

PROMOTION OF ACCESS TO INFORMATION ACT
PAIA MANUAL FOR ZENITH FOR THE ACCOMPLISHED (PTY) LTD
2006/032693/07

SCOPE:

1. Introduction
2. Purpose of the PAIA Manual
3. Information of the Company
4. The South African Human Rights Commissions guide on how to use the Act.
5. Notices
6. Types of records.
7. Records of the company which are available without a person having to request access.
8. Records of Company which are available in accordance with Legislation.
9. Information Request.
10. Request process on how to make a request for access - Section 51(e)
11. Fees
12. Refusal to grant access to records.
13. Protection of personal information that is processed by the company.
14. Availability of the Manual.
15. Changes to this policy

1. INTRODUCTION

- 1.1. PAIA was enacted to give effect to, among other things, section 32 of the Constitution of the Republic of South Africa, 1996, namely the right to access to information. Specifically, information held by the State and information held by any other person when that information is required for the exercise or protection of any right.
- 1.2. In terms of section 51 of PAIA, private institutions are obliged to compile a manual to facilitate the forementioned objective.

2. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is for use by the public to-

- 2.1. Check the categories of records held by the Company which are available without a person having to submit a formal PAIA request;
- 2.2. have a sufficient understanding of how to make a request for access to a record of the Company, by providing a description of the subjects on which the Company holds records and the categories of records held on each subject;
- 2.3. know the description of the records of the Company which are available in accordance with any other legislation;
- 2.4. access all the relevant contact details of the Information Officer and the Deputy Information Officer(s) who will assist the public with the records they intend to access;
- 2.5. know the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it;
- 2.6. know if the Company will process personal information, the purpose of processing of personal information and the description of the categories of Data Subjects and of the information or

categories of information relating thereto;

- 2.7. know the description of the categories of Data Subjects and of the information or categories of information relating thereto;
- 2.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9. know if the Company has planned to transfer or process personal information outside the Republic and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10. know whether the Company has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. INFORMATION OF THE COMPANY

FOR ZENITH FOR THE ACCOMPLISHED (PTY) LTD REQUIRED UNDER SECTION 51(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (PAIA)

Information Officer:	Willem Coetzee
Deputy Information Officer:	Jean-Claude Wessels
Chief Executive Officer:	Willem Coetzee
Head Office:	PO Box 5881, Tygervalley, 7536 5 TH Floor, The Edge, 3 Howick Close, Tygerfalls, Bellville, Cape Town 7530
Telephone number:	021 872 7065
Email Address:	Info@zenithinsure.co.za
Website:	www.zenithinsure.co.za

4. THE SOUTH AFRICAN HUMAN RIGHTS COMMISSIONS GUIDE ON HOW TO USE THE ACT.

- 4.1. This guide has been compiled in terms of Section 10 of PAIA. As contemplated in Section 10 of PAIA, the South African Human Rights Commission printed a guide on how to use PAIA (Guide). This guide is available in all official languages and contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in Braille.
- 4.3. The previously mentioned Guide contains the description of-
 - 4.3.1. the objects of PAIA and POPIA;
 - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail addresses of
 - 4.3.2.1. the Information Officer of every public company, and
 - 4.3.2.2. every Deputy Information Officer of every public and private company designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 4.3.3. the manner and form of a request for-

- 4.3.3.1. access to a record of a public company contemplated in section 11 of PAIA; and
- 4.3.3.2. access to a record of a private company contemplated in section 50 of PAIA
- 4.3.4. the assistance available from the Information Officer of a public company in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. 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 –
 - 4.3.6.1. an internal appeal
 - 4.3.6.2. a complaint to the Regulator; and
 - 4.3.6.3. an application with a court against a decision by the information officer of a public company, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private company;
- 4.4. the provisions of sections 14 and 51 of PAIA requiring a public company and a private company, respectively, to compile a manual, and how to obtain access to a manual;
 - 4.4.1. the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public company and a private company, respectively;
 - 4.4.2. the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
 - 4.4.3. the regulations made in terms of section 92 of PAIA.
- 4.5. Members of the public can inspect or make copies of the Guide from the office of the Regulator, during normal working hours.
- 4.6. The Guide can also be obtained –
 - 4.6.1. upon request to the Information Officer via e-mail with a form that corresponds substantially with form 1 of Annexure A to the PAIA Regulations or
 - 4.6.2. from the website of the Regulator
(https://www.inforegulator.org.za/docs/misc/PAIA-Guide-English_20210905.pdf)

5. NOTICES

The latest notice in terms of Section 52(2);

At this stage, no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

6. TYPES OF RECORDS

A request for any documentation will be considered on a case-by-case scenario, subject to the requirements of the PAIA.

7. RECORDS OF THE COMPANY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The records of the company which are available without a person having to request access include:

- Access to Information Manual
- Advertising pamphlets and brochures
- Annual Financial Reports
- BBBEE Certificate
- Complaints Resolution Policy
- Conflict of Interest Policy
- FAIS License
- Newsletters
- Statutory Notices

8. RECORDS OF COMPANY WHICH ARE AVAILABLE IN ACCORDANCE WITH LEGISLATION:

- Administration of Estates Act 66 of 1965
- Basic Conditions of Employment 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupation Injuries and Health Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1991
- Inspection of Financial Institutions Act 80 of 1998
- Insurance Act 18 of 2017
- Labour relations Act 66 of 1995
- Occupational Health & Safety Act 85 of 1993
- Policyholder Protection Rules
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Short Term Insurance Act 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

9. INFORMATION REQUESTS

- 9.1. According to Section 50 of PAIA, any person may request access to information from the Company, and must be given access to same, provided that-
 - 9.1.1. The record is required for the exercise or protection of any rights;
 - 9.1.2. The requester complies with the procedural requirements as defined in PAIA for a request to access a record; and
 - 9.1.3. Access to information is not refused on any ground for refusal.
- 9.2. In terms of Section 23 of the POPIA, a Data Subject, having provided adequate proof of identity, have the right to;
 - 9.2.1. Request to confirm, free of charge, whether or not the Company holds personal information about the Data Subject
 - 9.2.2. Request the record, or a description of the personal information, held by the Company, including information about the identity of all third parties, or categories of third parties, who have, or have had access to the information within a reasonable time, at a prescribed fee, in a reasonable manner and format and in a form that is generally understandable.

10. REQUEST PROCESS ON HOW TO MAKE A REQUEST FOR ACCESS - SECTION 51(e)

- 10.1. The requester must complete Form C which is available at https://zenithinsure.co.za/wp-content/uploads/2021/02/j752_paia_form_c.pdf.
- 10.2. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 10.3. 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.
- 10.4. Once completed, submit the form to the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address as stated above.
- 10.5. The requester must pay the prescribed fee as per fee structure, before any further processing can take place.
- 10.6. The Company will process the request within 30 days, unless the requestor has stated special reasons, which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.
- 10.7. Records held by the institution may be accessed by requests only once the prerequisite requirements for access have been met.
- 10.8. For purposes of this Information Manual, a requester is any person making a request for access to a record of the institution. There are two types of requesters:
 - 10.8.1. Personal Requester: A person seeking access to a record containing personal information about him/her/itself.
 - 10.8.2. Other Requester: This person is entitled to request access to information on third parties.

However, The Company is not obliged to voluntarily grant access.

11. FEES

11.1. PAIA provides for two types of fees:

- 11.1.1. request fee, which will be a standard fee.
- 11.1.2. An access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs.

11.2. When the Information Officer receives the request, he/she shall notify the requester to pay the prescribed request fee (if any), before further processing of the request. The information officer may withhold a record until the requester has paid the fees. 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.

11.3. The fee structure can be found at the following link;

<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Manual-2021-Eng.pdf>

12. REFUSAL TO GRANT ACCESS TO RECORDS

12.1. The Company will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect. The 30 day period within which the Company 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 for a large number of information, or the request requires a search for information held at another office of The Company and the information cannot reasonably be obtained within the original 30 day period. The Company will notify the requester in writing should an extension be required.

12.2. The main grounds to refuse a request for information are:

- 12.2.1. Mandatory protection of privacy of a third party who is a natural person, which would involve unreasonable disclosure of personal information of that natural person;
- 12.2.2. 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 interest of that third party; information disclosed in confidence by a third party to the institution, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 12.2.3. Mandatory protection of confidential information of third parties if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of any agreement;
- 12.2.4. Mandatory protection of the safety of individuals and the protection of property
- 12.2.5. Mandatory protection of records, which would be regarded as privileged in legal proceedings;
- 12.2.6. The protection of commercial activities of the institution, which may include trade secrets of the institution; financial, commercial, scientific or technical information which disclosure

could likely cause harm to the financial or commercial interests of the institution; information which, if disclosed could put the institution at a disadvantage in negotiations or commercial competition; a computer program which is owned by the institution, and which is protected by copyright; the research information of the institution or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

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

13. PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY THE COMPANY

13.1. Conditions of processing

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. Below is a description of the eight Conditions for Lawful Processing as contained in POPIA:

13.1.1. Accountability:

The Responsible Party has an obligation to ensure that there is compliance with POPIA in respect of the Processing of Personal Information.

13.1.2. Processing limitation:

Personal Information must be collected directly from a Data Subject to the extent applicable and must only be used for the purposes for which it was obtained.

13.1.3. Purpose specification:

Personal Information must only be processed for the specific purpose for which it was obtained and must not be retained for any longer than needed to achieve such purpose.

13.1.4. Further processing limitations:

Further processing of Personal Information must be compatible with the initial purpose for which the information was collected.

13.1.5. Information quality

The Responsible Party must ensure that Personal Information held is accurate and updated regularly and that the integrity of the information is maintained by appropriate security measures.

13.1.6. Openness

There must be transparency between the Data Subject and the Responsible Party.

13.1.7. Security safeguards

A Responsible Party must take reasonable steps to ensure that adequate safeguards are in place to ensure that Personal Information is being processed responsibly and is not unlawfully accessed.

13.1.8. Data subject participation

The Data Subject may request The Company to correct or delete Personal Information

13.2. Purpose of the processing of Personal Information by the Company

Purpose of Processing Personal Information	Type of Processing
<ul style="list-style-type: none"> ✓ To provide quote(s) to a potential policyholder for non-life insurance cover as per the Insurance Act, 2017 ✓ To provide services to a policyholder in accordance with the contract of Insurance as entered between the Company and the policyholder. ✓ To undertake activities related to the provision of services, including: <ul style="list-style-type: none"> ○ To fulfil foreign and domestic legal, regulatory or compliance requirements ○ To arrange for reinsurance as and when necessary and to fulfil any legal or compliance regulations in respect of reinsurance treaties. ○ To verify the identity of any potential policyholder representative or policyholder representative (including intermediaries) who contact the Company. ○ For risk assessment, information security management, statistical, trend analysis and planning purposes ○ To monitor and record calls and electronic communications with the potential policyholder or the policyholder for quality, training, investigation and fraud prevention purposes. ○ For investigations, assessments or verifications of any claim or potential claim under the contract of insurance ○ For crime detection, prevention, investigation and prosecution ○ To fulfil the Company obligations to the Policyholder following a valid claim ○ To manage the relationship between the Company, the intermediary, and the Policyholder ○ To defend or enforce any of the Company right. 	<p>Collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or deconstruction</p>

13.3. Categories of Data Subjects and their Personal Information

Data Subject	Information Processed
Potential Policyholders – natural persons	Names, contact details, postal address, physical address, ID number, date of birth, nationality, summary of assets to be insured
Potential Policyholders – juristic persons	Names of contact persons, name of entity, contact details, postal address, physical business address, registration number, summary of assets to be insured
Policyholders – natural persons	Names, contact details, postal address, physical address, ID number, date of birth, nationality, summary of assets insured inclusive of information necessary to identify the assets, value of assets and physical location of assets, banking details, tax related information
Policyholders – juristic persons	Names of contact persons, name of entity, contact details, postal address, physical business address, registration number, summary of assets insured inclusive of information necessary to identify the assets, value of assets and physical location of assets, banking details, tax related information
Intermediaries	Names of contact persons, name of entity, contact details, postal address, physical business address, registration number, FSP number, founding document, information pertaining to public liability insurance cover, banking details, tax related information
Service Providers	Names of contact persons, name of entity, contact details, postal address, physical business address, registration number, founding document, ultimate beneficial owners, banking details, tax related information
Directors	Names, contact details, postal address, physical address, ID number, date of birth, nationality, gender, financial interests and other directorships, credit and criminal information
Employees / Prospective employees	Name, address, identity number, date of birth, employment status, tax reference number, residential address, email address, contact number(s), remuneration, race, gender, medical aid applications, CVs, language, qualifications, work history, pregnancy information, marital status, tax certificate, bank statement, medical aid membership number

13.4. Recipient of Personal Information

The Company may provide a Data Subject's Personal Information to the following persons/entities:

- 13.4.1. All employees who reasonably need to have access to the information to adequately perform his/her job functions.
- 13.4.2. Any affiliates or subsidiaries
- 13.4.3. Any service provider which must be reasonably instructed to give effect to the contract of insurance between the Company and the policyholder.
- 13.4.4. The relevant regulators, including but not limited to the Financial Service Conduct Authority and the Prudential Authority

13.5. Planned transborder flow of Personal Information

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

- 13.5.1. The person receiving the information is subject to a law, binding corporate rules and/or binding agreement that provides an adequate level of protection that effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a Data Subject who is a natural person and, where applicable, a juristic person and includes provisions, that are substantially similar to the provisions of POPIA, relating to the further transfer of personal information from the recipient to third parties who are in a foreign country;
- 13.5.2. If the Data Subject consents to the transfer of their Personal Information; or
- 13.5.3. If the transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or for the implementation of pre-contractual measures taken in response to the Data subject's request; or
- 13.5.4. If the 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
- 13.5.5. If 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 provide such consent.

13.6. General description of Information Security Measures.

The Company undertakes to institute and maintain the data protection measures to accomplish the objectives as outlined below. It is within the Company's discretion to decide which measures are necessary to achieve the objectives.

- 13.6.1. Access Control of Persons to prevent unauthorised access.
- 13.6.2. Data Media Control to prevent unauthorised manipulation of media.
- 13.6.3. Data Memory Control to prevent unauthorised data memory input.
- 13.6.4. User Control
- 13.6.5. Access Control to Data
- 13.6.6. Transmission Control to verify and trace information transmission..
- 13.6.7. Transport Control
- 13.6.8. Organisation Control

13.7. Objection to the Processing of Personal Information by a data subject.

Section 11 (3) of POPIA 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 3 subject to exceptions contained in POPIA.

13.8. Request for correction or deletion of Personal Information.

Section 24 of POPIA provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as Appendix 4 to this Manual.

14. AVAILABILITY OF THE MANUAL

A copy of the PAIA Manual is available-

14.1. on the company's website

14.2. To any person upon request and upon the payment of a reasonable prescribed fee; and

14.3. to the Information Regulator upon request

15. CHANGES TO THIS POLICY

This document might change as required from time to time. Please check this website periodically to inform yourself of any changes.

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

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 (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
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 information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
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 (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

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

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

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

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

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

Indicate which right is to be exercised or protected	

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

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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 _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer