

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

Policy Owner	Group Information Officer
Policy Custodian	Head of Compliance
Approved by	iOCO Board of Directors
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1. Introduction & Right of Access to Information

1.1. Introduction

1.1.1. The Constitution of the Republic of South Africa, 1996, provides a statutory right of access to information, entrenching the fundamental right to information. The Promotion of Access to Information Act, No. 2 of 2000 ("the Act" or "PAIA"), gives effect to this constitutional right. It establishes a mechanism for requesters to exercise and protect their right to request access to records held by both public and private bodies, advancing the values of transparency and accountability in South Africa.

1.1.2. A Requester is entitled to access a record of a private body if:

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

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

1.2. Purpose of this Manual

This Manual, prepared in accordance with Section 51 of the Act, serves to:

- Facilitate requests for access to records held by the iOCO Group of Companies.
- Provide a description of the structure and functions of iOCO.
- Identify the Subjects and Categories of records held by iOCO.
- Detail the procedures to be followed and criteria to be met when requesting access.
- Confirm the categories of records automatically available.
- Provide details on the processing of Personal Information in accordance with the Protection of Personal Information Act, No. 4 of 2013 ("POPIA").

1.3. Availability of the iOCO PAIA Manual and Entry Point for requests

1.3.1. This document serves as the iOCO manual ("the Manual") in accordance with the requirements of section 51 of the Act to facilitate access to records held by iOCO. A copy of this Manual is available to the public in a PDF ("Portable Document Format") version on the website of iOCO at www.iOCO.tech or upon request from the Information Officer, subject to the payment of the prescribed reproduction fees..

iOCO endorses the spirit of the Act and believes that this Manual will assist requesters in exercising their rights.

1.4. Who may request access to information:

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

1.4.2. Requesters may make a request as:

- A personal requester who requests a record about him/herself;
- An agent requester who requests a record on behalf of someone else with that person's consent and where it is required for the protection of that person's legal right;
- A third-party requester who requests a record about someone else with that person's consent and where it is required for the protection of that person's legal right; and

- A public body who may request a record if:
 - It fulfills the requirements of procedural compliance;
 - The record is required for the exercise or protection of a right; and
 - No grounds for refusal exist.

The capacity of the requester influences the fees payable.

1.5. Contact Details of iOCO Information Officer: Sec 51 (1) (a)

1.5.1. The Chief Executive Officer of iOCO has delegated his powers to the Information Officer below in Terms of the Act to handle all requests on iOCO's behalf and ensure that the requirements of the Act are administered in a fair, objective and unbiased manner.

iOCO contact details:

Group Information Officer
 Name: Anisha Naidoo Umichand
 Tel: +27 (0) 11 607 8100
 Email: Anisha.Umichand@iocogroup.com

iOCO Limited Details
 Physical Address:
 Waterfall Office Park 2 Augrabies Road
 Midrand
 1685
 Tel: +27 (0) 11 607 8100
 Email: privacy@iocogroup.com

Postal Address:
 PO BOX 59
 BRUMA
 2026

1.6. Policy regarding Confidentiality and Access to Information:

1.6.1. iOCO will protect the confidentiality of information provided to it by third parties, subject to iOCO's obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information. If access is requested to a record that contains information about a third party, iOCO is obliged to attempt to contact this third party to inform them of the request.

1.6.2. This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event that the third-party furnishing of reasons For the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted or not.

1.7. Information Regulator guidance to Requesters on how to use the Act: *Sec 51 (1) (b)*

The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA. This guide can be found on the Information Regulator website in all 11 official languages; (Guide)

The Information Regulator of South Africa is based at:

Postal Address:
 P.O Box 31533
 Braamfontein
 Johannesburg
 2017

Physical Address:
 Woodmead North Office Park
 54 Maxwell Drive,
 Woodmead
 Johannesburg

General enquiries: enquiries@inforegulator.org.za
 Complaints: POPIAComplaints@inforegulator.org.za
PAIAComplaints@inforegulator.org.za
 ([Complaints Link](#))

2. iOCO Limited Structure

2.1 Scope

- 2.1.1 This Manual has been prepared in respect of the iOCO Limited Group of Companies, which includes related entities and/or wholly owned subsidiaries.
- 2.1.2 The scope of this Manual will exclude iOCO's operations outside South Africa and will serve to provide a reference regarding the records held by iOCO at its Registered Office and various operations.

