

# DEALERSONLINE

("The Company")

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## PAIA MANUAL

Last Updated: 16 October 2023

*This manual was prepared in accordance with section 51 of The Promotion of Access to Information Act, No.2 of 2000 as duly amended by the Protection of Personal Information Act, No.4 of 2013.*

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## 1. DEFINITIONS

- 1.1 **“Business Day”** means any day other than a Saturday, Sunday or public holiday declared as such within the Republic of South Africa;
- 1.2 **“Company”** means DealersOnline (Pty) Ltd (registration number: 2015/116638/07), a company duly registered and incorporated with limited liability in accordance with the company laws of the Republic of South Africa and having its principal place of business situated at GF001B Phumelela Park, Cnr of Montague Drive & Racecourse Road, Montague Gardens, Cape Town, Western Cape, Republic of South Africa;
- 1.3 **“Conditions for Lawful Processing”** means the conditions of lawful processing of Personal Information as fully set out in Chapter 3 of POPIA;
- 1.4 **“Constitution”** means the Constitution of the Republic of South Africa, No.108 of 1996;
- 1.5 **“Customer”** shall refer to any natural or juristic person that received or receives services from the Company;
- 1.6 **“Data Subject”** shall have the same meaning ascribed thereto in section 1 of POPIA, of which means the person to whom the Personal Information relates;
- 1.7 **“Head of the Company”** shall have the same meaning ascribed to “head” as defined in section 1 of PAIA and for the purpose of this Manual shall be the Chief Executive Officer of the Company as referred to clause 4.1;
- 1.8 **“Information Officer”** shall have the same meaning ascribed thereto in section 1 of POPIA and for the purpose of this Manual shall be the person duly nominated by the Chief Executive Officer of the Company to act as the Information Officer as referred to in clause 4.2;
- 1.9 **“Manual”** means this manual prepared in accordance with section 51 of PAIA and regulation 4(1)(c) of the POPIA Regulations;
- 1.10 **“Notice of Refusal”** means the notice of refusal of access to the information requested by a Requester;
- 1.11 **“PAIA”** means the Promotion of Access to Information Act, No.2 of 2000 as amended;
- 1.12 **“Person”** means a natural or juristic person;

- 1.13 **“Personal Information”** shall have the same meaning ascribed thereto in section 1 of POPIA, of which means information relating to an identifiable, living, natural person and where applicable, an identifiable, existing juristic person, including, but not limited to:
- a) information relating to race, gender, sex, pregnancy, marital status, nationality, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of a person;
  - b) information relating to education, medical, financial, criminal or employment history;
  - c) any identifying number, symbol, e-mail address, physical address, telephone number, location information; online identifier or any other particular assignment of the person; biometric information; personal opinions, views or preferences to the person;
  - d) biometric information of the person;
  - e) personal opinions, views or preferences of the person;
  - f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
  - g) the views and opinions of another individual about the person;
  - h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.
- 1.14 **“Personnel”** means any Person who works for, or provides services to or on behalf of the Company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Company, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers;
- 1.15 **“POPIA”** means the Protection of Personal Information Act, No.4 of 2013;
- 1.16 **“POPIA Regulations”** means the regulations promulgated in terms of section 112(2) of POPIA;
- 1.17 **“Private Body”** shall have the same meaning ascribed thereto in section 1 of PAIA and POPIA;
- 1.18 **“Processing”** shall have the same meaning ascribed thereto in section 1 of POPIA, of which means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including:
- a) The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
  - b) Dissemination by means of transmission, distribution or making available in any other form; or

- c) Merging, linking, as well as restriction, degradation, erasure or destruction of information;
- 1.19 **“Record”** shall have the same meaning ascribed thereto in section 1 of POPIA, of which means any recorded information:
- a) Regardless of form or medium, including any of the following:
    - (i) Writing on any material;
    - (ii) Information produced, recorded or stored by means of any tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored;
    - (iii) Label, marking or other writing that identifies or describes any thing of which it forms part, or to which it is attached by any means;
    - (iv) Book, map, plan, graph or drawing;
    - (v) Photograph, film, negative, tape or other device in which one or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced;
  - b) In the possession or under the control of a Responsible Party;
  - c) Whether or not it was created by a Responsible Party; and
  - d) Regardless of when it came into existence;
- 1.20 **“Responsible Party”** shall have the same meaning ascribed thereto in section 1 of POPIA, of which means a public or private body or any other Person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information;
- 1.21 **“Regulator”** means the Information Regulator established in terms of section 39 of POPIA;
- 1.22 **“Requester”** shall have the same meaning ascribed thereto in section 1 of PAIA;
- 1.23 **“Request for Access”** shall have the same meaning ascribed thereto in section 1 of PAIA, and for purposes of this Manual shall mean any Person who requests information in accordance with the provisions of PAIA and this Manual;
- 1.24 **“SAHRC”** means the South African Human rights Commission;
- 1.25 **“VAT”** means value-added tax levied in accordance with the provisions of the Value-Added Tax Act, No.89 of 1991.

