MANUAL IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000
(Act No. 2 of 2000)
(PAIA)

FOR

ICAS EMPLOYEE AND ORGANISATION ENHANCEMENT SERVICE SOUTHERN
AFRICA (PTY) LTD

(“ICAS” or “the Company”)
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1. INTRODUCTION

The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act") gives effect to the constitutional right of access to any information held by any public or private body that is required for the exercise or protection of any rights. The Act sets out the procedures attached to such request.

Section 9 of the Act, however, recognises that such right to access to information is subject to certain justifiable limitations, for instance limitations aimed at:

- the reasonable protection of privacy;
- commercial confidentiality; and
- effective, efficient and good governance.

Section 50 of the Act obliges private bodies to compile a PAIA Manual “Manual”, which would assist a person to obtain access to information held by the private body and stipulates the minimum requirements a manual has to comply with.

The purpose of this Manual is therefore to inform a person on how to obtain access to record held by ICAS and thereby giving effect to Section 50 of the Act.

2. HUMAN RIGHTS COMMISSION GUIDE ON THE ACT

The South African Human Rights Commission has compiled a guide, in an easily comprehensible form and manner, as to how a person may exercise any right contemplated in the Act.

This guide is available in all the official languages from the South African Human Rights Commission.

Any enquiries regarding this guide should be directed to:

The South African Human Rights Commission
Telephone No.: +27 11 484 8300
Fax No.: +27 11 484 7146/7
E-Mail Address: PAIA@sahrc.org.za
Postal Address: PAIA Unit

The Research and Documentation Department
3. **FUNCTIONS AND STRUCTURE OF ICAS**

3.1 **Overview of ICAS**

**Detail of ICAS’s main business and functions:**

ICAS supports organisations through the promotion of the health and wellbeing of their employees, whilst at the same time improving productivity and reducing absence. ICAS has been an Employee Assistance Programme (EAP) provider since 1998 and today, we are one of the major players in the market.

3.2 **ICAS offers many additional services, such as:**

- Performance learning;
- First day absence;
- Musculoskeletal support;
- Candidate selection and development;
- Employee health and wellness programs;
- Psychiatric service; and
- Absenteeism, incapacity and disability.

3.3 **Organisational Structure**

The Organizational structure of ICAS is as follows:
3.4 **General contact details of ICAS**

Physical address : 6 North Road, Dunkeld Office Park, Dunkeld West, 2196  
Postal address : P.O. Box. 2280, Parklands, 2121  
Telephone No. : +27 11 380 6800  
Website : [www.icas.co.za](http://www.icas.co.za)

4. **RESPONSIBLE PARTIES AND INFORMATION OFFICERS**

4.1 The Managing Director of ICAS has delegated the duty to act as a representative to the Head – Corporate & Legal Affairs in respect of the Act to:

**Head – Corporate & Legal Affairs**  
Miss Lindsay West  
6 North Road, Dunkeld Office Park, Dunkeld West, 2196  
011 380 6800  
paia@icas.co.za
4.2 In turn the Head – Corporate & Legal Affairs referred to above has appointed a deputy Information Officer to assist with the discharge of the duties required under the Act to:

**Deputy Information Officer**:  
Mr. Mlungisi Mabuza  
6 North Road, Dunkeld Office Park, Dunkeld West, 2196  
011 380 6800  
pai@icas.co.za

5. **SUBJECTS AND CATEGORIES OF RECORDS HELD BY ICAS**

5.1 **Protection of Personal Information Act, 2013 (POPIA)**

5.3.1 **Purpose of POPIA**

The Protection of Personal Information Act, 4 of 2013, (“POPIA”) regulates and controls the processing, including the collection, use, and transfer of a person’s personal information. In terms of POPIA, a person (Responsible Party) has a legal duty to collect, use, transfer and destroy (process) another’s (Data Subject) personal information (Personal Information) in a lawful, legitimate and responsible manner and in accordance with the provisions and the 8 processing conditions set out under POPIA.

5.3.2 **Reasons why ICAS Processes Personal Information**

ICAS does and will from time to time process Personal Information which belongs or is held by a Data Subject.