2.2. iOCO Group of Companies Profile and Structure

- 2.2.1 iOCO Limited is one of South Africa's largest integrated ICT service providers, delivering end-to-end digital transformation solutions across public and private sectors. Its scope of services includes cloud, data, analytics, automation, enterprise applications, infrastructure, cybersecurity, and managed IT services.
- 2.2.2 In addition, iOCO offers outsourced knowledge services such as learning and development, human resources services, and business process support, enabling clients to optimise workforce capabilities and organisational efficiency. Through its business divisions, subsidiaries, and partnerships with global technology vendors, iOCO provides innovative, scalable, and secure technology solutions.

3. Classes of Records

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

- 3.1.1 No notice has been published in terms of section 52 of the Act. However, the following records are automatically available at the registered office of iOCO on payment of the prescribed fee for reproduction.
- Documentation and information relating to iOCO, which is held by the Companies and Intellectual Properties Commission in accordance with the requirements set out in section 25 of the Companies Act 71 of 2008.
 - Product and Promotional Brochures
 - News and other Marketing Information
 - The annual integrated report and any other shareholder communications as published on iOCO's website.

3.2 Legislative requirements: Sec 51 (1) (d) – Records available in accordance with other legislation

- 3.2.1 Records are kept in accordance with such other legislation as applicable to the iOCO Group, which includes, but is not limited to:
- Banks Act 94 of 1990
 - Basic Conditions of Employment Act 75 of 1997
 - Broad-Based Black Economic Empowerment Act 53 of 2003
 - Civil Proceedings Evidence Act, 1965 (Act 25 of 1965)

- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Constitution of South Africa Act 108 of 1996
- Copyright Act 98 of 1987
- Consumer Protection Act 68 of 2008
- Criminal Procedure Act 51 of 1977
- Customs and Excise Act, 1964
- Deeds Registries Act 57 of 1937
- Debt Collectors Act 114 of 1998
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Finance Act 2 of 2007
- Firearms Control Act 60 of 2000;
- Income Tax Act 58 of 1962
- Insider Trading Act 135 of 1998
- Insolvency Act 24 of 1936
- Labour Relations Act 66 of 1995
- Long Term Insurance Act 52 of 1998
- Magistrates Court Act 32 of 1944
- Non Profit Organisations Act 71 of 1997
- Occupational Health and Safety Act 85 of 1993
- Patents Act 57 of 1987
- Pension Funds Act 24 of 1956
- Prevention of Organised Crime Act 14 of 1998
- Protection of Information Act, No. 84 of 1982
- Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- Securities Services Act 36 of 2004
- Short Term Insurance Act. 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 97 of 1999
- South African Revenue Service Act 34 of 1997
- Statistics Act 6 of 1999
- Tax on Retirement Funds Act No 38 of 1996
- Trust Property Control Act 57 of 1988
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

Although iOCO has used its best endeavours to supply you with a list of applicable legislation, it is possible that the above list may be incomplete.

Wherever it comes to iOCO's attention that existing or new legislation allows a requester access on a basis other than that set out in the Act, we shall update the list accordingly.

3.3 Subjects and Categories of Records Held: Sec 51 (1) (e) – iOCO Record Subjects and Categories

The following is a non-exhaustive list of record subjects and categories held by iOCO across its entities and/or wholly owned subsidiaries. Records are maintained in various formats, both physical and electronic.

Subject	Categories of Records Held
Corporate Affairs & Communications	Media Releases, Newsletters, Corporate Social Investment records, Public Corporate Records, SENS releases.
Corporate Secretariat & Governance	Memoranda of Incorporation, Board & Committee Minutes, Shareholder Minutes, Codes of Conduct, Group Policies, Strategic Plans,

Subject	Categories of Records Held
Finance & Taxation	<p>Statutory Returns, Share Registers (maintained by transfer secretary), Legal Compliance Records.</p> <p>Annual Financial Statements, Audit Reports, Invoices, Tax Records & Returns, Management Reports, Banking Records, Investment Records, Procurement & Sales Records.</p>
Human Resources	<p>Employment Contracts, Employee Information, Remuneration & Benefits details, Performance Records, Disciplinary Records, Training Records, Employment Equity Plans & Reports, UIF & PAYE Returns.</p>
Information Technology	<p>Hardware/Software Agreements, Licenses, IT Policies & Procedures, Disaster Recovery Plans, System Support Records, Internal Network Information.</p>
Intellectual Property	<p>Trademark applications, Copyright registrations, Agreements relating to IP.</p>
Legal	<p>Contracts, Service Level Agreements (SLAs), Litigation Records, Legal Opinions, Insurance Policies, Compliance Certificates.</p>
Sales, Marketing & Communication	<p>Client Information & Databases, Marketing Strategies, Proposal & Tender Documents, Client Contracts, Marketing Brochures, Communication Plans.</p>
Cluster & Business Unit Specific	<p>Project Plans, Technical Design Documents, Client Solution Methodologies, Operational Reports, Service Delivery Records, Research & Development Data, Industrial Control System Data, IoT Sensor Data, Call Centre Records.</p>

4 Access Procedure and Requests

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

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

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

4.1.1 In order for iOCO to facilitate your access to a record, you need to complete the prescribed access Form 02 (which can be found here). Please take note that the prescribed access form must be completed in full; failure to do so will result in the process being delayed until such additional information is provided.

4.1.2 iOCO will not be held liable for delays due to the receipt of incomplete forms. Due cognisance should be taken of the following instructions when completing the Access Request Form because the Information Officer shall not process any request for access to a record until satisfied that all requirements have been met:

1. The Access Request Form must be completed in the English language.
2. Proof of identity is required to authenticate the requester's identity. Suppose the requester acts as an agent requester. In that case, the requester shall provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above.
3. Type or print in BLOCK LETTERS an answer to every question.
4. If a question does not apply, state "N/A" in response to that question.
5. If there is nothing to disclose in reply to a particular question, state "nil" in response to that question.
6. If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional attached folio.
7. When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

4.2. Submission of Prescribed Access Form

4.2.1. The completed form and supporting documents must be submitted to the Information Officer via:

Email: privacy@iocogroup.com

Post: PO BOX 59, Bruma, 2026

Physical Delivery: Waterfall Office Park, 2 Augrabies Road, Midrand, 1685

4.3 Payment of Prescribed Fees

4.3.1 Payment details can be obtained from the Information Officer, and payment can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied. Four types of fees are provided for in terms of the Act:

- **Request fee:** An initial, non-refundable R57.00 (incl. VAT) is payable on submission. This fee is not applicable to Personal Requesters, referring to any person seeking access to records that contain their personal information.
- **Reproduction fee:** This fee is payable with respect to all records that are automatically available.
- **Access fee:** If the request for access is successful, an access fee may be required to reimburse iOCO for the costs involved in the search, reproduction and/or preparation of the record and will be calculated based on the Prescribed Fees.
- **Deposit:** A deposit of one-third (1/3) of the amount of the applicable access fee is payable if iOCO receives a request for access to information held on a person other than the requester himself/herself and the preparation for the record will take more than six (6) hours. In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

4.4 Notification

4.4.1 iOCO will, within thirty (30) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

4.4.2 The thirty (30) day period within which iOCO has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days, if the request is for a large volume of information, or the request requires a search for information held at another office of iOCO and the information cannot be reasonably be obtained within the original thirty (30) day period. iOCO will notify the requester in writing should an extension be sought.

