

INFORMATION MANUAL IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2002

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OLDMUTUAL



INSURE

DO GREAT THINGS EVERY DAY



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Introduction

The Promotion of Access to Information Act, 2 of 2000 (“the Act”) was enacted on the 3rd February 2000. The Act gives effect to the constitutional right of access to information [whether held by the State or by any other person] provided that the information is required for the exercise or protection of any right/s.

Where a request is made to a body in terms of the Act, such body is obliged to release the information, except where the Act expressly provides otherwise. The Act contains requisite procedural issues attached to such request.

Purpose of the Manual

This Manual is intended to proclaim Old Mutual Insure's (including wholly owned subsidiaries) commitment to a culture of transparency and accountability and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights more fully. The company does this by giving effect to the right to access information required for the exercise or protection of a right.

To promote the effective governance of all private institutions, Old Mutual Insure recognises that South Africans should be empowered and educated to understand their rights in terms of this Act to enable them to exercise those rights vis a vis all institutions, whether those institutions are of a private or public nature.

In following the example set out in terms of Section 36 of the Constitution of South Africa (Act 108 of 1996), Section 9 of the Act recognises that such right to access information cannot be unlimited and should be subject to justifiable limitations.



PART I

1 Contact Details:

Information Officer: Head of Compliance

Postal Address: PO Box 1120
Johannesburg
2000

Physical Address: Wanooka Place
St Andrews Road
Parktown
Johannesburg

Telephone No: (011) 374-9111

E-mail: PAIA@oldmutual.com (SUBJECT: PAIA REQUEST)

Deputy Information Officer 1: Manager: Risk and Compliance
PO Box 1120
Johannesburg
2000

Physical Address: Wanooka Place
St Andrews Road
Parktown
Johannesburg

Telephone No: (011) 374-9111

Email: PAIA@oldmutual.com (SUBJECT: PAIA REQUEST)

Deputy Information Officer 2: Manager: Risk and Compliance
PO Box 1120
Johannesburg 2000

Physical Address: Wanooka Place
St Andrews Road
Parktown
Johannesburg

Telephone No: (011) 374-9111

Email: PAIA@oldmutual.com (SUBJECT: PAIA REQUEST)

2 General Information:

Name of Private Body: Old Mutual Insure Insurance Ltd

Postal Address: PO Box 1120



Johannesburg
2000

Physical Address: Wanooka Place
St Andrews Road
Parktown
Johannesburg

Telephone Number: (011) 374-9111
E-mail address: compliance@ominsure.co.za
(SUBJECT: PAIA REQUEST)

Website address: www.ominsure.co.za

PART II

3 Guide on how to use PAIA and obtain access to the Guide

- 3.1 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.
- 3.2 The Guide is available in each of the official languages and in braille.
- 3.3 The aforesaid Guide contains the description of-
- 3.3.1 the objects of PAIA and POPIA;
 - 3.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 3.3.2.1 the Information Officer of every public body, and
 - 3.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 3.3.3 the manner and form of a request for-
 - 3.3.3.1 access to a record of a public body contemplated in section 11; and
 - 3.3.3.2 access to a record of a private body contemplated in section 50;
 - 3.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 3.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
 - 3.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 3.3.6.1 an internal appeal;
 - 3.3.6.2 a complaint to the Regulator; and
 - 3.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 3.3.7 the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 3.3.8 the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 3.3.9 the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 3.3.10 the regulations made in terms of section 92.
- 3.4 Members of the public can inspect or make copies of the Guide from the offices of the public



and private bodies, including the office of the Regulator, during normal working hours.

3.5 The Guide can also be obtained-

3.5.1 upon request to the Information Officer;

3.5.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

3.6 A copy of the Guide is also available in English and Afrikaans for public inspection during normal office hours.

PART III

4 Records

This clause is aimed at serving as a reference to the records that Old Mutual Insure holds in order to facilitate a request in terms of the Act.

All information held by Old Mutual Insure is classified and grouped according to records relating to the following subjects and categories:

4.1 Personnel Records:

- 4.1.1 Personal records provided by employees of Old Mutual Insure;
- 4.1.2 Records provided by individuals other than employees;
- 4.1.3 Conditions of employment and other employee-related contractual and quasi- legal records;
- 4.1.4 Internal records;
- 4.1.5 Correspondence relating to personnel;
- 4.1.6 Training schedules and material.

4.2 Customer/Client Related Records:

- 4.2.1 Records provided by a customer/client to Old Mutual Insure;
- 4.2.2 Records provided by a customer to a third party acting for or on behalf of Old Mutual Insure;
- 4.2.3 Records provided by third parties to Old Mutual Insure;
- 4.2.4 Records generated by or within Old Mutual Insure relating to its customers/clients, including transactional records.

4.3 Records Relating to Old Mutual Insure:

- 4.3.1
- 4.3.2 Financial records;
- 4.3.3 Operational records;
- 4.3.4 Databases;
- 4.3.5 Information technology;
- 4.3.6 Marketing records;
- 4.3.7 Internal correspondence;
- 4.3.8 Product related records;
- 4.3.9 Statistical records;
- 4.3.10 Product records;
- 4.3.11 Statutory records;
- 4.3.12 Internal policies and procedures;
- 4.3.13 Securities and equities;



4.3.14 Records held by officials of Old Mutual Insure.

4.4 Other Records:

- 4.4.1 Employee-, customer/client-, and records relating to Old Mutual Insure itself, which are held by another party, as opposed to being held by Old Mutual Insure itself;
- 4.4.2 Records held by the institution pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by other parties, and records that third parties have provided which relate to contractors and suppliers;
- 4.4.3 Old Mutual Insure may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Old Mutual Insure.

4.4.4 Description of the records available in accordance with any other legislation

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

4.4.5 Description of the subjects on which the body holds records and categories of records held on each subject

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	<ul style="list-style-type: none"> • Annual Reports • Strategic Plan • Annual Performance Plan.
Human Resources	<ul style="list-style-type: none"> • HR policies and procedures • Advertised posts • Employees records

4.4.6 Categories of records available without a person having to request access

Category of records	Types of the Record	Available on Website	Available upon request
PAIA Manual	Statutory document providing guidance relating to the PAIA	X	
Privacy Policy	Policy document regarding privacy	X	

Processing of Personal Information

4.5 Purpose of Processing Personal Information

The exercise of a constitutional right.



4.6 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	Names, registration number, vat numbers, address, trade secrets and bank details
Employees	Address, qualifications, gender and race
Individuals other than employees	Name, address, registration numbers or identity numbers, employment status and bank details

4.7 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

4.8 Planned transborder flows of personal information

Yes. United Kingdom.

4.9 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

- 4.9.1 Data Encryption
- 4.9.2 Anti-virus
- 4.9.3 Anti-malware Solutions
- 4.9.4 Policies and procedures related to privacy risk and effective management

PART IV

5 Grounds for Refusal of Access to Records

The grounds upon which Old Mutual Insure could refuse access to records are:

- 5.1 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;
- 5.2 Mandatory protection of the commercial information of a third party, where the requested record/s contain:
 - 5.2.1 Trade secrets of that third party;
 - 5.2.2 Financial, commercial, scientific or technical information, the disclosure of which would cause harm to the financial or commercial interests of that third party;



- 5.2.3 Information disclosed in confidence by a third party to the institution, if the disclosure of such information could put that third party at a disadvantage in negotiations or commercial competition.
- 5.3 Mandatory protection of confidential information of third parties, if it is protected in terms of any agreement.
- 5.4 Mandatory protection of the safety of individuals and the protection of property;
- 5.5 Mandatory protection of records which are regarded as privileged in legal proceedings;
- 5.6 The commercial activities of Old Mutual Insure which include:
 - 5.6.1 Trade secrets;
 - 5.6.2 Financial, commercial, scientific or technical information, the disclosure of which would harm the financial or commercial interests of Old Mutual Insure;
 - 5.6.3 Information which, if disclosed, could put Old Mutual Insure at a disadvantage in negotiations or commercial competition;
 - 5.6.4 Computer programs and related information technology software owned by Old Mutual Insure and protected by copyright.
- 5.7 Research information compiled by Old Mutual Insure or a third party, if its disclosure would place the research at a serious disadvantage.

6 Remedies Available to a Requester upon Refusal of Access

6.1 Internal remedies:

Old Mutual Insure does not have any internal appeal procedures that may be followed a request to access information has been refused. As such, the decision made by the information officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused and the requestor is not satisfied with the answer supplied by the information officer.

6.2 External remedies:

A requester dissatisfied with an information officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a competent court for relief.

Likewise, a third party that is dissatisfied with an information officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a competent court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court with similar status.

7 Request Procedure

- 7.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
 - The requester must complete the prescribed form [Appendix 1], and submit the form together with payment of a request fee [if applicable] and a deposit, [where a request is made for access to information relating to a third party] to the Information Officer or the Deputy Information Officer at the postal or physical address or electronic mail address as stated in paragraph 1 above.
- 7.2 The prescribed form must be completed with enough particularity to at least enable the information officer to identify the following:



- 7.2.1 The record or records required by the requester;
- 7.2.2 The identity of the requester and such person acting on behalf of the requester where applicable;
- 7.2.3 What form of access is required, if the request is granted;
- 7.2.4 The telephone number, postal address of the requester (within the Republic of South Africa);
- 7.3 The requester must state that the information is required in order to exercise or protect a right, and clearly indicate what the nature of the right is to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such right.
- 7.4 The institution will process the request within 30 days, unless the request contains considerations that are of such a nature that an extension of the 30 day time limit is necessitated.
- 7.5 Where an extension of the 30 day time limit is required, the requester shall be notified, together with reasons explaining why such extension is necessitated.
- 7.6 The requester shall be informed whether access will be granted or whether it is refused. If, in addition, the requester requires reasons to be provided for the decision, this requirement must be stated by the requester.
- 7.7 If a request is made on behalf of another person, the requester must advise the information officer of the capacity in which the requester is making the request.
- 7.8 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make a request orally.
- 7.9 Where applicable, the requester must pay the prescribed fee/s before any further processing can take place (see paragraph 10 below).

8 Access to Records Held by Old Mutual Insure

Records in the possession of Old Mutual Insure may only be accessed by a requester once the pre-requisite requirements for access have been met.

8.1 Personal requester

Old Mutual Insure will provide the requested information or give access to any record about the requester's personal information. The prescribed fee for reproduction of the information will be charged.

8.2 Other requester

This requester is entitled to request access to information held on any third party or parties. However, Old Mutual Insure is not obliged to grant access to such records. The requester must fulfil the pre-requisite requirements for access in terms of the Act, including the payment of a request and access fee.

9 Fees

- 9.1 The Act provides for two types of fees that might be payable, namely:
- 9.2 A request fee which will be a standard fee prescribed by Regulation published in the Government Gazette; and
 - 9.2.1 An access fee, which must be calculated by taking the following factors into account: reproduction costs; search and preparation time and cost and postal Costs.
- 9.3 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 applicable), before further processing the request.
- 9.4 If the search for and preparation of the record for disclosure [including arrangements to make the records available in the requested form] requires more than the time prescribed by Regulation, 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.
- 9.5 The Information Officer shall withhold a record until a requester has paid the fees as indicated



in Appendix 2.

- 9.6 A requester whose request for access has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the required form.
- 9.7 Where a deposit has been paid in respect of a request for access, which is subsequently refused, then the information officer concerned shall refund the deposit to the requester.

10 Decision

- 10.1 The Information Officer (or person/s properly authorised to fulfil such function in the absence of the Information Officer or Deputy Information Officer) will, within 30 days after receipt of the request, decide whether to grant or decline the request and give notice with reasons (if so required by the requester) to that effect.
- 10.2 The 30 day period within which the Information Officer has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days, if the request is made for a large amount of information, or the request requires a search for information held at another office of Old Mutual Insure and the information cannot reasonably be obtained within the original 30 day period.
- 10.3 Unless otherwise required by the requester, Old Mutual Insure will notify the requester in writing should an extension be necessary.

11 List of Applicable Legislation

Legislation that require record retention include:

- 11.1 Basic Conditions of Employment Act, 75 of 1997
- 11.2 Collective Investment Schemes Control Act, 45 of 2002
- 11.3 Companies Act, 61 of 1973
- 11.4 Employment Equity Act, 55 of 1998
- 11.5 Financial Advisory and Intermediary Services Act, 37 of 2002
- 11.6 Financial Intelligence Centre Act, 38 of 2001
- 11.7 Financial Sector Regulation Act, 9 OF 2017
- 11.8 Income Tax Act, 58 of 1962
- 11.9 Inspection of Financial Institutions Act, 80 of 1998
- 11.10 Insurance Act, 18 2017
- 11.11 Labour Relations Act, 66 of 1995
- 11.12 Medical Schemes Act, 131 of 1998
- 11.13 National Credit Act, 34 of 2005
- 11.14 Pension Funds Act, 24 of 1956
- 11.15 Prevention of Organised Crime Act, 121 of 1998
- 11.16 Security Services Act, 36 of 2004
- 11.17 Short-term Insurance Act, 53 of 1998
- 11.18 Tax on Retirement Funds Act, 38 of 1996
- 11.19 Unemployment Insurance Act, 30 of 1966
- 11.20 Value-Added Tax Act, 58 of 1962

12 Updating of This Manual

The Head of Compliance will on a regular basis update this manual.

13 Key Definitions

Term	Definition
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Client	Refers to any natural or juristic entity that receives services from Old Mutual Insure, and 'customer' has a similar meaning;
Employee	Refers to 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. This includes, without limitation, the directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers;
Information Officer	Means a person or persons acting on behalf of Old Mutual Insure and who is responsible for discharging the duties and responsibilities assigned to the "head" of Old Mutual Insure as prescribed in terms of this Act, and includes a deputy Information Officer;
Old Mutual Insure	Refers to all and/or any of the companies that form part of the Old Mutual Insure Group of companies;
Organisation	Refers to the Old Mutual Insure Group of Companies and Old Mutual Insure has a corresponding meaning;
Other requester	Means any requester other than a personal requester;
Personal requester	Means a requester who is seeking to access a record containing personal information about that requester;
Requester	Means any person making a request for access to a record that is under the control of Old Mutual Insure
Third party	Means any natural or juristic person other than the requester or such party acting on behalf of the requester, or Old Mutual Insure itself;



Appendix 1

PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER

FORM 2

REQUEST FOR ACCESS TO RECORDS OF OLD MUTUAL INSURE
(in terms of section 53(1) of the Promotion of
Access to Information Act, No 2 of 2000)

(Regulation 7)

NOTE:

Proof of identity must be attached by the requester.

If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

A. Particulars of Old Mutual Insure

B. Particulars of person requesting access to the record/s

- | |
|---|
| <p>a) <i>The particulars of the person who requests access to the records must be provided in the space provided below</i></p> <p>b) <i>Furnish an address and/or fax number within the Republic of South Africa to which information must be sent</i></p> <p>c) <i>Proof of the capacity in which a person is making the request must be attached, if applicable</i></p> |
|---|

➤ Full Name and Surname: _____

➤ Identity Number: _____

➤ Street Address

➤ Postal Address: _____

➤ Postal Code: _____

➤ Cellular Phone Number:

➤ Telephone Number: _____

➤ Fax Number: _____

➤ E-mail address: _____

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

C. Particulars of person on whose behalf request is made:

<p><i>This section must only be completed if a request for information is made on behalf of another person.</i></p>

➤ Full names and Surname:



➤ Identity Number:

D. Particulars of record/s requested:

- | |
|--|
| <p>a) <i>Provide full particulars of the record/s to which access is required, including the reference number if that is known to you, to enable the record to be located.</i></p> <p>b) <i>If the provided space is inadequate, please continue a separate folio and attach it to this form.</i></p> <p>c) <i>All additional folios or other annexures must be signed by the requester.</i></p> |
|--|

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

E. Type of Record requested:

Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
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	

F. Manner of Access

Personal inspection of record 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)	
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)	

G. Fees

- | |
|--|
| <p>a) <i>A request for access to a record, other than a record containing personal information about the requester will be processed only after a request fee has been paid.</i></p> <p>b) <i>You will be notified of the amount of the request fee.</i></p> <p>c) <i>The fee payable for access to a record depends on the form in which the access is required</i></p> <p>d) <i>If you qualify for exemption from the payment of any fee, please state the reason.</i></p> |
|--|

Reason for exemption from payment of the fee/s:



H. Form of Access required

Note: If you are prevented, by a disability, from reading, viewing or listening to the record in the form of access provided for hereunder, state your disability and indicate in which form the record is required.

Mark the appropriate box below with an 'X'

Note:

- a) *Your indication as to the required form of access depends 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 or access to the record, if any, will be determined partly by the form in which access is required.*

	Copy of record		Inspection of record
--	----------------	--	----------------------

1. If the 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
--	-----------------	--	--------------------	--	-----------------------------

2. If the record consists of recorded words or information which can be reproduced in sound:

	Listen to the soundtrack (audio cassette)		Transcription of the soundtrack (Written or printed document)
--	---	--	---

3. If the 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 (flash drive, stiffy or compact disk)
--	------------------------	--	---	--	--

	YES	NO
If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable		

I. 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 pages



Indicate which right is to be exercised or protected:

Explain why the requested record(s) is required for the exercise or protection of the aforementioned right(s):

J. 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 thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

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

Postal Address	Facsimile	Electronic communication (please specify address)

Signed at _____ on this, the _____ day of _____ 20____.

Signature of requester/person on whose behalf request is made.

FOR OFFICE USE ONLY

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



Appendix 2

Reproduction Fees

The applicable fees for reproduction as referred to above are:

	Description	Fee in Rands
1.	For every photocopy of an A4 size page or part thereof	1, 10
2.	For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine readable form	0, 75
3.	For a copy in a computer-readable form on: <input type="checkbox"/> Compact disc	70, 00
4.	A transcription of visual images, for an A4 size page or part thereof	40, 00
5.	For a copy of visual images	60, 00
6.	A transcription of an audio record, for an A4 size page or part thereof	20, 00
7.	For a copy of an audio record	30, 00

Request fee:

Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself/itself, a request fee in the amount of R50.00 is payable before the institution will process the request further.

Access fee:

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 54(8).

	Description	Fee in Rands
1.	For every photocopy of an A4 size page or part thereof	1, 10
2.	For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine readable form	0, 75
3.	For a copy in a computer-readable form on: <input type="checkbox"/> Compact disc	70, 00
4.	A transcription of visual images, for an A4 size page or part thereof	40, 00
5.	For a copy of visual images	60, 00
6.	A transcription of an audio record, for an A4 size page or part thereof	20, 00
7.	For a copy of an audio record	30, 00
8.	To search for a record that must be disclosed (per hour or part thereof reasonably required for such search)	30, 00 p/h
9.	Where a copy of a record needs to be posted, the actual postal fee will be payable	



Deposits:

Where the institution receives a request for access to information held on a person other than the requester himself/herself/itself and the information officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

The amount of the deposit is equal to 1/3 (one-third) of the amount of the applicable access fee.

Note: in terms of regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.