This processing is required by ICAS to allow it to perform the following:

- to pursue its business objectives and strategies,
- to comply with a variety of lawful obligations
- to carry out actions for the conclusion and performance of a contract as between ICAS, its clients and Data Subjects;
- to put in place protective mechanisms to protect the Data Subject’s and / or ICAS’s legitimate interest including the performance of risk assessments and risk profiles;
• to provide as required by law or to protect the respective party's legitimate interests Personal Information to credit bureaus, credit providers or credit associations, information about certain Data Subject’s credit record, including personal information about any judgment or default history;
• for the purposes of making contact with the Data Subject and attending to the Data Subject’s enquiries and requests;
• for the purpose of providing the Data Subject from time to time with information pertaining to ICAS, its officer’s employees, services and goods and other ad hoc business related information.
• to pursue the Data Subject’s and / or ICAS’s legitimate interests, or that of a third party to whom the Personal Information is supplied;
• for the purposes of providing, maintaining, and improving the ICAS products and Services, and to monitor and analyze various usage and activity trends pertaining thereto;
• for the purposes of performing internal operations, including management of employees, employee wellness programs, the performance of all required HR and IR functions, call centers, customer care lines and enquiries, attending to all financial matters including budgeting, planning, invoicing, facilitating and making payments, making deliveries, sending receipts, and generally providing commercial support, where needed, requested or required;
• for the purpose of preventing fraud and abuse of ICAS processes, systems, procedures and operations, including conducting internal and external investigations and disciplinary enquiries and hearings.

5.2.3 Storage and retention and destruction of information
ICAS will ensure that the Data Subject’s Personal Information is stored electronically, will be accessible to all within ICAS on a need to know and business basis, save that where appropriate, some of the Data Subject’s Personal Information may be retained in hard copy. All such Personal Information will be held and / or stored securely. In this regard ICAS will ensure that it performs regular audits regarding the safety and the security of all Data Subject’s Personal Information.

Once the Data Subject’s Personal Information is no longer required due to the fact that the purpose for which the Personal Information was held has come to an end and expired, such
Personal Information will be safely and securely archived for the required prescribed periods or longer should this be required by ICAS. ICAS thereafter will ensure that such Personal Information is permanently destroyed.

5.2.4 Access by others and cross border transfer

ICAS may from time to time have to disclose a Data Subject’s Personal Information to other parties, including other organs of state, other departments or subsidiaries, product or third party service providers, regulators and or governmental officials, overseas service providers and or agents, but such disclosure will always be subject to an agreement which will be concluded as between ICAS and the party to whom it is disclosing the Data Subject’s Personal Information to, which contractually obliges the recipient of this Personal Information to comply with strict confidentiality and data security conditions.

Where Personal Information and related data is transferred to a country which is situated outside the borders of South Africa, the Data Subject’s Personal Information will only be transferred to those countries which have similar data privacy laws in place or where the recipient of the Personal Information is bound contractually to a no lesser set of obligations than those imposed by POPIA.

6. REQUEST FOR INFORMATION PROCEDURE

6.1 Automatic available records

The records listed in Annexure A are automatically available without a person having to request access in terms of the Act.

The records listed in Annexure A may be obtained from ICAS. Where there are sufficient copies available, the record may be obtained free of charge while stocks last, where after a reproduction fee is payable as listed under Annexure C.

6.2 Application process
Step 1: The request

Where a person wishes to access information held by ICAS, other than the records listed in Annexure A, such a person must make a request for access to the relevant information in the prescribed form.

This form is available on request from paia@icas.co.za, or may be obtained upon request from ICAS Southern Africa.
- Telephone No.: +27 11 380 6800
- Fax No.: +27 11 325 7122
- E-Mail Address: paia@icas.co.za

The completed request form may be submitted in anyone of the following ways:

By hand:
The Information Officer
Miss Lindsay West
6 North Road, Dunkeld Office Park, Dunkeld West, 2196
Or
The Deputy Information Officer
Mr. Mlungisi Mabuza
6 North Road, Dunkeld Office Park, Dunkeld West, 2196

By post:
The Information Officer
Miss Lindsay West
P.O. Box 2280, Parklands, 2121
Or
The Deputy Information Officer
Mr. Mlungisi Mabuza
P.O. Box 2280, Parklands, 2121

A request fee of R50-00, or proof of payment thereof, must accompany the request for information. Payment of the request fee, may be made at any commercial bank and deposited in the following Bank account in favour of ICAS

Bank account holder: ICAS EMP and Org Enhancement Services (Pty) Ltd
Bank name: Standard Bank
Account number: 421013982
Step 2: Validation and acknowledgement

The information officer receives and validates the request to see whether the required information is available within ICAS. The request is then accepted, rejected or transferred to the rightful keepers of the required information. An acknowledgement is then forwarded to the requester to confirm the status of the request.