## 2. PURPOSE

- 2.1 The purpose of this Manual is to enable the Requester to be able to access information in terms of PAIA from the Company, and with the appropriate details of the procedure to be followed in which a Request for Access will be facilitated.
- 2.2 This Manual shall further insofar as POPIA is concerned detail:
- 2.2.1 the purpose for which Personal Information may be Processed;

- 2.2.2 provide a description of the categories of Data Subjects of whom the Company Processes Personal Information as well as the categories of Personal Information relating to such Data Subjects;
- 2.2.3 the recipients to whom the Personal Information may be supplied;
- 2.2.4 potential transborder flows of Personal Information; and
- 2.2.5 providing a general description to assess the suitability of the Companies information security measures to ensure confidentiality, integrity and availability of the information to be processed.

### 3. COMPANY DETAILS

3.1 The details of the Company are as follows:

<b>Physical Address:</b>	GF001B Phumelela Park Cnr of Montague Drive & Racecourse Road Montague Gardens Cape Town Western Cape
<b>Postal Address:</b>	Same as Physical Address above
<b>Telephone Number:</b>	+27 (0) 21 551 8059
<b>Fax Number:</b>	+27 (0) 86 680 5742

### 4. CONTACT DETAILS

4.1 The Chief Executive Officer of the Company is William Miller.

#### 4.2 Company Information Officer:

Renaldo de Jager is the duly appointed Information Officer of the Company in terms of POPIA and the Guidance Notes issued by the Information Regulator.

4.3 The contact details of the Information Officer of the Company are as follows:

<b>Physical Address:</b>	GF001B Phumelela Park Cnr of Montague Drive & Racecourse Road Montague Gardens Cape Town Western Cape
<b>Postal Address:</b>	Same as Physical Address above
<b>E-mail Address:</b>	privacy@dealersonline.co.za

<b>Fax Number:</b>	+27 (0) 86 680 5742
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## 5. THE SAHRC AND GUIDE ON HOW TO USE PAIA & POPI

5.1 In accordance with section 10 of PAIA (as amended) the Regulator must update and make available the existing guide that has been compiled by the SAHRC containing such information to assist any Person who wishes to exercise any right as contemplated in PAIA and POPIA.

5.2 This guide is available from the Regulator at:

<b>Postal Address:</b>	P.O Box 31533, Braamfontein, Johannesburg, 2001
<b>Website:</b>	<a href="https://www.inforegulator.org.za/">https://www.inforegulator.org.za/</a>
<b>Direct Link to Guide:</b>	<a href="https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf">https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf</a>
<b>General Enquiries:</b>	<a href="mailto:enquiries@inforegulator.org.za">enquiries@inforegulator.org.za</a>

## 6. RECORDS HELD BY THE COMPANY IN TERMS OF SECTION 51(1) OF PAIA

6.1 The schedule of Records as contained within **Appendix 1** of this Manual details the Records that are held and/or Processed by the Company for the purposes of PAIA and POPIA respectively. Access to such Records may not be granted if they are subject to the grounds of refusal specified in clause 9 below.

6.2 Records held in terms of other legislation:

- 6.2.1 The Company further also retains Records which are required in terms of legislation other than PAIA.
- 6.2.2 Certain other legislation provides that Private Bodies shall allow certain persons access to specified records upon request. The Requester may consult this other legislation in order to establish the right of access to a Record other than the terms set out in PAIA. This other legislation shall be set out in **Appendix 2** of this Manual.
- 6.2.3 Although we use our best endeavours to supply a full list of applicable legislation, we would like you to take note that the list shall be updated if and when required.
- 6.2.4 If a Requester believes that a right of access to a Record exists in terms of other legislation than listed in **Appendix 2** or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.

## 7. REQUEST PROCEDURE FOR ACCESS TO RECORDS IN TERMS OF PAIA

- 7.1 A Requester must comply with all procedural requirements as contained within section 53 of PAIA where a Request for Access to a Record is made.
- 7.2 A Requester must complete the prescribed Request for Access form attached hereto as **Appendix 3** of this Manual. The Requester must submit the completed Request for Access form as well as make the necessary payment (if applicable) and deposit (if applicable), to the Information Officer at the postal, physical or e-mail addresses as provided for in the table at clause 4.4 above.
- 7.3 The Request for Access form must be completed with sufficient detail to enable the Information Officer to identify the following:
  - a) the Record/s requested;
  - b) the identity of the Requester;
  - c) the form of access that is required, if the request is granted;
  - d) the postal address or fax number of the Requester; and
  - e) the right the Requester is seeking to protect or exercise and explanation as to why the requested Record is required to protect or exercise such right;
- 7.4 If the Requester wishes to be informed of the decision in any other manner than a written reply, then the Requester must state that manner and the necessary particulars required to be so informed.
- 7.5 If a Request for Access 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.

