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable.
  
- 9.1.2. Mandatory protection of the commercial information of a third party, if the Records contain:
  - 9.1.2.1. Trade secrets of that third party;
  - 9.1.2.2. Financial, commercial, scientific, or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
  - 9.1.2.3. Information disclosed in confidence by a third party to TONTRAC, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;
  
- 9.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
  
- 9.1.4. Mandatory protection of the safety of individuals and the protection of property;
  
- 9.1.5. Mandatory protection of Records that would be regarded as privileged in legal proceedings;
  
- 9.1.6. Protection of the commercial information of TONTRAC, which may include:
  - 9.1.6.1. Trade secrets;

9.1.6.2. Financial/commercial, scientific, or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of TONTRAC;

9.1.6.3. Information which, if disclosed, could put TONTRAC at a disadvantage in contractual or other negotiations or prejudice TONTRAC in commercial competition; and/or

9.1.6.4. Computer programs which are owned by TONTRAC, and which are protected by copyright and intellectual property laws;

9.1.7. Research information of TONTRAC or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and

9.1.8. Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

## **10. REMEDIES SHOULD A REQUEST BE REFUSED**

10.1. TONTRAC does not have an internal appeal procedure in light of a denial of a request, decisions made by the Information Officer is final.

10.2. The requester may in accordance with sections 56(3) (c) and 78 of the Promotion of Access to Information Act 2 of 2000, apply to a court for relief within 180 days of notification of the decision for appropriate relief.

## **11. FEES**

11.1. Upon receiving an information access request (“PAIA Request”), TONTRAC may require the requester to pay a prescribed fee. Cost management for record access or production will be at



TONTRAC discretion, and in accordance with the fees gazetted by the South African Government under Section 22 and 92 of the Promotion of Access to Information Act 2 of 2000 from time to time. You may further request the fee structure and payment details from the Information Officer where a prescribed fee has been determined by TONTRAC.

## **12. THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013**

### 12.1. Conditions for lawful processing:

12.1.1. The Protection of Personal Information Act 4 of 2013 has eight conditions for lawful processing and includes:

- 12.1.1.1. Accountability
- 12.1.1.2. Processing limitation
- 12.1.1.3. Purpose specification
- 12.1.1.4. Further processing limitation
- 12.1.1.5. Information quality
- 12.1.1.6. Openness
- 12.1.1.7. Security safeguards
- 12.1.1.8. Data subject participation

12.1.2. TONTRAC is involved in the following types of processing:

- 12.1.2.1. Collection
- 12.1.2.2. Recording
- 12.1.2.3. Organization
- 12.1.2.4. Structuring
- 12.1.2.5. Storage
- 12.1.2.6. Adaptation or alteration

- 12.1.2.7. Retrieval
  - 12.1.2.8. Consultation
  - 12.1.2.9. Use
  - 12.1.2.10. Disclosure by transmission
  - 12.1.2.11. Dissemination or otherwise making available
  - 12.1.2.12. Alignment or combination
  - 12.1.2.13. Restriction
  - 12.1.2.14. Erasure
  - 12.1.2.15. Destruction
- 12.1.3. TONTRAC processes information for the following purposes:
- 12.1.3.1. to fulfil agreements in relation to its employees;
  - 12.1.3.2. to provide services to its Clients in accordance with terms agreed to by the Clients;
  - 12.1.3.3. to undertake activities related to the provision of services, such as:
    - 12.1.3.3.1. to fulfil domestic legal, regulatory and compliance requirements
    - 12.1.3.3.2. to verify the identity of client representatives who contact TONTRAC or may be contacted by TONTRAC;
    - 12.1.3.3.3. for risk assessment, information security management, statistical, trend analysis and planning purposes;
    - 12.1.3.3.4. to monitor and record calls and electronic communications with the Client for quality, training, investigation, and fraud prevention purposes;
    - 12.1.3.3.5. to enforce or defend TONTRAC;

- 12.1.3.3.6. to manage TONTRAC's relationship with its Clients, which may include providing information to its Clients and its Clients affiliates about TONTRAC products and services;
- 12.1.3.4. the purposes related to any authorised disclosure made in terms of agreement, law, or regulation;
- 12.1.3.5. any additional purposes expressly authorised by TONTRAC client;
- 12.1.3.6. any additional purposes as may be notified to the Client or Data Subjects in any notice provided by TONTRAC.