Step 3: Information processing

If the request is accepted, ICAS will gather and prepare the information and calculate the relevant cost involved. The cost is calculated in terms of paragraph 6.3. below.

Step 4: Final Notification

The requester will be informed of the completion of the request as well as the outstanding fees payable.

Step 5: Payment and delivery

Once the payment as stipulated in Step 4 is received (following the same payment process as stipulated in Step 1), the information is released to the requester.

General Information

The prescribed form must be competed with enough particularity to at least enable the Information Officer to identify:

- The record or records requested;
- The identity of the requester;
- Which form of access is required, if the request is granted;
- The postal address or fax number of the requester.

ICAS will process the request within 30 days, unless the requester has stated special reasons, which would satisfy the Information Officer, that circumstances dictate that the above time periods should not be complied with. The 30-day period within which ICAS has to decide whether to grant or refuse the request may be extended for a further period of not more that thirty days if the request is for a large amount of information, or the request requires a search for information held at another office of the institution and the information cannot reasonably be obtained within the original 30-day period. ICAS will notify the requester in writing should an extension be sought.
If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally. The requester must pay the prescribed fee, before any further processing can take place.

6.3 Fees

The Act provides for two types of fees:
(a) A request fee, which will be a standard fee; and
(b) an access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

When the request is received by the Information Officer, such Officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request.

If a search for the record has been made and the preparation of the record for disclosure, including arrangements to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee, which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the relevant fees as indicated below.

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 reasonable required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangement to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

The fees are set out under ANNEXURE C.
7. REMEDIES WHERE REQUESTS FOR ACCESS TO INFORMATION ARE REFUSED

7.1 Refusal of request

The main grounds for ICAS to refuse a request for information relates to the:

7.1.1 Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person.

7.1.2 Mandatory protection of the commercial information of a third party, if the record contains:

- trade secrets of that third party;
- financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
- information disclosed in confidence by a third party to ICAS, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.

7.1.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;

7.1.4 Mandatory protection of the safety of individuals and the protection of property;

7.1.5 Mandatory protection of records which would be regarded as privileged in legal proceedings;

8. Operations of ICAS;

The commercial activities of ICAS, which may include:

- Trade secrets of ICAS;
- Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of ICAS;
- Information which, if disclosed could put ICAS at a disadvantage in negotiations or commercial competition;
• programme which is owned by ICAS, and which is a computer protected by copyright;

9. The research information of ICAS or a third party, if its disclosure would disclose the identity of ICAS, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

10. Appeal

10.1 A requester may lodge an internal appeal against a decision of the Information Officer of ICAS -
• to refuse a request for access; or
• taken in terms of section 22, 26(1) or 29(3), in relation to that requester, with the Minister for Provincial and Local Government.

10.2 A third party may lodge an internal appeal against a decision of the Information Officer of ICAS to grant a request for access.

An internal appeal must be lodged in the prescribed form:

• Within 60 days;
• if notice to a third party is required, within 30 days after notice is given to the appellant of the decision appealed against;
• it must be delivered or sent to the Information Officer of ICAS at his or her addresses, or fax number;
• it must identify the subject of the internal appeal and state the reasons for the internal appeal and may include any other relevant information known to the appellant,
• if, in addition to a written reply, the appellant wishes to be informed of the decision on the internal appeal in any other manner, must state that manner and provide the necessary particulars to be so informed;
• if applicable, must be accompanied by the prescribed appeal fee, and must specify a postal address or fax number.

The prescribed form for an internal appeal is available on the ICAS website at, or may be obtained upon request from:
If an appeal is lodged after the expiry of the period referred to, the Minister must, upon good cause shown, allow the late lodging of the appeal.

If the Minister disallows the late lodging of the appeal, he or she must give notice of that decision to the person who lodged the appeal.