## 8. DECISION TO GRANT ACCESS TO RECORDS

- 8.1 The Information Officer will decide whether to grant or decline the Request for Access within 30 (thirty) days of receipt of the Request for Access. The Information Officer shall provide the Requester with a notice with reasons (if required) in support of the decision made.
- 8.2 The 30 (thirty) day period as mentioned above may be extended for a further period not exceeding an additional 30 (thirty) days if the Request for Access:
  - 8.2.1 is for a large number of Records;
  - 8.2.2 the request requires a search for Records held at another office of the Company;  
or
  - 8.2.3 require a level of consultation to act on the request which cannot reasonably be completed within the original 30 (thirty) day period.
- 8.3 The Information Officer shall notify the Requester if an extension of time would be required with regards to the Request for Access to Records and by providing a reason for the extension and estimated period of extension as well as the Requesters right to lodge a



complaint to the Regulator or launch proceedings in court against the extension as the case may be.

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

PAIA provides for various grounds for refusal of access to a Record(s). These grounds as contained within Chapter 4 of PAIA (subject to the exceptions contained therein) the Company can refuse a Request for Access on the following grounds:

- 9.1 Mandatory protection of privacy of third-party who is a natural person, of which shall include a deceased person, where such disclosure of Personal Information would be unreasonable.
- 9.2 Mandatory protection of commercial information of third-party if the Records contain:
  - 9.2.1 trade secrets of that third-party;
  - 9.2.2 financial, commercial, scientific or technical information where such disclosure would likely cause harm to the commercial or financial interest of that third-party;
  - 9.2.3 information that was disclosed in confidence by a third-party, of which such disclosure could reasonably disadvantage the third-party in contractual or other negotiations or prejudice the third-party in commercial competition.
- 9.3 Mandatory protection of confidential information and certain other confidential information of third-party if disclosure would constitute a breach of duty of confidence in terms of an agreement(s) with third-party.
- 9.4 Mandatory protection of safety of individuals, and protection of property if disclosure:
  - 9.4.1 could reasonably be expected to endanger the life or safety of an individual; and/or
  - 9.4.2 would likely prejudice or impair the security of a building, structure or system (including, but not limited to a computer or communication system), means of transport or any other property.
- 9.5 Mandatory protection of Records that would be regarded as privileged in legal proceedings.
- 9.6 Protection of commercial information of the Company, which may include:
  - 9.6.1 trade secrets;
  - 9.6.2 financial/commercial, scientific or technical information where such disclosure would likely cause harm to the commercial or financial interest of the Company;
  - 9.6.3 information which if disclosed could put the Company at a disadvantage in contractual or other negotiations or prejudice the Company in commercial competition; and/or
  - 9.6.4 computer programs or other information owned by the Company which are protected by copyright and/or intellectual property laws.
- 9.7 Protection of research information of the Company or third-party, where such disclosure would place the research or researcher at a serious disadvantage.

9.8 Requests for Access to Records which are clearly frivolous or vexatious, or which involve an unreasonable division of resources.

9.9 Deemed refusal of request:

9.9.1 Failure to respond properly to a request within the timeframe period as stipulated in clause 8 above shall be considered to be a deemed refusal.

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

10.1 The Company does not have internal appeal procedures. As such the decision made by the Information Officer is final. However, the Requester can make a follow-up action in writing to the Information Officer.

10.2 In accordance with section 56(3) and 78 of PAIA, a Requester may lodge a complaint to the Regulator or an application to a court for relief within 180 (one hundred and eighty) days of notification of the decision by the Information Officer.

## **11. PRESCRIBED FEES**

11.1 When the Request for Access is received, the Information Officer will by notice require the Requester to pay the prescribed request fee (if any) before further processing of the Request for Access.

11.2 A Requester whose Request for Access to a Record has been granted, must pay an access fee for reproduction, search, preparation and for any time reasonably required in excess of the prescribed hours to search for and prepare the Record for disclosure, including making arrangements to make it available in a requested form provided for in PAIA.

11.3 The prescribed fees for a request are set out in **Appendix 4** of this Manual.

11.4 If the search for a Record requires more than the prescribed hours, the Information Officer will notify the Requester to pay as a deposit a portion of the prescribed fee (of which shall not be more than one third of the total fee applicable if request is granted) which must be payable before finalising the request. In the case where the deposit is paid and the request has been refused, the deposit shall be refunded to the Requester.

11.5 The Information Officer will withhold a Record until the Requester has paid the fees set out in the notice provided as per clause 11.2 above in accordance with the prescribed fees set out in **Appendix 4**.

## **12. VAT**

The Company is registered as a VAT vendor, therefore the Requester will receive a VAT invoice for all applicable costs per the tariffs set out in this Manual and VAT will be added to such fees.

