



**MBMED PAIA AND POPIA MANUAL**

as prescribed by the provisions of

**THE PROMOTION OF ACCESS TO INFORMATION ACT 2 of 2000**

[ASSENTED TO 2 FEBRUARY 2000] [DATE OF COMMENCEMENT: 9 MARCH 2001]

And

**THE PROTECTION OF PERSONAL INFORMATION ACT 4 of 2013**

[ASSENTED TO 19 NOVEMBER, 2013] [DATE OF COMMENCEMENT: 11 APRIL, 2014]



## **TABLE OF CONTENTS**

1.	Introduction .....	3
2.	Definitions .....	3
3.	Purpose Of The Manual.....	4
4.	Scheme Details.....	5
5.	Contact Details Of The Information Officer.....	5
6.	The South African Human Rights Commission .....	6
7.	Publication And Availability Of Certain Records In Terms of PAIA .....	6
8.	Grounds For Refusal Of Access To Records In Terms of PAIA.....	6
9.	Information Or Records Not Found .....	7
10.	Remedies Available To The Requester Upon Refusal Of A Request For Access In Terms Of PAIA....	8
11.	Remedies Available For The Scheme .....	8
12.	Procedure For A Request For Access In Terms Of PAIA .....	8
13.	Fees .....	9
14.	Decision To Grant Access To Records .....	9
15.	Availability of The Manual.....	9
16.	Protection of Personal Information That Is Processed By The Scheme .....	10
17.	Information Regulator .....	12
	Appendix 1.....	14
	Appendix 2.....	19
	Appendix 3.....	21
	Appendix 4.....	25



## 1. INTRODUCTION

MBMed Medical Aid Fund (the Scheme / Scheme) MBMed, now more than 55 years old, is a restricted medical aid scheme established in terms of the Medical Schemes Act of South Africa. Membership is restricted to employees and pensioners of the Mercedes-Benz South Africa Scheme of Companies.

<https://mbmed.medscheme.com/>

The Scheme is committed to observing and complying with the directives of the South African Constitution, the Medical Schemes Act, the Health Act, and all relevant national legislation which endorse the key principles of good corporate governance, transparency and accountability.

The Promotion of Access to Information Act No. 2 of 2000 (PAIA) gives effect to carrying out section 32 of the South African Constitution, which focuses on the right to access information i.e. that everyone has the right to request access to information held by the state or a private body to enforce a culture of transparency and accountability.

Section 51 of PAIA obliges private bodies such as the Scheme to compile a manual to enable persons to obtain access to information held by such private body and stipulates the minimum requirements that the manual has to comply with. In this regard, the Protection of Personal Information Act, 2013 (POPIA) is applicable and must also be complied with.

POPIA promotes the protection of personal information processed by public and private bodies, including 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.

This Manual is compiled in accordance with section 51 of PAIA as amended by POPIA.

This Manual also includes information on the submission of objections to the processing of Personal Information and deals with the requests to delete or destroy personal information or records in terms of POPIA.

## 2. DEFINITIONS

- 2.1 **Scheme** means MBMed Medical Aid Fund registered under the Medical Schemes Act, having its principal place of business situated at 7 Settlers Way, East London, 5201, Republic of South Africa.
- 2.2 **Conditions for Lawful Processing** means the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPIA;
- 2.3 **Constitution** means the Constitution of the Republic of South Africa, 1996;
- 2.4 **Customer** refers to any natural or juristic person that is a member of the scheme or a beneficiary and / or received or receives services from the Scheme;



- 2.5 **Data Subject** has the meaning ascribed thereto in section 1 of POPIA; Data Subject In terms of POPIA includes a juristic person to whom personal information relates.
- 2.6 **Information Officer** means the MBMed Scheme Information Officer as referred to in clause 4;
- 2.7 **Information Regulator means** the Information Regulator established in terms of section 39 of the Protection of Personal Information Act, 2013;
- 2.8 **Manual** means this manual prepared in accordance with section 51 of PAIA and regulation 4(1) (d) of the POPIA Regulations;
- 2.9 **PAIA** means the *Promotion of Access to Information Act, 2000*;
- 2.10 **Personal Information** has the meaning ascribed thereto in section 1 of POPIA;
- 2.11 **Personnel** refers to any person who works for, or provides services to or on behalf of the Scheme, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Scheme, which includes, without limitation, the Board of Trustees, all permanent, temporary and part-time staff as well as contract workers;
- 2.12 **POPIA** means the *Protection of Personal Information Act, 2013*;
- 2.13 **POPIA Regulations** mean the regulations promulgated in terms of section 112(2) of POPIA;
- 2.14 **Private Body** has the meaning ascribed thereto in sections 1 of both PAIA and POPIA;
- 2.15 **Processing** has the meaning ascribed thereto in section 1 of POPIA;
- 2.16 **Responsible Party** has the meaning ascribed thereto in section 1 of POPIA;
- 2.17 **Record** has the meaning ascribed thereto in section 1 of PAIA and includes Personal Information;
- 2.18 **Requester** has the meaning ascribed thereto in section 1 of PAIA;
- 2.19 **Request for Access** has the meaning ascribed thereto in section 1 of PAIA; and

Capitalised terms used in this Manual have the meanings ascribed thereto in section 1 of POPIA and PAIA as the context specifically requires, unless otherwise defined herein.

### 3. PURPOSE OF THE MANUAL

This Manual:

- 3.1 for the purposes of PAIA –
  - 3.1.1 promotes the right of access to information,
  - 3.1.2 fosters a culture of transparency and accountability in the Scheme by giving effect to the right of access to information; and details the procedure to be



followed by a Requester and the manner in which a Request for Access to information will be facilitated; and

3.2 for the purposes of POPIA, amongst other things details –

3.2.1 the purpose for which Personal Information may be processed;

3.2.2 a description of the categories of Data Subjects for whom the Scheme Processes Personal Information;

3.2.3 the categories of Personal Information relating to such Data Subjects; and,

3.2.4 the recipients to whom Personal Information may be supplied.

#### 4. SCHEME DETAILS

4.1 The details of the Scheme are as follows:

Physical address	7 Settlers Way East London 5201
Postal address	PO Box 1101 Florida Glen Roodepoort 1708
Telephone number	0860 002 109 Monday – Friday: 08:30 to 16:00

#### 5. CONTACT DETAILS OF THE INFORMATION OFFICER

5.1 The Information Officer's contact details are as follows:

Physical address	37 Conrad Street Florida North Roodepoort
Postal address	PO Box 1101 Florida Glen Roodepoort 1708
Information Officer	Lucky Rabumbulu
Email address:	<a href="mailto:informationofficer@afrocentrichealth.com">informationofficer@afrocentrichealth.com</a>
Telephone Number	+27 11 671 4897



## 6. THE INFORMATION REGULATOR

6.1 The Information Regulator has compiled a guide, as contemplated in section 10 of the PAIA containing information to assist any person who wishes to exercise any right as contemplated in PAIA.

6.2 This guide is available from the Information Regulator at:

Postal address	33 Hoofd Street, Forum III, 3rd Floor Braampark Braamfontein, Johannesburg
Website	<a href="http://www.justice.gov.za">www.justice.gov.za</a>
Telephone number	011 877 3600
E-mail Address	<a href="mailto:infoereg@justice.gov.za">infoereg@justice.gov.za</a>

## 7. PUBLICATION AND AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

7.1 Schedule of Records

The Schedule of Records of this Manual details the Records that are held and/or Processed by the Scheme for the purposes of PAIA and POPIA respectively. Such Access to such Records may not be granted if they are subject to the grounds of refusal which are specified in clause 8 below.

7.2 List of applicable legislation

7.2.1 The Scheme retains records which are required in terms of legislation other than PAIA.

7.2.2 Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Legislation that may be consulted to establish whether the Requester has a right of access to a record other than in terms of the procedure set out in the PAIA.

## 8. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF PAIA

Please note that the Scheme will apply strict measures to the disclosure of special information to the requesters.

The following are the grounds on which the Scheme may, subject to the exceptions contained in Chapter 4 of PAIA, refuse a Request for Access in accordance with Chapter 4 of PAIA:

8.1 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;

8.2 mandatory protection of the commercial information of a third party, if the Records contain:



- 8.2.1 trade secrets of that third party;
- 8.2.2 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
- 8.2.3 information disclosed in confidence by a third party to the Scheme, 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;
- 8.3 mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 8.4 mandatory protection of the safety of individuals and the protection of property;
- 8.5 mandatory protection of Records that would be regarded as privileged in legal proceedings;
- 8.6 protection of the commercial information of the Scheme, which may include:
  - 8.6.1 trade secrets;
  - 8.6.2 financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the Scheme;
  - 8.6.3 information which, if disclosed, could put the Scheme at a disadvantage in contractual or other negotiations or prejudice the Scheme in commercial competition; and/or
  - 8.6.4 computer programs which are owned by the Scheme, and which are protected by copyright and intellectual property laws;
- 8.7 research information of the Scheme or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and
- 8.8 Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.
- 8.9 Lastly, the Scheme can refuse if it has any reason to believe that the Requester will not adhere to any of the POPIA information security standards.

## **9. INFORMATION OR RECORDS NOT FOUND**

If the Scheme cannot find the records that the Requester is looking for despite reasonable and diligent search and it believes either that the records are lost or that the records are in its possession but unattainable, the Requester will receive a notice in this regard from the Information Officer in the form of an affidavit setting out the measures taken to locate the document and accordingly the inability to locate the document.



## **10. REMEDIES AVAILABLE TO THE REQUESTER UPON REFUSAL OF A REQUEST FOR ACCESS IN TERMS OF PAIA**

- 10.1 Should a Requester wish to appeal against the outcome of their request refusal, they must appeal in writing within 20 working days of the receipt of the outcome letter to the Information Officer, setting out the grounds of appeal and stating whether the appeal is in respect of the whole or in respect of any specified part of any finding of fact or decision.
- 10.2 In the proceedings of the appeal, the Requester (the Appellant) will not be entitled, except with leave of the Appeal Committee to rely on any grounds of appeal not specified in their written appeal. In accordance with sections 56(3) (c) and 78 of PAIA, a Requester may apply to a court for relief within 180 days of notification of the decision for appropriate relief.

## **11. REMEDIES AVAILABLE FOR THE SCHEME**

- 11.1 The Scheme has the right to lay a complaint to the Regulator if the information is disclosed in terms of the two Acts mentioned herein or if its rights are infringed.

## **12. PROCEDURE FOR A REQUEST FOR ACCESS IN TERMS OF PAIA**

- 12.1 A Requester must comply with all the procedural requirements as contained in section 53 of PAIA relating to a Request for Access to a Record.
- 12.2 A Requester must complete the prescribed Request for Access form attached as Appendix 1, and submit the completed Request for Access form as well as payment of a request fee (if applicable) and a deposit (if applicable), to the Information Officer at the postal or physical address, or electronic mail address stated in clause 5 above.
- 12.3 The Request for Access form must be completed with enough detail so as to enable the Information Officer to identify the following:
  - 12.3.1 the Record/s requested;
  - 12.3.2 the identity of the Requester;
  - 12.3.3 the form of access that is required, if the request is granted;
  - 12.3.4 the postal address or fax number of the Requester; and
  - 12.3.5 the right that the Requester is seeking to protect and an explanation as to why the Record is necessary to exercise or protect such a right.
- 12.4 If a Request for Access is made on behalf of another person, the Requester must submit proof of the capacity in which the Requester is making the request to the reasonable satisfaction of the Information Officer.
- 12.5 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 12.6 The Scheme will voluntarily provide the requested Records to a Personal Requester (as defined in section 1 of PAIA). The prescribed fee for reproduction of the Record requested





by a Personal Requester will be charged in accordance with section 54(6) of PAIA and paragraph 11 below.

### **13. FEES**

- 13.1 When the Request for Access is received by the Information Officer, the Information Officer will by notice require the Requester, other than a Personal Requester, to pay the prescribed request fee (if any), before further processing of the Request for Access.
- 13.2 Prescribed request fees are set out in Appendix 2.
- 13.3 If the search for a Record requires more than the prescribed hours for this purpose, the Information Officer will notify the Requester to pay as a deposit, the prescribed portion of the access fee (being not more than one third) which would be payable if the Request for Access is granted.
- 13.4 The Information Officer will withhold a Record until the Requester has paid the fees set out in Appendix 2.
- 13.5 A Requester whose Request for Access to a Record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the Record for disclosure, including making arrangements to make it available in a requested form provided for in PAIA.
- 13.6 If a deposit has been paid in respect of a Request for Access which is refused, the Information Officer will repay the deposit to the Requester.

### **14. DECISION TO GRANT ACCESS TO RECORDS**

- 14.1 The Scheme will decide whether to grant or decline the Request for Access within 30 days of receipt of the Request for Access and must give notice to the Requester with reasons (if required) to that effect.
- 14.2 The period referred to above may be extended for a further period of not more than 30 days if the Request for Access is for a large number of Records or the Request for Access requires a search for Records held at another office of the Scheme and the Records cannot reasonably be obtained within the original 30 day period.
- 14.3 The Scheme will notify the Requester in writing should an extension of time as contemplated above be required.
- 14.4 If, in addition to a written reply from the Information Officer, the Requester wishes to be informed of the decision on the Request for Access in any other manner, the Requester must state the manner and particulars so required.

### **15. AVAILABILITY OF THE MANUAL**

- 15.1 This Manual is made available in terms of PAIA and section 4 of the Regulations to POPIA.
- 15.2 This Manual is available via the Scheme's website (<https://mbmed.medscheme.com/>).



- 15.3 This Manual is further available at the offices of the Information Regulator and at the offices of the Scheme for inspection during normal business hours. No fee will be levied for inspection as contemplated in this clause.
- 15.4 Copies of the Manual can be obtained from the Information Officer. A fee will be levied for copies of the manual in accordance with Appendix 2.

## **16. PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY THE SCHEME**

- 16.1 Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.
- 16.2 The Scheme needs Personal Information relating to both individual and juristic persons in order to carry out its business and organisational functions. As a Responsible Party, the Scheme determines the manner in which this information is Processed and the purpose for which it is processed is determined by the Scheme. The Scheme will therefore ensure that the Personal Information of a Data Subject:
  - 16.2.1 is processed lawfully, fairly and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by the Scheme, in the form of privacy or data collection notices. The Scheme must also have a legal basis (for example, consent) to process Personal Information;
  - 16.2.2 is processed only for the purposes for which it was collected;
  - 16.2.3 will not be processed for a secondary purpose unless that processing is compatible with the original purpose.
  - 16.2.4 is adequate, relevant and not excessive for the purposes for which it was collected;
  - 16.2.5 is accurate and kept up to date;
  - 16.2.6 will not be kept for longer than necessary;
  - 16.2.7 is processed in accordance with integrity and confidentiality principles; this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by the Scheme, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;
  - 16.2.8 is processed in accordance with the rights of Data Subjects, where applicable. Data Subjects have the right to:
  - 16.2.9 be notified that their Personal Information is being collected by the Scheme. The Data Subject also has the right to be notified in the event of a data breach;
    - 16.2.9.1 know whether the Scheme holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;
    - 16.2.9.2 request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;
    - 16.2.9.3 object to the Scheme's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to the Scheme's record keeping requirements);



16.2.9.4 object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications; and

16.2.9.5 complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information.

16.3 Personal information may only be processed for a specific purpose.

The Scheme only has authority to use/process information for a specific purposes. The Scheme will only provide information to the requester when there is specific lawful and reasonable purpose to access the records.

As outlined above, Personal Information may only be processed for a specific purpose. The purposes for which the Scheme Processes or will Process Personal Information is set out in Part 1 of Appendix 3.

16.4 Categories of Data Subjects and Personal Information/special Personal Information relating thereto:

As per section 1 of POPIA, a Data Subject may either be a natural or a juristic person. **Part 2 of Appendix 3** sets out the various categories of Data Subjects that the Scheme Processes Personal Information on and the types of Personal Information relating thereto.

16.5 Recipients of Personal Information

**Part 3 of Appendix 3** outlines the recipients to whom the Scheme may provide a Data Subjects Personal Information to.

16.6 Cross-border flows of Personal Information

The Scheme may need to transfer a data subject's information to service providers in countries outside South Africa, these countries may not have data-protection laws which are similar to those of South Africa. Where this is done, the Scheme do so in accordance with applicable laws

Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the:

16.6.1 Recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; or

16.6.2 Data Subject consents to the transfer of their Personal Information; or

16.6.3 transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or

16.6.4 transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or



- 16.6.5 The transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent.

**Part 4 of Appendix 3** sets out the planned cross-border transfers of Personal Information and the condition from above that applies thereto.

- 16.7 Description of information security measures to be implemented by the Scheme

**Part 5 of Appendix 3** sets out the types of security measures to be implemented by the Scheme in order to ensure that Personal Information is respected and protected. A preliminary assessment of the suitability of the information security measures implemented or to be implemented by the Scheme may be conducted in order to ensure that the Personal Information that is processed by the Scheme is safeguarded and Processed in accordance with the Conditions for Lawful Processing.

- 16.8 Objection to the Processing of Personal Information by a Data Subject

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

- 16.9 Request for correction or deletion of Personal Information

Section 24 of POPIA and regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as **Appendix 5** to this Manual.

## 17. INFORMATION REGULATOR

For any queries or for the lodging of any complaints where you as the Requester believes that the Scheme has not adequately dealt with your request, direct all complaints:

### **The Information Regulator (South Africa)**

33 Hoofd Street

Forum III, 3rd Floor Braampark

Braamfontein, Johannesburg

Website: [www.justice.gov.za](http://www.justice.gov.za)

Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)



*access on a basis other than as set out in PAIA, we shall update the list accordingly. If a Requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.*



## Appendix 1

### ACCESS REQUEST FORM - RECORD OF PRIVATE BODY (Section 53(1) of the Promotion of Access to Information Act, 2000)

[Regulation 10]

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#### COMPLETION OF ACCESS REQUEST FORM

- 1 The Access Request Form must be completed.
- 2 Proof of identity is required to authenticate the identity of the requester. Attach a copy of the requester's identification document.
- 3 Type or print in BLOCK LETTERS an answer to every question.
- 4 If a question does not apply, state "N/A".
- 5 If there is nothing to disclose in reply to a question, state "nil".
- 6 When there is insufficient space on a printed form, additional information may be provided on an attached folio, and each answer on such folio must reflect the applicable title.

- 
- 1 Particulars of Private body | The Information Officer:

Physical address	7 Settlers Way East London 5201
Postal address:	PO Box 1101 Florida Glen Roodepoort 1708
Telephone number:	0860 002 109 Monday – Friday: 08:30 to 16:00

- 2 Particulars of Requester (if natural person)

- |  |
|--|
| <ol style="list-style-type: none"><li>a) <b>The particulars of the person who requests access to the record must be given below.</b></li><li>b) <b>The address and/or email in South Africa to which the information is to be sent must be given.</b></li><li>c) <b>Proof of the capacity in which the request is made, if applicable, must be attached.</b></li></ol> |
|--|



Full names and surname: .....

Identity number: .....

Postal address:.....

Telephone number:.....

Email address:.....

Capacity in which request is made, when made on behalf of another person:  
.....

3 Particulars of Requester (if a legal entity)

- a) **The particulars of the entity that requests access to the record must be given below.**
- b) **The address and/or fax number in the Republic to which the information is to be sent.**
- c) **Proof of the capacity in which the request is made, if applicable, must be attached.**

Name: .....

Registration number: .....

Postal address:.....

Telephone number:.....

Email address:.....

4 Particulars of person on whose behalf request is made

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

Full names and surname: .....

Identity number: .....

5 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 the additional folios.**



1. Description of record or relevant part of the record:

---

---

2. Reference number, if available:

---

3. Any further particulars of record

---

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6 Fees

- a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a non-refundable request fee of R57,00 has been paid.
- b) 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.
- c) You will be notified of the amount required to be paid as the access fee.
- 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:

---

7 Form of access to record

**Mark the appropriate box with an X.**

**NOTES:**

- (a) **Compliance with your request in the specified form may depend on the form in which the record is available.**
- (b) **Access in the form requested may be refused under certain circumstances. In such a case you will be informed whether access will be granted in another form.**
- (c) **The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.**





<b>A. If the record is in written or printed form:</b>					
	copy of record*			inspection of record	
<b>B. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)					
	view the image		copy of the images*	transcription of the images*	
<b>C. If record consists of recorded words or information which can be reproduced in sound:</b>					
	listen to the soundtrack (audio cassette)			transcription of soundtrack* (written or printed document)	
<b>D. If record is held on 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* (compact disc)	
* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?				YES	NO
<b>Postage is payable.</b>					

8 In the event of disability

**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:
_____	_____
_____	_____

9 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.**

1. Indicate which right is to be exercised or protected:

\_\_\_\_\_



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

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

10 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?

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

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

SIGNATURE OF REQUESTER/ PERSON ON WHOSE BEHALF THE REQUEST IS MADE

\_\_\_\_\_  
**Signature**



## Appendix 2

### POPIA FEES

- 1 The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
- 2 The fees for reproduction referred to in regulation 11(1) are as follows:

Interaction		Amount
(a)	For every photocopy of an A4-size page or part thereof	R 1,50
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R 1,00
(c)	(i) For a transcription of visual images, for an A4-size page or part thereof	R 40,50
	(ii) For a copy of visual images	R 60,50
(d)	(i) For a transcription of an audio record, for an A4-size page or part thereof	R 20,50
	(ii) For a copy of an audio record	R 30,50

3. The request fee payable by a requester, other than a personal requester is R 50,00 before collating the data.
4. The access fees payable by a requester are as follows:

Interaction		Amount
(1) (a)	For every photocopy of an A4-size page or part thereof	R 2,50
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R 2,00
(c)	(i) For a transcription of visual images, for an A4-size page or part thereof	R 45,50
	(ii) For a copy of visual images	R 65,50
(d) (i)	For a transcription of an audio record, for an A4-size page or part thereof	R 25,50



Interaction		Amount
(ii)	For a copy of an audio record	R 35,50
(e)	To search for and prepare the record for disclosure, R 30,00 for each hour or part of an hour reasonably required for such search and preparation.	

- 5 For purposes of section 54(2) of PAIA, the following applies:
- 5.1 Six hours as the hours to be exceeded before a deposit is payable; and
  - 5.2 one third of the access fee is payable as a deposit by the requester.
- 6 The actual postage is payable when a copy of a record must be posted to a requester.

#### PAIA FEES

- 7 The cost to access, reproduce, search for and/or prepare any of the abovementioned records, unless otherwise agreed, is:
- 7.1 for every photocopy of an A4-size page or part thereof R 1.10
  - 7.2 for every printed copy of an A4-size page of part thereof held on a computer or in electronic or machine-readable form R 0.75
  - 7.3 for a copy in a computer-readable form on compact disc R 70.00
  - 7.4 for a transcription of visual images, for an A4-size page or part thereof R 40.00
  - 7.5 for a copy of visual images R 60.00
  - 7.6 for a transcription of an audio record, for an A4-size page or part thereof R 20.00
  - 7.7 for a copy of an audio record R 30.00
- 8 The request fee payable by a requester, other than a personal requester, referred to in section 54(1) of the Act is R 50,00.
- 9 Value added tax will be added to all fees detailed in this manual and all other fees prescribed in terms of the regulations associated with the Act.



**Appendix 3**

**Part 1**

**PROCESSING OF PERSONAL INFORMATION IN ACCORDANCE WITH POPIA**

<b>Purpose of the Processing of Personal Information</b>	<b>Type of Processing</b>
<ol style="list-style-type: none"><li>1. To provide services to the Customer in accordance with terms agreed to by the Customer;</li><li>2. To undertake activities related to the provision of services and transactions, including:<ol style="list-style-type: none"><li>2.1. to fulfil foreign and domestic legal, regulatory and compliance requirements and comply with any applicable treaty or agreement with or between foreign and domestic governments applicable to the Scheme;</li><li>2.2. to verify the identity of Customer representatives who contact the Scheme or may be contacted by the Scheme;</li><li>2.3. for risk assessment, information security management, statistical, trend analysis and planning purposes;</li><li>2.4. to monitor and record calls and electronic communications with the Customer for quality, training, investigation and fraud prevention purposes;</li><li>2.5. for crime detection, prevention, investigation and prosecution;</li><li>2.6. to enforce or defend the Scheme's rights; and</li><li>2.7. to manage the Scheme's relationship with the Customer.</li></ol></li><li>3. The purposes related to any authorised disclosure made in terms of agreement, law or regulation;</li><li>4. Any additional purposes expressly authorised by the Customer; and</li><li>5. Any additional purposes as may be notified to the Customer or Data Subjects in any notice provided by the Scheme</li></ol>	Collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.



**Part 2**

**Categories of Data Subjects and categories of Personal Information relating thereto**

Categories of Data Subjects of and categories of Personal Information relating thereto	Data Subject	Personal Information Processed
<p><b>Customer:</b></p> <ul style="list-style-type: none"> <li>○ <i>Corporate</i> Customer Profile information including, account details, payment information, corporate structure, customer risk rating and other customer information including to the extent the categories of information relate to individuals or representatives of customers (e.g., shareholders, directors, etc.) required for the above mentioned purposes</li> <li>○ <i>Individual;</i> Name; contact details (Scheme E-Mail Address, Scheme Telephone Number), client details (Home Facsimile Number, Home Postal Address, Home Telephone Number, Personal Cellular, Mobile Or Wireless Number, Personal E-Mail Address); regulatory identifiers (e.g. tax identification number); Account information (Bank Account Currency Code, Bank Account Id, Bank Account Name, Bank Account Number, Bank Account Type, Bank account balance); transaction details and branch details; “know-your customer” data, photographs; other identification and verification data as contained in images of ID card, passport and other ID documents; images of customer signatures)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Natural Persons;</b></li> <li>• <b>Juristic Persons.</b></li> </ul>	<p>Personal information relating to a Data Subject received by or on behalf of the Scheme from the Customer, Customer affiliates and their respective representatives and related parties in the course of providing accounts and services to the Customer or in connection with a transaction or services. Customer personal information may include names, contact details, identification and verification information, nationality and residency information, taxpayer identification numbers, voiceprints, bank account and transactional information (where legally permissible), to the extent that these amount to personal data under POPIA.</p>
<p>Payment beneficiaries: Bank Account Currency Code, Bank Account Id, Bank Account Name, Bank Account Number, Bank Account Type; beneficiary address, transaction details; payment narrative and, membership numbers.</p>		
<p><b>Personnel:</b></p> <p>Name; employee ID number; business contact details (address/telephone number/email address)</p>		



### **Part 3**

#### **Recipients of Personal Information**

The Scheme, its affiliates and their respective representatives

### **Part 4**

#### **Cross border transfers of Personal Information**

When making authorised disclosures or transfers of personal information in terms of section 72 of POPIA, Personal Data may be disclosed to recipients located in countries which do not offer a level of protection for those data as high as the level of protection as South Africa.

### **Part 5**

#### **Standard for information security measures**

The Scheme undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. The Scheme may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

##### **1 Access Control of Persons**

The Scheme shall implement suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data are processed.

##### **2 Data Media Control**

The Scheme undertakes to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by the Scheme and containing personal data of Customers.

##### **3 Data Memory Control**

The Scheme undertakes to implement suitable measures to prevent unauthorised input into data memory and the unauthorised reading, alteration or deletion of stored data.

##### **4 User Control**

The Scheme shall implement suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.

##### **5 Access Control to Data**

The Scheme represents that the persons entitled to use the Scheme's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).



**6 Transmission Control**

The Scheme shall be obliged to enable the verification and tracing of the locations / destinations to which the personal information is transferred by utilization of the Scheme's data communication equipment / devices.

**7 Transport Control**

The Scheme shall implement suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

**8 Organization Control**

The Scheme shall maintain its internal organisation in a manner that meets the requirements of this Manual.





**Appendix 4**

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013**

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

**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.

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



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

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

.....

**Signature of data subject/designated person**



**Appendix 5**

**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**

**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.**

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>
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)</b>
<b>D</b>	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. (Please provide detailed reasons for the request)</b>