A requester lodging an appeal against the refusal of his or her request for access must pay the prescribed appeal fee (if any).

If the prescribed appeal fee is payable in respect of an appeal, the decision on the appeal may be deferred until the fee is paid.

As soon as reasonably possible, but in any event within ten (10) working days after receipt of an appeal, the Information Officer of ICAS must submit the following to the Minister:

- The appeal together with his or her reasons for the decision concerned; and
- If the appeal is against the refusal or granting of a request for access, the name, postal address, phone and fax number and electronic mail address, whichever is available, of any third party that must be notified of the request.

SIGNED: 

______________________
Lindsay West

DATE: 16 August 2018
ICAS AUTOMATIC AVAILABILITY OF RECORDS IN TERMS OF SECTION 15 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000

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RECORDS WHICH HAVE TO BE APPLIED FOR

The following records are not automatically available without a request in terms of the Act. All records and/or documents kept in compliance with the requirements of the following legislation:

**Records available in terms of other legislation**

- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Disease Act 130 of 1993
- Companies Act 61 of 1973
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- Income Tax Act 58 of 1962
- Skills Development Act 9 of 1999
- Product Information
- Asset Register
- Supplier Register
- Audited Financial Statements
- Intellectual Property Records
- Risk Register
- IT Records
- Health Professions Council of South Africa

**Subjects and categories of records held by ICAS:**

Note: This section of the Manual sets out the subject and categories of records held by ICAS. The inclusion of any subject or category of records should not be taken as an indication that records falling within those subjects and/or categories will be made available under the Act. In particular, certain grounds of refusal as set out in the Act may be applicable to a request for such records.
Financial records

- Interim and annual financial reports
- Details of auditors
- External auditors' reports in respect of audits conducted.
- Details of actuaries of the pension scheme utilised
- Tax returns
- Accounting records, books and documents
- Other documents and agreements relating to taxation.
- Other financial records

Banking details

Indebtedness to bankers.

- Bank facilities and accounts details.
- Bank statements.
- Debt securities issued
- Guarantees given by, or in respect of, ICAS
- Agreements with various credit card companies.
- Other financial commitments of ICAS
- Other banking records of ICAS

Human resources / employment records

- List of employees.
- Contracts of employment with directors, officers and employees of ICAS
- Expenditure or reimbursement agreements with directors of ICAS
- Documents relating to employee benefits.
- Compensation or redundancy payments.
- Personnel files.
- Employment equity plan of ICAS
- Procedural agreements and policies of ICAS
- Disciplinary records and documentation pertaining to disciplinary proceedings.
- Training manuals.
- Other information relating to employees of ICAS.

Intellectual Property
• Trademarks, patents, copyrights, designs held by ICAS.
• Licences relating to intellectual property rights.
• Other agreements relating to intellectual property rights.

Permits

• Licences, material permits, consents, approvals, authorisations and certificates.
• Applications for permits, licences etc.
• Registrations and declarations of permits.

Insurance records

• Insurance policies taken out for the benefit of ICAS and its employees.

Immovable and movable property

• Title deeds of land owned by ICAS
• Agreements for the lease or sale of land and/or other immovable property by ICAS
• Agreements for the lease or sale of movable property by ICAS
• Mortgage bonds, liens, Notarial bonds or security interests on property.
• Other agreements for the purchase, ordinary sale, conditional sale, or hire of assets.

Information technology

• Procurement Agreements
• Infrastructure maintenance and support Agreements
• Software vendor license, maintenance and support agreements
• Development agreements
• Consulting agreements

Policy documents

• Corporate governance.
• Ethics policy.
• Environmental Policy
• Fraud and Crimes of Dishonesty Policy
• Occupational Health and Safety Policy
• Smoking Policy
**Miscellaneous agreements**

- Loans from third parties (including banks).
- Suretyship agreements.
- Security agreements, guarantees and indemnities, including notarial bond agreements.
- Agreements restricting the trading activities of ICAS
- Agency, management and distribution agreements.
- Marketing agreements, including marketing and event management plans, promotional brochures and publications, media releases and brand information.

Agreements in terms of which ICAS is a member of a joint venture, consortium, partnership, incorporated or unincorporated association, and shareholders' agreements of another entity, which ICAS is a party to.

- Supply agreements.
- Agreements with wholesalers, retailers and customers
- Confidentiality and/or non-disclosure agreements.
- Any other agreements.

**Correspondence**

Correspondence of ICAS including internal and external memoranda.

**Information relating to legal proceedings**

Records relating to legal proceedings involving ICAS

**Environmental records**

**Research and scientific or technical information of ICAS**

Documentation pertaining to research conducted by ICAS.
Scientific and/or technical information in the possession of ICAS

**Other information**

- BEE plans of ICAS
- Quality assurance and control policy documents.
• Customer profiles.

ALTERNATIVELY

COMPANIES ACT RECORDS

• Documents of incorporation
• Memorandum and Articles of Association
• Minutes of Board of Directors meetings
• Records relating to the appointment of directors/auditor/secretary/public officer and other officers
• Share Register and other statutory registers

FINANCIAL RECORDS

• Annual Financial Statements
• Tax Returns
• Accounting Records
• Banking Records
• Bank Statements
• Paid Cheques
• Electronic banking records
• Asset Register
• Rental Agreements
• Invoices

INCOME TAX RECORDS

• PAYE Records
• Documents issued to employees for income tax purposes
• Records of payments made to SARS on behalf of employees
• All other statutory compliances:
  • VAT
  • Regional Services Levies
  • Skills Development Levies
  • UIF
  • Workmen’s Compensation
PERSONNEL DOCUMENTS AND RECORDS

- Employment contracts
- Employment Equity Plan (if applicable)
- Medical Aid records
- Pension Fund records
- Disciplinary records
- Salary records
- SETA records
- Disciplinary code
- Leave records
- Training records
- Training Manuals
ANNEXURE C

Fees in respect of private bodies

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:
   (a) For every photocopy of an A4-size page or part thereof R1,10
   (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75
   (c) For a copy in a computer-readable form on -
      (i) stiffy disc R7,50
      (ii) compact disc R70,00
   (d) (i) For a transcription of visual images, for an A4-size page or part thereof R40,00
      (ii) For a copy of visual images R60,00
   (e) (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00
      (ii) For a copy of an audio record R30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:
   (1)(a) For every photocopy of an A4-size page or part thereof R1,10
   (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form R0,75
   (c) For a copy in a computer-readable form on -
      (i) stiffy disc R7,50
      (ii) compact disc R70,00
   (d) (i) For a transcription of visual images, for an A4-size page or part thereof R40,00
       (ii) For a copy of visual images R60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof R20,00
(ii) For a copy of an audio record R30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.

(2) For purposes of section 54(2) of the Act, the following applies:
(a) Six hours as the hours to be exceeded before a deposit is payable; and
(b) one third of the access fee is payable as a deposit by the requester.

(3) The actual postage is payable when a copy of a record must be posted to a requester.

Prescribed forms
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000))

[Regulation 10]

A. Particulars of private body
The Head:

B. Particulars of person requesting access to the record
a) The particulars of the person who requests access to the record must be given below.
b) The address and/or fax number in the Republic to which the information is to be sent must be given.
c) Proof of the capacity in which the request is made, if applicable, must be attached.
Full names and surname:
........................................................................................................................................
Identity number: ...................................................................................................................
Postal address:...................................................................................................................

Fax number: .......................................................................................................................
Telephone number:.........................................................................................................
E-mail address:.................................................................................................................
Capacity in which request is made, when made on behalf of another person:.................................................................................................................................

C. 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: ...................................................................................................................................................................................

D. Particulars of record
a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

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

E. Fees
a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.

b) You will be notified of the amount required to be paid as the request fee.

c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.

d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record
If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.
Disability:

Mark the appropriate box with an X.

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

1. If the record is in written or printed form:
copy of record* inspection of record

2. If record consists of visual images
(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):
view the images copy of the images* transcription of the images*

3. If record consists of recorded words or information which can be reproduced in sound:
listen to the soundtrack
(audio cassette)
transcription of soundtrack*
(written or printed document)

4. If record is held on computer or in an electronic or machine-readable form:
printed copy of record* printed copy of information derived from the record*
copy in computer
readable form*
(stiffy or 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?

Postage is payable.

YES NO

G. Particulars of right to be exercised or protected

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

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:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at this day of

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SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE