

# PAIA & POPIA MANUAL



Compli-Serve®  
the compliance professionals

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# PAIA & POPIA MANUAL

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## 1. INTRODUCTION

The Promotion of Access to Information Act, 2 of 2000 (“PAIA”) governs access to information held by private and public bodies in South Africa. It gives effect to section 32 of the Constitution, which provides for access to Information if a person wants to exercise a right or to protect a right, subject to the procedural requirements laid down by PAIA. For this purpose, PAIA requires that **Compli-Serve** must implement a Manual in terms of section 51 of PAIA setting out the procedures to be followed to have access to Information which procedures are set out in this Manual.

The Protection of Personal Information Act, 4 of 2013 (“POPIA”) on the other hand provides for 8 Protection Principles that **Compli-Serve** must comply with to protect the Personal Information of all Data Subjects. **Compli-Serve** must implement a Manual that must comply with sections 14 and 51 of PAIA and is required to make it available to persons who want to access Compli-Serve’s Personal Information. Should a person who has a right to Personal Information, require access to this Personal Information, then access is allowed by following the procedures laid down in this Manual.

## 2. PURPOSE

The purpose of the Manual is to:

- provide details on Records and Information of **Compli-Serve** that are available and accessible once the requirements for access have been met; and
- sets out the procedures to be followed by a person that wants access to Information in terms of PAIA, including POPIA Personal Information that are subject to protection and non-disclosure, if such person wants to exercise or to protect a right; and
- provide a Guide on POPIA legislation and how **Compli-Serve** processes Personal Information.

## 3. AVAILABILITY OF THE MANUAL

This Manual is made available in terms of PAIA and in terms of section 4 of the Regulations to POPIA and can be obtained:

- from **Compli-Serve's** website [www.compliserve.co.za](http://www.compliserve.co.za);
- by contacting **Compli-Serve's** Information Officer at the contact details provided below. A fee will be levied if copies of the Manual are required and as provided for in terms of **Appendix 3**;
- at the offices of CS for inspection during normal business hours at no cost.

## 4. INTRODUCTION TO THE COMPANY AND TYPE OF BUSINESS

**Name: Compli-Serve** - Note that reference to Compli-Serve in terms of this Manual shall also include reference to all the Compli-Serve associated companies indicated below.

- Compli-Serve (SA) (Pty) Ltd with registration No. 2003/010619/07 and CO No. 194 together with its associated companies namely:
- Compli-Serve Cape (Pty) Ltd with registration No. 2003/024874/07 and Compliance Practice No. 6795.
- Compli-Serve Gauteng (Pty) Ltd with registration No. 2003/024871/07 and Compliance Practice No. 6797.
- Compli-Serve KZN (Pty) Ltd with registration No. 2005/010112/07 and Compliance Practice No. 6798.
- Compli-Serve Services (Pty) Ltd with registration No. 2005/018781 and Compliance Practice No. 7347.

- **Type of business, industry and type of clients:** Reference to Compli-Serve includes all associated Compli-Serve companies referred to above. These companies do not form part of a group and are all independent private companies. All these Compli-Serve companies are authorised in South Africa as Compliance Practices with the Financial Sector Conduct Authority (“FSCA”) in terms of the Financial Advisory & Intermediary Services Act 37 of 2002 (“FAIS”) to provide financial regulatory compliance services to FAIS Category I, II, IIA, III, IV and foreign authorised Financial Services Providers (“FSPs”). Compli-Serve also provides regulatory compliance services in respect of other key legislation that typically applies to FSPs in the financial sector, e.g. Financial Intelligence Centre Act, 2001 (“FICA”), The Protection of Personal Information Act, 2013 (“POPIA”), The Collective Investment Schemes Control Act, 2002 (“CISCA”), including legislation contained in various regulatory financial acts applicable to the financial industry in South Africa. Compli-Serve will also assist non-financial institutions with regulatory compliance services as the need may arise e.g. FICA.

## 5. COMPANY CONTACT DETAILS (PAIA section 51(1)(a))

### Designated and authorised persons:

- **CEO:** Richard Rattue
- **Directors:** Jan H. Scholtz (CS Gauteng), Elzabe Botha (CS Gauteng), Richard Rattue, Sybil Soames (Namibia)

### Contact details:

- **Postal address:** P.O. Box 2358, Clareinch, 7740
- **Business address:** 65 2<sup>nd</sup> Avenue, Harfield Village, 7708
- **Telephone Number:** 087 897 6970
- **Website:** [www.compliserve.co.za](http://www.compliserve.co.za)

### Information and Deputy Information Officers:

- **Information Officer:** Richard Rattue and email address: [data@compliserve.co.za](mailto:data@compliserve.co.za)
- **Deputy Information Officer:** Tanya van Aswegen and email address: [data@compliserve.co.za](mailto:data@compliserve.co.za)

## 6. CONTACT DETAILS FOR THE PAIA and POPIA INFORMATION REGULATOR

- **Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- **P O Box:** 31533, Braamfontein, Johannesburg, 2017
- **Contact E-mails:**
  - **General enquiries:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)
  - **PAIA Complaints:** [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)
  - **POPIA Complaints:** [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za)
  - **Registrations:** [IO@inforegulator.org.za](mailto:IO@inforegulator.org.za)
  - **POPIA Compliance:** [POPIACompliance@inforegulator.co.za](mailto:POPIACompliance@inforegulator.co.za)
  - **PAIA Compliance:** [PAIACompliance@inforegulator.co.za](mailto:PAIACompliance@inforegulator.co.za)
- **Website:** [inforegulator.org.za](http://inforegulator.org.za)
- **Telephone no.:** +27 21 686 35 880 or 010 023 5200/ 41/ 42

## 7. THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION (“SAHRC”) GUIDE (“PAIA GUIDE”) (PAIA Section 51(1)(b))

- PAIA grants a Requester access to records of a private body if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- Requests in terms of PAIA shall be made in accordance with the prescribed procedures and at the rates provided for in terms of the PAIA Regulations.
- Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission. It contains information on how to use and apply PAIA for the purposes of exercising Constitutional Rights.
- The PAIA Guide is available in all 11 official languages and can be obtained by contacting [data@compliserve.co.za](mailto:data@compliserve.co.za) or by contacting the Information Regulator (South Africa) as per contact details set out in paragraph 6.
- Should a person wish to lodge a complaint in respect of PAIA, then refer to the contact details set out in paragraph 6.

## 8. PUBLICATION AND AVAILABILITY OF INFORMATION AND RECORDS

## 8.1 Applicable Legislation:

The legislation applicable to **Compli-Serve** is contained in **Appendix 1** of this Manual. **Compli-Serve** may be required to obtain Information and keep Records in terms of this legislation and depending on the relevant legislation requirements, Compli-Serve may also be required to make certain Information or Records publicly available, allow disclosure of Information or Records subject to certain conditions or may be prevented from disclosing Information or Records. The Requester's right of access to Information or a Record must be dealt with taking into consideration the applicable legislative requirements.

## 8.2 Available Records (PAIA section 51(1)(d))

Examples of available Record Categories are contained in **Appendix 2** of this Manual and the inclusion of a category or examples of Records, does not mean that the Information and Records falling within those categories will automatically be made available to a Requester.

Records may be available as follows:

- Freely and if publicly available e.g. Information and Records available on Compli-Serve's public website;
- Made available but subject to Copyright;
- Made available but subject to limited disclosure.

Note that a person may only request Information from **Compli-Serve** as a Private Body if the requested Information is required for the exercise or protection of a right. Certain grounds of refusal may also apply as indicated below in paragraph 8.4 to a Request for such Record.

## 9. FORM OF REQUEST TO ACCESS INFORMATION AND RECORDS (PAIA section 51(1)(e))

### 9.1 Requester

- Personal Requester:

A Personal Requester is a Requester who is seeking access to a Record containing Personal Information about the Requester itself. Access will be granted by Compli-Serve subject to applicable legislation.

- Other Requester:

If a person other than the Personal Requester is seeking access to a Record containing Personal Information, then Compli-Serve is not obliged to grant access to such Record, unless such person fulfils the requirements for access as provided for in terms of PAIA.

### 9.2 Request for Access to Record Procedures

The Compli-Serve companies are private companies and fall under the definition of Private Bodies as defined in terms of PAIA. For this reason, certain prescribed forms indicated below and attached hereto for ease are available to Requesters when requesting records from Compli-Serve

The procedures to follow are as follows:

- Requester must complete and sign the prescribed form enclosed herewith in **Appendix 3** together with payment of the required fee (where applicable). I.e.
- The completed and signed form together with proof of payment must either be posted, submitted per hand or be emailed to the Information Officer at the email address stated above.
- If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the Information Officer.
- If a request is made on behalf of another person, the Requester must then submit proof of the capacity in which the Requester is making the request on behalf of the other person to the satisfaction of the Information Officer.
- All required information must be provided on the **Appendix 3** form and the information must be true complete and correct with enough particularity to enable the Information Officer to identify:
  - the Requester's identity;
  - contact details of the Requester;
  - the requested record/s, and
  - the form of access required by the Requester.

- A Requester may request access to a record in order to exercise or protect a right and must clearly state what the nature of the right is to be protected. The Requester is further required to provide an explanation of why the requested record is required for the exercise or protection of that right.
- Compli-Serve will inform the Requester in writing whether access has been granted or denied together with reasons thereof, including stipulating the required fees payable by the Requester (if applicable), as per the form prescribed in **Appendix 4**.
- Compli-Serve will process a request to access a record within 30 (thirty) days of receipt of the completed **Appendix 3** form together with proof of payment (where applicable) of the fees indicated in the form in **Appendix 4**, unless the Requestor has stated exceptional reasons and circumstances together with proof, if applicable, that would satisfy the Information Officer that the time period not be complied with. If the Requester requires access to the records in another manner, the Requester must state the manner and the particulars so required.

### 9.3 Fees Payable

**The applicable fees that are prescribed in terms of the PAIA Regulations are as follows:**

- A non-refundable prescribed request fee is payable up on submission of any request for access to any record before a request will be processed.
- The fees above do not apply if the request is for personal records of the person requesting – in this instance no fee is payable.
- If the preparation of the record requested requires more than the prescribed hours (currently 6 hours), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- Records may be withheld until the fees have been paid by the Requester.
- Fees are subject to confirmation by the Regulator in the Government Gazette and any applicable fees or changes will be upfront disclosed to Requesters.
- The list of the current Fees payable is set out in **Appendix 4**.

### 9.4 Grounds for refusal of a Request

Chapter 4 of PAIA provides for several grounds on which a Request for access to Personal Information must be refused.

**These grounds may include where:**

- it is commercial Information of a Private Body;
- the public interests are not served;
- the privacy and interests of other individuals are protected, where disclosure would be unreasonable;
- the mandatory protection of commercial Information of a third party/company which includes trade secrets, financial, commercial or technical Information that may cause harm if disclosed and Information that could put a third party/company at a disadvantage in contractual/other negotiations or commercial competition or computer programs owned by a company protected by copyright and intellectual property laws;
- the mandatory protection of certain confidential Information of a third party would breach a duty of confidence;
- the mandatory protection of confidential Information of third parties is protected in terms of an agreement;
- there is mandatory protection for the safety of individuals and protection of property;
- after the commencement of legal proceedings, the mandatory protection of Records is privileged in such legal proceedings;
- there is mandatory protection of legal privileged documents;
- research Information of a third party/company would put the research or researcher at a disadvantage if disclosed;
- Requests for Records are clearly frivolous or vexatious or involve an unreasonable diversion of resources.

### 9.5 Information or Records not found

If Information or Records cannot be found despite reasonable and diligent searches by **Compli-Serve**, then the Information Officer must provide the Requester with a notice in the form of an affidavit setting out the measures taken to locate the document and the inability to locate it.

### 9.6 Remedies available to a Requester if access is refused

The decision made by the Information Officer is final and Requesters must exercise external remedies if the Request for access to Information or Records is refused. A Requester may however apply to a court for relief within 180 days of notification of the decision for appropriate relief as provided for in terms of sections 56(3)(c) and 78 of PAIA.

## **10. OPIA GUIDE AND PROCESSING OF PERSONAL INFORMATION BY COMPLI-SERVE**

POPIA provides for minimum Protection Principles for the lawful processing of Personal Information by **Compli-Serve**. A POPIA Guide setting out how Personal Information will be processed by **Compli-Serve** is contained in **Appendix 5** of this Manual.

### **10.1 Objection to process Personal Information**

- A person who wants to object to the processing of Personal Information in terms of section 11(1)(d) to (f) of POPIA, must complete, sign and submit to the Information Officer the Form contained **Appendix 6** of this Manual.
- Affidavits or other documentary proof may be submitted with the Form in support of the objection.

### **10.2 Request for a) correction or deletion of Personal Information; or for b) destruction or deletion in possession of unauthorised person of Personal Information**

- A person who wants to submit a Request to rectify, delete or destroy Personal Information in terms of section 24 of POPIA, must complete, sign and submit to the Information Officer the Form contained in **Appendix 7** of this Manual.
- A Request for the correction or deletion of the Personal Information of a Data Subject can be addressed to the Responsible Party in possession or control of the Personal Information.
- A Request for the destruction or deletion of a Record of Personal Information about the Data Subject can be addressed to a Responsible Party in possession or control of the Record who is no longer authorised to retain such Record.
- Affidavits or other documentary proof may be submitted with the Form in support of the Request.

### **10.3 Complaints in terms of POPIA**

- A Person may submit a complaint to the Regulator in the prescribed manner and form alleging interference with the protection of the Personal Information of a Data Subject.
- A Responsible Party or Data Subject may, in terms of section 63(3), further submit a complaint to the Regulator in the prescribed manner and form if he/she/it is aggrieved by the determination of an adjudicator.
- Refer to the contact details of the Information Regulator in paragraph 6 above to submit a complaint.

## APPENDIX 1 APPLICABLE LEGISLATION

### \*THE LEGISLATION APPLICABLE TO COMPLI-SERVE INCLUDES:

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Consumer Protection Act 68 of 2008
- Collective Investment Schemes Control Act 45 of 2002
- Credit Rating Services Act 24 of 2012
- Employment Equity Act 55 of 1998
- Financial Advisory and Intermediaries Services Act 37 of 2002
- Financial Institutions (Protection of Funds) Act 28 of 2001
- Financial Intelligence Centre Act 38 of 2001
- Financial Markets Act 19 of 2012
- Financial Sector Regulation Act 9 of 2017
- Financial Services Board Act 97 of 1990
- Financial Services Ombud Schemes Act 37 of 2004
- Financial Supervision of the Road Accident Fund Act 8 of 1993
- Friendly Societies Act 25 of 1956
- Income Tax Act 95 of 1967
- Insurance Act 18 of 2017
- Labour Relations Act 66 of 1995
- Long-term Insurance Act 52 of 1998
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Protection of Personal Information Act 4 of 2013
- Short-term Insurance Act 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Contributions Act 63 of 2001
- Value Added Tax Act 89 of 1991

\*Note that although **Compli-Serve** used its best endeavours to provide a list of the latest applicable legislation, it may not be a complete or updated list due to constant changes in legislation. Kindly contact the Information Officer if you have any queries about the above Applicable Legislation.

## APPENDIX 2 AVAILABILITY OF RECORDS

Except for public Records that may be available on CS's website, the following types of Records are available on Request in terms of PAIA. Kindly note the grounds of refusal may apply as referred to in paragraph 8.4 of this Manual.

*RECORD CATEGORIES	*EXAMPLES OF RECORDS	AVAILABILITY
<b>Public Affairs</b>	<ul style="list-style-type: none"> <li>• Media Releases</li> <li>• Brochures</li> <li>• Public Company Information</li> <li>• Website Information</li> <li>• Public policies and manuals</li> <li>• Publications</li> <li>• Articles</li> </ul>	Freely available: <ul style="list-style-type: none"> <li>• Publicly accessible</li> <li>• On Compli-Serve's website</li> </ul>
<b>Secretarial, Corporate Governance, Legal and Compliance</b>	<ul style="list-style-type: none"> <li>• Statutory Company Records</li> <li>• Shareholder Agreements and certificates</li> <li>• Corporate structure and associations</li> <li>• Documents of Incorporation</li> <li>• Shareholder/Board/Executive decisions</li> <li>• Meeting minutes</li> <li>• Business Agreements</li> <li>• Intellectual Property</li> <li>• Management Information</li> <li>• Statutory Returns</li> <li>• Company policies and manuals</li> <li>• Compliance strategies</li> <li>• Market Information and strategies</li> <li>• Business development strategies</li> </ul>	May not be disclosed: <ul style="list-style-type: none"> <li>• Request after the commencement of criminal or civil procedure</li> <li>• Legal privileged documents</li> <li>• Likely to harm commercial and financial interests of parties</li> <li>• Likely to breach confidentiality protection in terms of an agreement</li> <li>• Commercial Information of Private Body</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Financial Statements and returns</li> <li>• Client invoices and statements</li> <li>• PAYE Records</li> <li>• Tax Records</li> <li>• Assets and liabilities</li> <li>• Bank details and Records</li> </ul>	May not be disclosed: <ul style="list-style-type: none"> <li>• Commercial Information of Private Body</li> </ul>
<b>Human Resources/Employment</b>	<ul style="list-style-type: none"> <li>• Employment Records</li> <li>• Staff agreements</li> <li>• Training Records</li> <li>• Performance appraisals</li> </ul>	May not be disclosed: <ul style="list-style-type: none"> <li>• Commercial Information of Private Body</li> </ul>
<b>Operations and Marketing</b>	<ul style="list-style-type: none"> <li>• Client database</li> <li>• Communications and correspondence</li> <li>• Access control and security Records</li> <li>• Research documents</li> <li>• Intellectual Property documents</li> <li>• Fees structures</li> <li>• Service providers</li> <li>• Services agreements</li> </ul>	May not be disclosed <ul style="list-style-type: none"> <li>• Commercial Information of Private Body</li> </ul>
<b>Services</b>	<ul style="list-style-type: none"> <li>• Compliance templates</li> <li>• Compliance training</li> <li>• Compliance advice and opinions</li> <li>• Compliance reviews</li> <li>• Compliance updates and notices</li> <li>• Client compliance reports</li> <li>• Compliance Records</li> <li>• Emails and communications</li> </ul>	Limited disclosure to clients: <ul style="list-style-type: none"> <li>• Record format containing Information</li> <li>• Subject to copyright</li> <li>• Subject to client agreement terms</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>• IT services agreements</li> <li>• IT licences</li> <li>• IT systems and facilities</li> <li>• IT record-keeping</li> <li>• Back-up and restore Records</li> <li>• Compliance system</li> </ul>	May not be disclosed: <ul style="list-style-type: none"> <li>• Commercial Information of Private Body</li> </ul>

\*Note that although **Compli-Serve** used its best endeavours to provide a list of Records, it may not be a complete or updated list due to constant changes in legislation or business operations. Kindly contact the Information Officer if you have any queries about Records.



**APPENDIX 3**  
**REQUEST FOR ACCESS TO RECORDS (Regulation 7)**

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**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: THE INFORMATION OFFICER				
Address				
E-mail address				
Request is made	<input type="checkbox"/>	In my own name		
	<input type="checkbox"/>	On behalf of another person		
<b>PERSONAL INFORMATION</b>				
Full Names				
Identity Number				
Capacity in which request is made ( <i>when made on behalf of another person</i> )				
Postal Address				
Street Address				
Facsimile	N/A			
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made ( <i>if applicable</i> ):				
Identity Number				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

**PARTICULARS OF RECORD REQUESTED**

*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.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

**TYPE OF RECORD**  
*(Mark the applicable box with an "X")*

Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

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

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	

Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

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

Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**  
*If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

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

**FEES**

<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>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></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i></p>	
Reason	

<b>NOTE:</b> 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:		
<b>Postal address</b>	<b>Facsimile</b>	<b>Electronic communication (Please specify)</b>
Signed at _____ this _____ day of _____ 20 _____		
<hr/> <b>Signature of Requester / person on whose behalf request is made</b>		

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**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**

**ANNEXURE 4**  
**OUTCOME OF REQUEST AND FEES PAYABLE (Regulation 8)**

<b>NOTE:</b>	
If the request is granted	<p>(a) amount of the deposit, (if any), is payable before your request is processed; and</p> <p>(b) requested record/portion of the record will only be released once proof of full payment is received.</p> <p>(c) Please use the reference number hereunder in all future correspondence.</p>
Your reference no.	
Request dated	
<b>1. YOU REQUESTED</b>	
<p>a) Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees payable – see prescribed fees indicated below.</p> <p style="text-align: center;"><b>OR</b></p> <p>b)</p>	
<ul style="list-style-type: none"> <li>• Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)</li> </ul>	
<ul style="list-style-type: none"> <li>• Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)</li> </ul>	
<ul style="list-style-type: none"> <li>• Transcription of soundtrack (<i>written or printed document</i>)</li> </ul>	
<ul style="list-style-type: none"> <li>• Copy of information on flash drive (<i>including virtual images and soundtracks</i>)</li> </ul>	
<ul style="list-style-type: none"> <li>• Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)</li> </ul>	
<ul style="list-style-type: none"> <li>• Copy of record saved on cloud storage server</li> </ul>	
<b>2. TO BE SUBMITTED</b>	
<ul style="list-style-type: none"> <li>• Postal services to postal address</li> </ul>	
<ul style="list-style-type: none"> <li>• Postal services to street address</li> </ul>	
<ul style="list-style-type: none"> <li>• Courier service to street address</li> </ul>	
<ul style="list-style-type: none"> <li>• Facsimile of information in written or printed format (<i>including transcriptions</i>)</li> </ul>	
<ul style="list-style-type: none"> <li>• E-mail of information (<i>including soundtracks if possible</i>)</li> </ul>	
<ul style="list-style-type: none"> <li>• Cloud share/file transfer</li> </ul>	
<ul style="list-style-type: none"> <li>• Preferred language:</li> <li>• (<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>)</li> </ul>	
<b>3. OUTCOME: YOUR REQUEST HAS BEEN</b>	
<input type="checkbox"/> <b>Approved</b>	
<input type="checkbox"/> <b>Denied for the following reasons:</b>	

4. FEES PAYABLE WITH REGARDS TO YOUR REQUEST:			
Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			
5. DEPOSIT PAYABLE (IF RESEACH EXCEED S 6 HOURS):			
<input type="checkbox"/> No deposit payable			
<b>OR</b>			
<input type="checkbox"/> Yes, the following deposit is payable - see below:			
Hours of search		Amount of deposit (calculated on one third of total amount per request)	
<b><u>The amount must be paid into the following bank account:</u></b>			
Name of Bank:			
Account holder name:			
Account type:			
Account No.:			
Branch Code:			
Submit proof of payment to:			
Signed at _____ this _____ day of _____ 20 _____			
_____ <i>Information officer</i>			

**APPENDIX 5**  
**POPIA GUIDE AND PROCESSING OF PERSONAL INFORMATION BY COMPLI-SERVE**

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## 1. DEFINITIONS

- **Data Subject:** means the person to whom the Personal Information relates.
- **Responsible Party:** means the entity which determines the purpose of and means for processing Personal Information. Compli-Serve may, depending on the circumstances, fulfill the role of Responsible Party.
- **Operator:** means the company or a person who processes Personal Information for a Responsible Party in terms of a contract or mandate, without coming under the direct authority of the Responsible Party. Compli-Serve may, depending on the circumstances, fulfill the role of Operator .
- **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:
  - 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;
  - Information relating to the education or the medical, financial, criminal or employment history of the person;
  - any identifying number, symbol, email address, physical address, telephone number, location Information, online identifier or other particular assignment to the person;
  - the biometric Information of the person;
  - the personal opinions, views or preferences of the person;
  - 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;
  - the views or opinions of another individual about the person; and
  - 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.
  - Special Personal Information includes:
    - religious or political beliefs
    - race or ethnic origin
    - trade union membership
    - political opinions
    - health, sexual life
    - criminal behaviour.
- **Processing:** means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including:
  - the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
  - dissemination by means of transmission, distribution or making available in any other form; or
  - merging, linking, as well as restriction, degradation, erasure or destruction of Information.
- **Direct Marketing:** means the use of Personal Information for the purposes of direct marketing by means of any form of electronic communication.

## 2. THE 8 PROTECTION PRINCIPLES APPLICABLE TO RESPONSIBLE PARTIES

**Compli-Serve** is a Responsible Party in terms of POPIA and has Data Protection Policies and procedures in place for the protection of all Personal Information. **Compli-Serve** implemented the required controls and employs up-to-date technology to ensure the protection, confidentiality, integrity and availability of the Personal Information that it processes.

**The application of the 8 Protection Principles within Compli-Serve as Responsible Party/ Operator, as the case may be, is crucial as to ensure the protection of Personal Information of Data Subjects. These principles are set out below:**

### 2.1. Accountability:

This Principle contemplates the assigning of responsibility by the Responsible Party to oversee and ensure compliance with the POPIA requirements.

- The Board appointed an Information Officer (“IO”) and a Deputy Information Officer (“DIO”) who must register with the Information Regulator. The IO, with the assistance of the DIO, is will be responsible for implementing and

overseeing POPIA within the Responsible Party.

- The Responsible Party is responsible for auditing the processes used to collect, record, store, disseminate and destroy Personal Information: in particular, ensuring the integrity and safekeeping of Personal Information in possession or under control.
- The Responsible Party must take the required steps and implemented the required controls to prevent the Personal Information from being lost or damaged, or unlawfully processed or accessed.
- The Responsible Party must ensure that staff is properly trained on a regular basis to ensure that they understand their responsibilities and the consequences of non-compliance with POPIA.

## 2.2. Processing Limitation:

Personal Information may only be processed by the Responsible Party:

- If it is done lawfully
- in a manner that does not infringe the privacy of the Data Subject,
- if its adequate, relevant and not excessive given to the purpose of processing,
- if consent was obtained or it was required and necessary given the circumstances or previous agreements in place. The consent obtained from the Data Subject must be voluntary and specific.

## 2.3. Purpose Specification:

- Purpose Specification is important to determine the scope within which Personal Information may be processed by a Responsible Party.
- The Responsible Party is required to:
  - define the purpose of the Personal Information gathering and processing clearly;
  - collect only the necessary Information;
  - indicate that it is collected for a specific, explicitly defined and lawful purpose; and
  - be clear to whom the Information is transferred.
- Personal Information must be destroyed, deleted or 'de-identified' as soon as the purpose for collecting the Information has been achieved. This requirement may be subject to other more onerous regulatory record keeping requirements legislation such as FAIS and FICA with 5-year record- keeping requirements applicable to the financial services industry.
- There are further restrictions on the transfer of Personal Information out of South Africa and the transfer of Personal Information back into South Africa. The applicable restrictions will depend on the laws of the country to whom the Data is transferred or from where the Data is returned. The Responsible Party is required to assess the applicable laws insofar it becomes applicable.

## 2.4. Further Processing limitation:

Once the Responsible Party has identified and obtained consent for specific, legitimate and explicitly defined purposes to use the Personal Information, then these Personal Information cannot be processed contrary to the purpose for which it was collected. The processing of such Personal Information may only occur insofar as it is necessary for the fulfilment of the purpose. If Information is received via a third party for further processing, then this further processing must be compatible with the purpose for which the Data was initially collected, otherwise further consent must be obtained.

## 2.5. Information quality:

The Responsible Party must ensure and maintain the quality of the Personal Information that it processes. It must therefore:

- take reasonably practicable steps to ensure that the Personal Information is complete, accurate and updated
- consider obtaining a warranty from Data Subjects to ensure that the Personal Information is correct and updated.

## 2.6. Openness required:

The Responsible Party is required to notify the Information Regulator of the applicable Data Subject groups that the Information is used for e.g. financial services category. The Responsible Party has a duty to process Personal Information in a fair and transparent manner and must take steps to notify the Data Subject whose Personal Information is being processed that this is being done together with reasons.

The Data Subject must be informed about the purpose and from what source his Personal Information was obtained:

- the name and address of the company processing the Personal Information
- whether the provisioning of the Personal Information is voluntary or mandatory



## 2.7. Security safeguards:

Personal Information should be kept secure against the risk of loss, unauthorised access, interference, modification, destruction or disclosure. The Responsible Party is required to secure the integrity of Personal Information by taking appropriate, reasonable technical and organisational measures to prevent loss, damage, unauthorised access and unlawful access or processing of Personal Information.

The Responsible Party must take all reasonable measures to:

- Identify all reasonably foreseeable internal and external risks
- Establish and maintain appropriate safeguards against the risks
- Regularly verify that the safeguards are adequately implemented
- Ensure the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

The Responsible Party must oversee an Operator who processes Data on his/her behalf. The Responsible Party must be aware of the following:

- The Operator must treat Information confidentially
- The Responsible Party must ensure that the operator establishes and maintains appropriate security safeguards
- ALL processing by an operator must be governed by a written contract
- In the event of security breaches, the Responsible Party must notify the Regulator and the Data Subject

## 2.8. Participation:

POPIA allows for Data Subjects to make certain Requests, free of charge, to organisations that hold their Personal Information. Data Subjects may request access to or Records of their Personal Information and/or request the correction or deletion of any Personal Information held by it. Data Subjects may also request that inaccurate, misleading or outdated Personal Information be updated and have the right to know the identity of all third parties that have had access to their Information.

## 3. EXCLUSIONS

POPIA protection does not apply to the following Information:

### 3.1. The processing of Personal Information:

- in the course of a purely personal or household activity;
- that has been de-identified to the extent that it cannot be re-identified again;
- by or on behalf of a public body—
  - which involves national security, including activities that are aimed at assisting in the identification of the financing of terrorist and related activities, defence or public safety; or
  - the purpose of which is the prevention, detection, including assistance in the identification of the proceeds of unlawful activities and the combating of money-laundering activities, investigation or proof of offences, the prosecution of offenders or the execution of sentences or security measures, to the extent that adequate safeguards have been established in legislation for the protection of such Personal Information;
- by the Cabinet and its committees or the Executive Council of a province; or
- relating to the judicial functions of a court referred to in section 166 of the Constitution of the Republic of South Africa, 1996.

3.2. “**Terrorist and related activities**” for purposes of subsection (1)(c), means those activities referred to in section 4 of the Protection of Constitutional Democracy against Terrorist and Related Activities Act, 2004 (Act No. 33 of 2004).

3.3. Data Subject consent is not required, in instances where it would prejudice a **lawful purpose or the Information is publicly available**.

#### 4. PROCESSING OF PERSONAL INFORMATION WITHIN CS

**Compli-Serve** is Processing the Personal Information of its Data Subjects as follows:

<p><b>Purpose of processing:</b></p>	<ul style="list-style-type: none"> <li>• Rendering of financial services to clients</li> <li>• Provisioning of value-added services to clients</li> <li>• Marketing of services to potential clients</li> <li>• Proposals to clients on service offerings</li> <li>• Maintain accounts and Records</li> <li>• Support and manage employees</li> <li>• Crime detection, prevention, investigation and prosecution</li> <li>• Assessment and processing of claims</li> </ul>	<ul style="list-style-type: none"> <li>• Fraud prevention &amp; detection</li> <li>• Market research and statistical analysis</li> <li>• Compliance with regulatory requirements</li> <li>• Due diligence assessments</li> <li>• Client relationship management</li> <li>• Purposes expressly agreed or authorised by the client or employees</li> <li>• Purposes notified to the client or employees</li> </ul>
<p><b>Data Subject categories:</b></p> <p><b>Includes Natural and Juristic</b></p>	<p><u>Includes Natural persons and Legal entities:</u></p> <ul style="list-style-type: none"> <li>• Clients and their clients</li> <li>• Shareholders</li> <li>• Board members</li> <li>• Directors</li> <li>• Employees</li> <li>• Consultants</li> <li>• Complainants</li> <li>• Enquirers</li> <li>• Trustees</li> <li>• Employers and employees of other organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Associated companies</li> <li>• Holding companies and subsidiary companies in the group</li> <li>• External companies/contractors</li> <li>• Suppliers and service providers</li> <li>• Clients and their members/policyholders/subscribers</li> <li>• Individuals captured by CCTV images/video</li> <li>• Individuals who have indicated an interest in financial products</li> <li>• Regulators</li> </ul>
<p><b>Types/classes of Information processed</b></p>	<ul style="list-style-type: none"> <li>• Personal details</li> <li>• Business activities</li> <li>• Financial Products</li> <li>• Compliance Records</li> <li>• Business operations</li> <li>• Compliance assessment outcomes</li> <li>• Opinions</li> <li>• Communications</li> <li>• Personal views/preferences</li> </ul>	<ul style="list-style-type: none"> <li>• Education &amp; employment details</li> <li>• Visual images of individuals captured on CCTV</li> <li>• Financial details</li> <li>• Racial/ethnic origin</li> <li>• Offences/alleged offences</li> <li>• Criminal proceedings, outcomes &amp; sentences</li> </ul>
<p><b>Who the Information may be shared with</b></p>	<p>It is sometimes necessary to share Personal Information with individuals and/or with other organisations. Where this is necessary, CS is required to comply with all aspects of POPIA. The following are the types of organisations that <b>Compli-Serve</b> may need to share some of the Personal Information that it processes with. Only where it is necessary or required Personal Information may be shared with:</p> <ul style="list-style-type: none"> <li>• Associates/Representatives of the person whose Personal Information we are processing</li> <li>• Financial organisations</li> <li>• Credit reference agencies</li> <li>• Regulatory authorities</li> <li>• Police/courts where necessary</li> <li>• Business associates</li> </ul>	<ul style="list-style-type: none"> <li>• Claims' investigators</li> <li>• Suppliers and service providers</li> <li>• Industry bodies</li> <li>• Ombudsman</li> <li>• Legal Advisors, Compliance Officers, advocates, or attorneys</li> <li>• Auditors</li> <li>• Tax Consultants</li> <li>• IT Services Providers</li> <li>• Debt collection and tracing agencies</li> <li>• Other companies associated with CS</li> <li>• Holding companies or subsidiary companies in the group</li> <li>• Persons making an enquiry/complaint</li> <li>• Private investigators</li> <li>• Educators and examining bodies</li> <li>• Security organisations</li> </ul>
<p><b>Cross border flows of Personal Information</b></p>	<p>It may be necessary to share Personal Information of Data Subjects with third parties in other countries subject to compliance with POPIA. This will only be done if one of the</p>	<ul style="list-style-type: none"> <li>• the Data Subject consents to the transfer;</li> <li>• the transfer is necessary for the performance of a contract between the Data Subject and the company in question, or for the</li> </ul>

	following requirements are met:	implementation of pre-contractual measures
	<ul style="list-style-type: none"> <li>the third party who is the recipient of the Information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection that— <ul style="list-style-type: none"> <li>effectively upholds Principles for reasonable processing of the Information that are substantially similar to the conditions for the lawful processing of Personal Information relating to a Data Subject who is a natural person and, where applicable, a juristic person, as set out in POPIA; and</li> <li>includes provisions, that are substantially similar to this section, relating to the further transfer of Personal Information from the recipient to third parties who are in a foreign country;</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>taken in response to the Data Subject's Request;</li> <li>the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the Data Subject between the company in question and a third party; or</li> <li>the transfer is for the benefit of the Data Subject, and— <ul style="list-style-type: none"> <li>it is not reasonably practicable to obtain the consent of the Data Subject to that transfer; and</li> <li>if it were reasonably practicable to obtain such consent, the Data Subject would be likely to give it.</li> </ul> </li> </ul>
<b>Information Security measures in respect of Data</b>	<ul style="list-style-type: none"> <li>Access control to Data to prevent unauthorised access by individuals</li> <li>Media control to prevent unauthorised manipulation by Media</li> <li>Data memory control to prevent unauthorised alteration of Data</li> <li>User control to ensure measures to prevent unauthorised disclosure and access by unauthorised persons</li> <li>Access control to only allow certain authorised individuals access to Data</li> </ul>	<ul style="list-style-type: none"> <li>Transmission control to enable the verification and tracing of locations with required permissions/authorisation to which Data are transferred</li> <li>Transport control to prevent Data from being read, altered or intercepted by unauthorised persons</li> <li>Organisation control to ensure compliance with POPIA and this Manual</li> </ul>

## 5. OPERATOR RESPONSIBILITIES WHEN PROCESSING PERSONAL INFORMATION FOR A RESPONSIBLE PARTY

### 5.1. Duties of an Operator:

- All Information processed by an operator must be treated in the following manner:
  - The Responsible party must be aware of the Operator's processing.
  - The Operator must treat Information confidentially.
  - The Responsible party must ensure that the Operator establishes and maintains appropriate security safeguards.
  - In the event of security breaches, the Operator via the Responsible party must notify the Regulator and the Data Subject.
  - The processing by an operator must be governed by a written contract between the Responsible party and the Operator.
- The contents of the contract between Operator and Responsible Party must detail at least the following:
  - the legitimate grounds for collecting and using personal Data collected,
  - the lawful purpose for which Data are being collected,
  - the limit of processing and prohibiting of further processing,
  - the extent of Information that is required to prevent any excessive Information collection,
  - the Information retention periods and requirements applicable together with destruction processes and procedures,
  - The right of individuals to request such Information and query the use thereof,
  - The security measures required to prevent the unauthorised or unlawful processing of personal Data or access to personal Data, including accidental loss or destruction or damage to personal Data.

## 6. DEALING WITH SPECIAL PERSONAL INFORMATION

If an objection is received from a Data Subject to process the Special Information, then this Information may not be supplied to 3rd parties without the Data Subject's consent.

- **Religious or Philosophical Beliefs processing** may take place by Spiritual or religious organisations & institutions, provided that the Information concerns Data Subjects belonging to such organisations; if it is necessary to achieve their aims and Principles; or to protect the spiritual welfare of the Data Subjects.
- **Race processing** may be carried out to Identify Data Subjects when this is essential and to comply with laws or measures designed to protect or advance persons disadvantaged by unfair discrimination.
- **Trade Union Membership processing** may take place by a trade union to which the Data Subject belongs, or the trade union federation to which the trade union belongs, if the processing is necessary to achieve the aims of the trade union/trade union federation.
- **Political Persuasion processing** may take place by an institution founded on political Principles if such processing is necessary to achieve the aims or Principles of the institution.
- **Health or Sexual Life processing** must be confidential and may take place by:
  - Medical practitioners, healthcare institutions
  - Insurance companies, medical aid scheme providers
  - Schools
  - Institutions of probation, child protection or guardianship
  - Pension funds and employers if processing is necessary for:
    - Implementation of laws/pension regulations
    - Reintegration/support for workers or persons entitled to benefit in connection with sickness/work incapacity
- **Criminal behaviour processing** may take place by:
  - Bodies charged by law with applying criminal law
  - Responsible parties who have obtained the Information in accordance with the law
  - Responsible parties who process the Information for their own lawful purposes to assess an application by a Data Subject in order to take a decision about or provide a service to that Data Subject to protect their legitimate interests in relation to criminal offences.
- **General Exemptions**

The Regulator may authorise processing of any Information, which will not be in breach of POPIA, if the public interest includes:

  - the legitimate interests of State security
  - the prevention, detection and prosecution of offences
  - important economic and financial interests of the State or a public body
  - historical, statistical or research activity.

## 7. DIRECT MARKETING OR ADVERTISING BY MEANS OF UNSOLICITED ELECTRONIC COMMUNICATIONS

Direct marketing or advertising is prohibited unless you have consent, or the target is already a customer. You may only approach a person for consent once and if they have not previously withheld such consent and may only use the Information for the initial purpose that it was obtained for.

Any communication for the purpose of direct marketing must contain:

- Details of the identity of the sender,
- The address or other contact details to which the recipient may send a Request to opt-out.

**APPENDIX 6**  
**OBJECTION TO PROCESS PERSONAL INFORMATION FORM**

The following proof must be submitted together with the completed and signed Objection to Process Personal Information Form to the Information Officer:

- Certified copy of the Requester's identity document;
- Affidavit and supporting documentation (only if applicable).

<b>1. 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):	
Fax number/Email address:	
<b>2. DETAILS OF RESPONSIBLE PARTY</b>	
Name(s) and surname/registered name of Data Subject:	
Residential, postal or business address:	
Contact number(s):	
Fax number/Email address:	
<b>3. PROVIDE DETAILED REASONS FOR: THE OBJECTION TO PROCESS PERSONAL INFORMATION IN TERMS OF SECTION 11(1)(d) to (f) OF POPIA</b>	
Signed at: _____ on this _____ day of _____ 20_____	
Signature of Data Subject/Designated Person _____	

**APPENDIX 7**

**REQUEST FOR A) CORRECTION OR DELETION OF PERSONAL INFORMATION OR B) DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION FORM**

The following proof must be submitted together with the completed and signed Form to the Information Officer:

- Certified copy of the Requester's identity document;
- Affidavit and supporting documentation (only if applicable)

<b>Mark the applicable Request below with an "X":</b>	
<b>1. REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION</b>	
<b>2. REQUEST FOR DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION</b>	
<b>1. 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):	
Fax number/Email address:	
<b>2. DETAILS OF RESPONSIBLE PARTY</b>	
Name(s) and surname/registered name of Data Subject:	
Residential, postal or business address:	
Contact number(s):	
Fax number/Email address:	
<b>3. PROVIDE DETAILED REASONS FOR:</b>	
<b>1. CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) OF POPIA, THAT IS IN POSSESSION OR UNDER CONTROL OF THE RESPONSIBLE PARTY;</b> <b>OR</b> <b>2. DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) OF POPIA, WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</b>	
Signed at: _____ on this _____ day of _____ 20_____	
 _____ Signature of Data Subject/Designated Person	