## 12.2. TONTRAC processes personal information from the following groups of Data Subjects:

### 12.2.1. Juristic persons –

- 12.2.1.1. Corporate Clients or Distributors
- 12.2.1.2. Suppliers
- 12.2.1.3. Corporate Partners
- 12.2.1.4. Affiliates

### 12.2.2. Natural persons –

- 12.2.2.1. Individuals
- 12.2.2.2. Staff
- 12.2.2.3. Clients
- 12.2.2.4. Suppliers

## 12.3. TONTRAC process the following categories personal information:

- 12.3.1. Client profile information;
- 12.3.2. Bank account details;
- 12.3.3. Payment information;
- 12.3.4. Client representatives;

- 12.3.5. Names;
- 12.3.6. Email Addresses;
- 12.3.7. Telephone numbers;
- 12.3.8. Physical addresses;
- 12.3.9. Tax numbers;
- 12.3.10. Identity Numbers;
- 12.3.11. Passport Numbers;

#### 12.4. Recipients of Personal Information:

- 12.4.1. TONTRAC; and
- 12.4.2. TONTRAC affiliates.

12.5. When making authorised disclosures or transfers of personal information in terms of Section 72 of the Protection of Personal Information Act 4 of 2013, personal information may be disclosed to recipients in countries that do not have the same level of protection for personal information as the Republic of South Africa does.

#### 12.6. The following Security measures are implemented by TONTRAC:

- 12.6.1. TONTRAC implements numerous security measures to protect personal information that is stored electronically and physically.
- 12.6.2. TONTRAC ensures that appropriate security measures are taken and updates these measures on a regular basis.
- 12.6.3. TONTRAC have also implemented various policies for additional security for personal information stored both physically and electronically.

12.7. The personal information that is stored physically is protected as follows:

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12.7.1. Where physical records of the data exist, such records will be stored in a secure area that can be 'locked-away' as to avoid a breach of the personal information.

12.7.2. Such physical data records will be 'locked-away' and secured when not in use.

12.8. TONTRAC may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the Protection of Personal Information Act No.4 of 2013.

12.9. Objection to the processing of personal information by a data subject:

12.9.1. Section 11(3) of the Protection of Personal Information Act 4 of 2013 and regulation 2 of the Protection of Personal Information Act 4 of 2013 regulations provides that a data subject may, at any time object to the processing of their personal information in the prescribed form attached to this Manual as **ANNEXURE "B"**.

12.10. Request for correction or deletion of personal information:

12.10.1. Section 24 of the Protection of Personal Information Act 4 of 2013 and regulation 3 of the Protection of Personal Information Act 4 of 2013 regulations provides that a data subject may request for their personal information to be corrected and/or deleted in the prescribed form attached hereto as **ANNEXURE "C"**.

## ANNEXURE A

### REQUEST FOR ACCESS TO RECORD OF A PRIVATE BODY

#### REGULATIONS RELATING TO THE PROMOTION OF ACCESS INFORMATION ACT NO.2 2000

Section 53 (1)  
[Regulation 10]

#### A. PARTICULARS OF PRIVATE BODY

**TONTRAC Information Officer:**

To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### 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 email address in the Republic to which the information is to be sent must be given.*  
 (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full name(s) and surname												
Identity Number												
Residential or postal address												
											Code	
Contact number(s)												
E-mail address												

#### C. PARTICULARS OF PERSON ON WHOSE BEHALF THE REQUEST IS MADE

*This section must ONLY be completed if a request for information is made on behalf of another person. TONTRAC may require proof of consent from the person whose information is being requested.*

Full name(s) 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 that is known to you, to enable the record to be located.*
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The Requester must sign all additional folios.***

Description of record or relevant part of the record:

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Reference number, if available:	
Any further particulars of the 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 required to be paid as the request fee.*
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees:

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## 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	

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 in certain circumstances. In such case, you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form</b>			
Copy of record*		Inspection of record	
<b>2. If the record consists of visual images</b> <i>(This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>			
View the images		Copy of the images*	Transcription of images*
<b>3. If the record consists or recorded words or information which can be reproduced in sound</b>			



Listen to soundtrack (audio cassette)		Transcription of soundtrack* (written or print)			
<b>4. If the record is held on a computer or in an electronic or machine-readable form</b>					
Printed copy of record*		Printed copy of information derived from the record*	Copy in computer-readable form*		
*If you requested a copy or transcription of a record, do you wish the copy or transcription to be collected from the Head Office in Gauteng?			<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Yes	No
Yes	No				

## G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. The Requester must sign all the additional folios.*

Indicate which right is to be exercised or protected:

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Explain why the record requested is required for the exercise or protection of the aforementioned right:

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## H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

*You will be notified in writing whether your request has been approved/denied. If you wish to be informed 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?

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

\_\_\_\_\_  
Signature  
*Requester/Person on whose behalf request is made.*

## ANNEXURE B

### 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.

#### I. DETAILS OF DATA SUBJECT

Name(s) and surname/registered name of data subject													
Unique Identifier / Identity Number													
Residential, postal, or business address													
												Code	
Contact number(s)													
E-mail address													

#### J. REASONS FOR OBJECTION IN TERMS OF SECTION 11 (1) (d) to (f)

*(Please provide detailed reasons for the objection)*

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

Signature of data subject/designated person \_\_\_\_\_