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

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

### **14. AVAILABILITY OF THE MANUAL**

- 14.1 This Manual is made available in terms of PAIA and section 4 of the Regulations of POPIA.
- 14.2 This Manual is also available on the website of the Company at [www.dealersonline.co.za](http://www.dealersonline.co.za).
- 14.3 This Manual shall further also be available at the offices of the Company for inspection during normal business hours. No fee shall be levied for inspection as contemplated in this clause.
- 14.4 Copies of this Manual can be obtained from the Information Officer. A fee will be levied for copies of the Manual in accordance with **Appendix 4**.

### **15. UPDATING OF MANUAL**

- 15.1 The Company shall update this Manual on an annual basis or at such intervals as may be necessary.
- 15.2 The last update date of the Manual shall appear on the cover page of the Manual.

### **16. PROCESSING AND PROTECTION OF INFORMATION BY THE COMPANY**

- 16.1 Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.
- 16.2 The Company needs Personal Information relating to both individual and juristic persons in order to carry out its business and organisational functions. The manner in which this information is Processed and the purpose for which it is Processed is determined by the Company. The Company is accordingly a Responsible Party for the purposes of POPIA and will ensure that the Personal Information of a Data Subject:
  - a) is processed lawfully, fairly and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by the Company, in the form of privacy or data collection notices. The Company must also have a legal basis (for example, consent) to process Personal Information;
  - b) is processed only for the purposes for which it was collected;
  - c) will not be processed for a secondary purpose unless that processing is compatible with the original purpose.

- d) is adequate, relevant and not excessive for the purposes for which it was collected;
- e) is accurate and kept up to date;
- f) will not be kept for longer than necessary;
- g) is processed in accordance with integrity and confidentiality principles, this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by the Company, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;
- h) is processed in accordance with the rights of Data Subjects, where applicable. Data Subjects have the right to:
  - (i) be notified that their Personal Information is being collected by the Company. The Data Subject also has the right to be notified in the event of a data breach;
  - (ii) know whether the Company holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;
  - (iii) request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;
  - (iv) object to the Company's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to the Company's record keeping requirements);
  - (v) object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications; and
  - (vi) complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information.

#### 16.3 Purpose of the Processing of Personal Information by the Company:

- 16.3.1 As outlined above, Personal Information may only be Processed for a specific purpose. The purposes for which the Company Processes or will Process Personal Information is set out in **Part 1 of Appendix 5**.

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

- 16.4.1 As per section 1 of POPIA, a Data Subject may either be a natural or a juristic person. **Part 2 of Appendix 5** sets out the various categories of Data Subjects that the Company Processes Personal Information on and the types of Personal Information relating thereto.

16.5 Recipients of Personal Information:

- 16.5.1 **Part 3 of Appendix 5** outlines the recipients to whom the Company may provide a Data Subjects Personal Information to.

16.6 Cross-border flows of Personal Information:

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

- a) recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; or
- b) Data Subject consents to the transfer of their Personal Information; or
- c) transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
- d) transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
- e) the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent.

**Part 4 of Appendix 5** sets out the planned cross-border transfers of Personal Information and the condition from above that applies thereto.

16.7 Description of information security measures to be implemented by the Company:

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

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

- 16.8.1 Section 11(3) of POPIA and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form attached to this manual as **Appendix 6** subject to exceptions contained in POPIA.

16.9 Request for correction or deletion of Personal Information:

- 16.9.1 Section 24 of POPIA and regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as **Appendix 7** to this Manual.

## APPENDIX 1

**Description of the subjects on which the Company holds records, and the categories of records held on each subject. Each of these records are available on request in terms of PAIA**

### 1. Client Service Records

- |                                  |  |
|----------------------------------|--|
| 1.1 Client correspondence;       | 1.7 Proposals and tender documents;                                    |
| 1.2 Client fee files;            | 1.8 Project plans;   |
| 1.3 Client contracts;            | 1.9 Risk management records;   |
| 1.4 Client business information; | 1.10 Solution methodologies;   |
| 1.5 Legal documentation;         | 1.11 Standard terms and conditions of supply of goods and/or services. |
| 1.6 Working papers;              |  |

### 2. Corporate Governance

- |  |  |
|--|--|
| 2.1 Codes of conduct;                    | 2.4 Executive committee meeting minutes; |
| 2.2 Corporate social investment records; | 2.5 Legal compliance records;            |
| 2.3 Board meeting minutes;               | 2.6 Policies.                            |

### 3. Finance and Administration

- |                                  |                              |
|----------------------------------|------------------------------|
| 3.1 Accounting records;          | 3.6 Remittances;             |
| 3.2 Annual financial statements; | 3.7 Invoices and statements; |
| 3.3 Agreements; Banking records; | 3.8 Tax records and returns; |
| 3.4 Correspondence;              | 3.9 Statistics SA returns.   |
| 3.5 Purchase orders;             |                              |

### 4. Human Capital

- |                                  |  |
|----------------------------------|--|
| 4.1 BEE statistics;              | 4.8 PAYE records and returns;              |
| 4.2 Career development records;  | 4.9 Performance management records;        |
| 4.3 Personnel information;       | 4.10 Assessments; Policies and procedures; |
| 4.4 Employment equity reports;   | 4.11 UIF returns;                          |
| 4.5 General terms of employment; | 4.12 Retirement benefit;                   |
| 4.6 Letters of employment;       | 4.13 Medical Aid records.                  |
| 4.7 Leave records.               |  |

### 5. Information Management and Technology

- |                               |  |
|-------------------------------|--|
| 5.1 Agreements;               | 5.4 IT Standards, procedures and guidelines. |
| 5.2 Equipment register;       |  |
| 5.3 Information policies; and |  |

## **6. Learning and Education**

- |                                      |                              |
|--------------------------------------|------------------------------|
| 6.1 Training material;               | 6.3 Training agreements; and |
| 6.2 Training records and statistics; | 6.4 Learnership Programmes.  |

## **7. Library and Information and Research Centre**

- |                            |                                  |
|----------------------------|----------------------------------|
| 7.1 External publications; | 7.4 Periodicals; and             |
| 7.2 Internal publications; | 7.5 Research files and articles. |
| 7.3 Reference works;       |                                  |

## **8. Marketing and Communication**

- |                                   |   |
|-----------------------------------|---|
| 8.1 Proposal documents;           | 8.6 Agreements;                               |
| 8.2 New business development;     | 8.7 Client relationship programmes;           |
| 8.3 Brand information management; | 8.8 Marketing publications and brochures; and |
| 8.4 Marketing strategies;         | 8.9 Sustainability programmes.                |
| 8.5 Communication strategies;     |   |

## **9. Operations**

- |  |   |
|--|---|
| 9.1 Access control records;                | 9.10 Standard trading terms and conditions of supply of services and goods; |
| 9.2 Agreements;                            | 9.11 Travel documentation;  |
| 9.3 Archival administration documentation; | 9.12 Procurement agreements and documentation;                              |
| 9.4 Communication strategies;              | 9.13 Used order books;  |
| 9.5 General correspondence;                | 9.14 Vehicle registration documents; and                                    |
| 9.6 Patents and Trade Mark documents;      | 9.15 Cellular phone registration documents, including RICA.                 |
| 9.7 Insurance documentation;               |   |
| 9.8 PABX management information;           |   |
| 9.9 Service level agreements;              |   |

## **10. Secretarial Services**

- |   |   |
|---|---|
| 10.1 Applicable statutory documents, including but not limited to, certificates of incorporation and certificates to commence business; | 10.4 Share/Securities registers;                |
| 10.2 Corporate structure documents;   | 10.5 Statutory Returns to relevant authorities; |
| 10.3 Memoranda of Incorporation and Articles of Association;  | 10.6 Share certificates;                        |
|   | 10.7 Shareholder agreements;                    |
|   | 10.8 Minutes of meetings; and                   |
|   | 10.9 Resolutions passed.                        |

## APPENDIX 2

### List of Applicable Legislation

Administration of Adjudication of Road Traffic Offences, No.46 of 1998
Basic conditions of Employment Act, No.75 of 1997
Bills of Exchange Act, No.34 of 1964
Broad-Based Black Economic Empowerment Act, No.53 of 2003
Broadcasting Act, No.4 of 1999
Companies Act, No.71 of 2008
Compensation for Occupational Injuries and Diseases Act, No.130 of 1993
Competition Act, No.89 of 1998
Constitution of the Republic of south Africa, No.108 of 1996
Consumer Protection Act, No.68 of 2008
Copyright Act, No.98 of 1987
Criminal Procedure Act, No.51 of 1977
Currency & Exchanges Act, No.9 of 1933
Customs and Excise Act, No.91 of 1964
Electronic Communications and Transactions Act, No.25 of 2002
Employment Equity Act, No.55 of 1998
Environment Conservation Act, No.73 of 1989
Financial Advisory & Intermediary Services Act, No.37 of 2002
Financial Intelligence Centre Act, No.38 of 2001
Formalities in respect of Leases of Land Act, No.18 of 1969
Income Tax Act, No.58 of 1962
Labour Relations Act, No.66 of 1995
National Building Regulations and Building Standards Act, No.103 of 1997
National Credit Act, No.34 of 2005
National Environmental Management Act, No.107 of 1998
National Environmental Management: Air Quality Act, No.39 of 2004
National Environmental Management: Waste Act, No.59 of 2008
National Health Act, No.61 of 2003
National Water Act, No.36 of 1993
National Road Traffic Act, No.93 of 1996
Occupational Health and Safety Act, No.85 of 1993
Patents Act, No.57 of 1987
Pension Funds Act, No.24 of 1956
Prescription Act, No.18 of 1943
Prevention of Combating of Corrupt Activities Act, No.12 of 2004



Prevention of Constitutional Democracy Against Terrorist & Related Activities Act, No.33 of 2004
Prevention of Organised Crime Act, No.121 of 1998
Promotion of equality and Prevention of Unfair Discrimination Act, No.4 of 2000
Protected Disclosures Act, No.26 of 2000
Regulation of Interception of Communication and Prevention of Communication Related Information Act, No.70 of 2002
Sales and Service Matters Act, No.25 of 1964
Second-Hand Goods Act, No.6 of 2009
Securities Services Act, No.36 of 2004
Securities Transfer Act, No.25 of 2007
Short-Term Insurance Act, No.53 of 1998
Skills Development Act, No.97 of 1997
Skills Development Levies Act, No.9 of 1999
South African Reserve Bank Act, No.90 of 1989
The South African Roads Agency Limited & National Roads Act, No.7 of 1998
Trade Marks Act, No.194 of 1993
Transfer duty Act, No.40 of 1949
Unemployment Insurance Act, No.63 of 2001
Unemployment Insurance Fund Contributions Act, No.4 of 2002
Value-Added Tax Act, No.89 of 1991

## APPENDIX 3

### **Access Request Form and Procedure**

In accordance with section 53(1) of the Promotion of Access to Information Act, No.2 of 2000 and formulated in accordance with Regulation 7 of the PAIA Regulations of 2021

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#### Completion of Access Request Form:

1. The Access Request Form must be completed.
2. Proof of identity is required to authenticate the identity of the Requester. Attach to the form a copy of Requester's identification document.
3. Type or print in BLOCK LETTERS an answer to every question.
4. If a question does not apply, state "N/A".
5. If there is nothing to disclose in reply to a question, state "NIL".
6. When there is insufficient space on a printed form, additional information may be provided on an attached folio, and each answer on such folio must reflect the applicable title.
7. If a Request for Access to a Record is made orally as a result of illiteracy or a disability of a Requester, the Information Officer shall assist to complete the form on behalf of the Requester and provide a copy thereof to the Requester.

**The Request for Access to a Record Form follows on the next page.**

**FORM: PAIA/RAR**
**REQUEST FOR ACCESS TO RECORD**

*Note:*

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

**TO:** DealersOnline (Pty) Ltd  
The Information Officer  
GF001B Phumelela Park  
Cnr of Montague Drive & Racecourse Road  
Montague Gardens  
Cape Town  
7441

**Email:** [privacy@dealersonline.co.za](mailto:privacy@dealersonline.co.za)

Mark with an "x":

☐

Request is made in my own name.

☐

Request is made on behalf of another person.

1. PERSONAL INFORMATION OF REQUESTER:	
Full Names / Registered Name of Entity:	
Identity Number / Registration Number:	
Capacity in which Request is Made: (When request is made on behalf of another person)	
Postal Address:	
Physical Address:	
Email Address:	

Contact Numbers:	Tel No.:		Fax No.:	
	Cell No.:			
Full Names of Person on whose behalf request is made: (If applicable)				
Identity Number:				
Postal Address:				
Physical Address:				
Email Address:				
Contact Numbers:	Tel No.:		Fax No.:	
	Cell No.:			
<b>2. PARTICULARS OF RECORD REQUESTED</b> <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 folio 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 the Record:				

<b>3. TYPE OF RECORD</b>	
<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	
<b>4. FORM OF ACCESS</b>	
<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	

<b>5. MANNER OF ACCESS</b>	
<i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of the Company <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 physical address	
Courier service to physical address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
Email 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>	

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

*(If the provided space is inadequate, please continue on a separate folio page and attach it to this form. All additional pages must be signed.)*

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	

## 7. FEES

- A request fee must be paid before the request will be considered.
- You will be notified of the amount of the access fee to be paid.
- 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.
- 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 <i>(Please specify)</i>

Signed at \_\_\_\_\_ on 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 IO / DIO)	
Date Received:	
Access Fees:	
Deposit (if any):	

\_\_\_\_\_  
Signature of Information Officer

## APPENDIX 4

### Outcome of Request and Fees Payable

Regulation 8 of the PAIA Regulations of 2021

#### FORM: PAIA/ORF

#### OUTCOME OF REQUEST AND FEES PAYABLE FORM

*Note:*

1. *If your request is granted the:*
  - a) *Amount of the deposit (if any), is payable before your request is processed; and*
  - b) *Requested record/portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

**Reference Number:** \_\_\_\_\_

**TO:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

#### 1. You Requested:

Personal inspection of information at registered address of public/private body (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) 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 prescribed in Annexure B.	
--	--

**OR**

#### 2. You Requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	



### 3. To be Submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

Kindly note that your request has been:

☐

Approved.

☐

Denied, for the following reasons.

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### 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 • To be provided by requestor: (ii) Compact Disc • If provided by requestor: • If provided to the requestor:	R40.00  R40.00 R60.00		
For a transcription of visual images per A4-size page	To be outsourced. Will depend on quotation from service provider.		
Copy of visual images			

Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash Drive			
• To be provided by requestor:	R40.00		
(ii) Compact Disc			
• If provided by requestor:	R40.00		
• If provided to the requestor:	R60.00		
Postage, e-mail or any other electronic transfer	Actual Costs		
<b>TOTAL:</b>			

**5. Deposit Payable (if search exceeds 6 (six) hours)**

☐

Yes

☐

No

Hours of Search		Amount of Deposit (Calculated on one third of total per request)	
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The amount must be paid into the following Bank account:

**Name of Bank:** Nedbank Limited  
**Account Holder:** Crownmill Trading-DealersOnline  
**Type of Account:** Current Account  
**Account Number:** 1251680089  
**Branch Code:** 198765  
**Reference Nr.:** \_\_\_\_\_  
**Submit Proof of Payment to:** \_\_\_\_\_

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

\_\_\_\_\_  
Information Officer

## APPENDIX 5

**Fees table**

Item	Description	Amount
1.	Request fee payable by every Requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on: (i) flash drive (to be provided by Requestor) (ii) Compact disc: (a) if provided by Requestor (b) if provided to the Requestor	R40.00  R40.00 R60.00
5.	For a transcription of visual images per A4-size page	To be outsourced (Relook regulations & fee prescriptions)
6.	Copy of visual images	Same as above
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by Requestor) (ii) Compact disc: (a) if provided by Requestor (b) if provided to the Requestor	R40.00  R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.  To not exceed a total cost of:	R145.00  R435.00
10.	Deposit: If search exceeds 6 hours	One third (1/3) of amount per request calculated in terms of nr 2 to 8 in this table
11.	Postage, email or any other electronic transfer	Actual expense (if any)

## APPENDIX 6

### Part 1:

#### Processing of Personal Information in Accordance with POPIA

Purpose of the Processing of Personal Information		Type of Processing
1.	To provide services to the Customer in accordance with terms agreed to by the Customer.	Collection, recoding, organisation, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
2.	To undertake activities related to the provision of services and transactions, including:	
2.1	to fulfil foreign and domestic legal, regulatory and compliance requirements and comply with any applicable treaty or agreement with or between foreign and domestic governments applicable to the Company;	
2.2	to verify the identity of Customer representatives who contact the Company or may be contacted by the Company;	
2.3	for risk assessment, information security management, statistical, trend analysis and planning purposes;	
2.4	to monitor and record calls and electronic communications with the Customer for quality, training, investigation and fraud prevention purposes;	
2.5	for crime detection, prevention, investigation and prosecution;	
2.6	to enforce or defend the Company's rights; and	
2.7	to manage the Company's relationship with the Customer.	
3	The purposes related to any authorised disclosure made in terms of agreement, law or regulation;	
4	Any additional purposes expressly authorised by the Customer; and	
5	Any additional purposes as may be notified to the Customer or Data Subjects in any notice provided by the Company	

## Part 2:

### Categories of Data Subjects and Categories of Personal Information Relating Thereto

Categories of Data Subjects of and Categories of Personal Information Relating Thereto	Data Subject	Personal Information Processed
<p><b><u>Customer:</u></b></p> <p><b><u>(i) Corporate:</u></b></p> <p>Customer Profile information including, account details, payment information, corporate structure, customer risk rating and other customer information including to the extent the categories of information relate to individuals or representatives of customers (e.g., shareholders, directors, etc.) required for the above-mentioned purposes.</p> <p><b><u>(ii) Individual:</u></b></p> <p>Name; contact details (Company E-Mail Address, Company Telephone Number), client details (Home Facsimile Number, Home Postal Address, Home Telephone Number, Personal Cellular, Mobile Or Wireless Number, Personal E-Mail Address); regulatory identifiers (e.g. tax identification number); Account information (Bank Account Currency Code, Bank Account Id, Bank Account Name, Bank Account Number, Bank Account Type, Bank account balance); transaction details and branch details; “know-your customer” data, photographs; other identification and verification data as contained in images of ID card, passport and other ID documents; images of customer signatures)</p>	<p>(a) Natural Persons</p> <p>(b) Juristic Persons</p>	<p>Personal Information relating to a Data Subject received by or on behalf of the Company from the Customer, Customer affiliates and their respective representatives and related parties in the course of providing accounts and services to the Customer or in connection with a transaction or services. Customer Personal Information may include names, contact details, identification and verification information, nationality and residency information, taxpayer identification numbers, voiceprints, bank account and transactional information (where legally permissible), to the extent that these amount to Personal Information under POPIA.</p>

<b><u>Payment Beneficiaries:</u></b>  Bank Account Currency Code, Bank Account Id, Bank Account Name, Bank Account Number, Bank Account Type; beneficiary address, transaction details; payment narrative and, for certain data transferred from the UK only, National Insurance numbers.		
<b><u>Personnel:</u></b>  Name; employee ID number; business contact details (address/telephone number/email address)		

### Part 3:

#### Recipients of Personal Information

- The Company, its affiliates and their respective representatives.
- Necessary third-parties as required by law, and for the conclusion or performance of contracts in place.

### Part 4:

#### Cross Border Transfers of Personal Information

When making authorized disclosures or transfers of Personal Information in terms of section 72 of POPIA, Personal Information may only be disclosed to third-party recipients located in other countries if said third-party recipient is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection that upholds the same standards as contained within the rules and policies of the Company or POPIA. Further, Personal data may also be shared with a cross border third party recipient if:

- The data subject consents to such transfer;
- The transfer is necessary for the performance of a contract between the Data Subject and the Responsible Party;
- The transfer is necessary for the conclusion of a contract between the Data Subject and the Responsible Party; or
- Any other means a provided for in POPIA or any other law applicable.

## **Part 5:**

### **Description of Information Security Measures**

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

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

The Company has implemented suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data are processed.

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

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

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

The Company has implemented suitable measures to prevent unauthorized input into data memory and the unauthorized reading, alteration or deletion of stored data.

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

The Company has implemented suitable measures to prevent its data processing systems from being used by unauthorized persons by means of data transmission equipment.

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

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

#### **6. Transmission Control**

The Company has enabled the verification and tracing of the locations / destinations to which the personal information is transferred by utilization of the Company's data communication equipment / devices.

7. Transport Control

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

8. Organisation Control

The Company maintains its internal organization in a manner that meets the requirements of this Manual.



## APPENDIX 7

### Objection to the Processing of Personal Information

#### FORM: POPI/OPPI

#### OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

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

[Regulation 2]

*Note:*

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete the table below as applicable.
4. Kindly refer to the Form 1 – Information Sheet below for further details provided for your convenience.

A	DETAILS OF DATA SUBJECT
Name(s) and Surname / Registered Name of Data Subject:	
Identification Number / Registration Number:	
Residential, Postal or Business Address:	
Contact Number(s):	
Fax Number / Email Address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and Surname / Registered Name of Responsible Party:	
Residential, Postal or Business Address:	

Contact Number(s):	
Fax Number / Email Address:	
<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(D) TO (F)</b> <i>(Please Provide Detailed Reasons for The Objection)</i>

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

\_\_\_\_\_  
Signature of Data Subject /

Designated Person of Data Subject

OFFICE PURPOSES ONLY		Case Number:	
1.	Details of Information Officer Addressing Enquiry / Request / Complaint:		
Name & Surname:			
Designation:			
Contact Details:			
2.	Findings of the Information Officer :		
3.	Steps Taken to Rectify the Situation / Complaint:		
4.	Was Data-Subject informed?	Yes or No:	Date Informed:

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

\_\_\_\_\_  
Signature of Information Officer

## APPENDIX 8

### Request for Correction or Deletion of Personal Information / Destroying or Deletion of Record of Personal Information

FORM: RCDPI / DDRPI

#### REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

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

[Regulation 3]

*Note:*

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete the table below as applicable.*
4. *Kindly refer to the Form 1 – Information Sheet below for further details provided for your convenience.*

Mark the appropriate box with an “x”.

Request For:

☐

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐

Destroying or deletion of a record personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF DATA SUBJECT
Name(s) and Surname / Registered Name of Data Subject:	
Identification Number / Registration Number:	
Residential, Postal or Business Address:	

Contact Number(s):	
Fax Number / Email Address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and Surname / Registered Name of Responsible Party:	
Residential, Postal or Business Address:	
Contact Number(s):	
Fax Number / Email Address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED / DELETED / DESTRUCTED / DESTROYED</b>
<b>D</b>	<p><b>REASONS FOR CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; AND / OR REASONS FOR DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN</b></p> <p><i>(Please Provide Detailed Reasons for The Objection)</i></p>


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

\_\_\_\_\_  
**Signature of Data Subject /**

**Designated Person of Data Subject**

OFFICE PURPOSES ONLY		Case Number:	
1.	Details of Information Officer Addressing Enquiry / Request / Complaint:		
Name & Surname:			
Designation:			
Contact Details:			
2.	Findings of the Information Officer :		
3.	Steps Taken to Rectify the Situation / Complaint:		
4.	Was Data-Subject informed?	Yes or No:	Date Informed:

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

\_\_\_\_\_  
Signature of Information Officer