- 4.4.3 If the request for access to a record is **successful**, the requester will be notified of the following:
- The amount of the access fee payable upon gaining access to the record;
 - An indication of the form in which the access will be granted; and
 - Notice that the requester may lodge an application with a court against the payment of the access fee and the procedure, including the period, for lodging the application.
- 4.4.4 If the request for access to a record is **not successful**, the requester will be notified of the following:
- Adequate reasons for the refusal (refer to Third Party Information and Grounds for Refusal); and
 - That the requester may lodge an application with a court against the refusal of the request and the procedure, including the period, for lodging the application.
- 4.5 Records that cannot be found or do not exist:
- If iOCO has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

5. Grounds for refusal of access to records and appeal

5.1 Grounds for Refusal Chapter 4:

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

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

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

5.2 Appeal

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

6. Prescribed Fees: *Sec 92*

6.1 Reproduction Fees

The applicable fees (excluding VAT) for reproduction as referred to above are:

Category	Rand
For every photocopy of an A4–size page or part thereof	1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	0.75
For a copy in a computer-readable form: Compact disc	70.00
A transcription of visual images, for an A4-size page or part thereof	40.00
i. For a copy of the visual images	60.00
ii. A transcription of an audio record, for an A4-size page or part thereof	20.00
iii. For a copy of an audio record	30.00

6.2. Request Fee

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

6.3. Access Fee

The applicable fees (excluding VAT) which will be payable are:

Category	Rand
For every photocopy of an A4–size page or part thereof	1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	0.75
For a copy in a computer-readable form: Compact disc	70.00
A transcription of visual images, for an A4-size page or part thereof	40.00
For a copy of visual images	60.00
A transcription of an audio record, for an A4-size page or part thereof	20.00
For a copy of an audio record	30.00

6.4. Postage Fee

Where a copy of the record needs to be posted the actual postal fee is payable in addition to the applicable fees.

7. Sharing of Personal Information

7.1 iOCO may share personal information with:

- Other companies forming part of the iOCO group of companies located outside of South Africa;
- Services providers who perform services on behalf of the iOCO Group; and
- Third party suppliers

7.2 iOCO Security measures to protect personal information with:

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

7.3 Transborder Flows of Personal Information

- 7.1.3. iOCO may from time to time transfer personal information to another country for the purposes of rendering services to employees and customers. iOCO will take the necessary steps to ensure that services providers and third-party operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information in terms of POPIA.

7.4 Purpose of Processing of Personal Information

7.4.1 iOCO processes Personal Information, which includes but it is not limited to the following purposes:

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

7.5 Types of Personal Information

Categories individuals and juristic entities	Categories of personal information held	Availability
Employees	<ul style="list-style-type: none">• ID number• Contact details• Physical and postal address• Date of birth• Age• Disability• Information• Employment history• Criminal/background checks• Fingerprints• CVs• Education history	Not automatically available

	<ul style="list-style-type: none"> • Banking details • Income tax reference number • Remuneration and benefit information (including medical aid, pension/provident fund information) • Details related to employee performance • Disciplinary procedures • Employee disability information • Employee pension and provident fund information • Employee contracts • Employee performance records • Physical access records • CCTV records • Health and safety records • Time and attendance records 	
Suppliers/Service Providers	<ul style="list-style-type: none"> • Entity name • registration number • income tax number • contact details for representative persons • FICA documentation • BBB-EE certificates • Invoices • Contractual documentation 	Not automatically available
Directors and Shareholders	<ul style="list-style-type: none"> • Name • Surname • ID numbers • Financial information as required for statutory reporting 	Not automatically available
New Job Applicants	<ul style="list-style-type: none"> • Name • Surname • Address • Contact details • Email address • Telephone number • Details of qualifications • Skills • Experiences and employment history • Information about your current level of 	Not automatically available

	remuneration, including benefit entitlements, whether or not you have a disability for which iOCO needs to make reasonable adjustments during the recruitment process, and information about your entitlement to work in South Africa	
Website Visitors	<ul style="list-style-type: none"> • Name • Email address • Company name • Job title and telephone number 	
Visitors	<ul style="list-style-type: none"> • Physical access records • Electronic access records scans • CCTV records 	Not automatically available
Children	<ul style="list-style-type: none"> • Name • Address and contact details • Birth certificates • Age • Child medical information 	Not automatically available

Annexure A: FORM 2 REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
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			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>			
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>			

Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of record on compact disc drive(<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (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 <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES

a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer