



**MANUAL IN TERMS OF SECTION 51 OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000  
("PAIA")  
as amended by the Protection of Personal Information Act, 4 of 2013  
("POPIA")**

## 1. INTRODUCTION

- 1.1 The Oprah Winfrey Leadership Academy Foundation (“**OWLAF**”) is a foundation registered in Illinois, United States of America, and was registered as an external company in South Africa in 2006 and it operates the Oprah Winfrey Leadership Academy for Girls (“**the Academy**”). The Academy is a registered independent school for girls that provides services in the South African education sector.
- 1.2 South Africa’s system of government, before 27 April 1994, resulted in a secretive and unresponsive culture within public and private bodies, which led to an abuse of power and human rights violations.
- 1.3 PAIA, together with all relevant legislation, provides you with the right of access information held by public and private bodies when you request such information in accordance with the provisions of PAIA, for the exercise or protection of any of your or another person’s rights.
- 1.4 If you make such a request, a public or private body must release the information unless PAIA or any other relevant law states that the records containing such information may not be released.
- 1.5 The Academy has compiled this manual to inform you of, and guide you through, the procedural and other requirements with which a PAIA request must comply.

## 2. COMPANY OVERVIEW

General Details:	
<b>Name of Company</b>	Oprah Winfrey Leadership Academy Foundation Inc in Illinois, t/a Oprah Winfrey Leadership Academy for Girls
<b>Registration Number</b>	2006/004863/10
<b>Street Address:</b>	534 Wargrave South Road Henley-on-Klip, Meyerton 1961
<b>Postal Address:</b>	P.O Box 1485 Henley on Klip 1962
<b>Phone Number:</b>	016 366 9008
<b>Website:</b>	<a href="http://owlag.co.za/">http://owlag.co.za/</a>

### 3. REQUIREMENTS IN TERMS OF PAIA

#### 3.1 Description of the guide<sup>1</sup>

The process of submitting a PAIA request can be daunting, even for trained lawyers. In order to assist those who are not familiar with PAIA the Information Regulator has compiled and published a guide that contains information to assist you in understanding how to exercise your rights under PAIA (“**the Guide**”). The Guide is available in all the South African official languages and braille. To access a copy of the Guide, please direct any queries to the Information Regulator:

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

E-mail: [enquiries@informationregulator.org.za](mailto:enquiries@informationregulator.org.za)

Website: [https://www.justice.gov.za/infoereg/docs/misc/PAIA-Guide-English\\_20210905.pdf](https://www.justice.gov.za/infoereg/docs/misc/PAIA-Guide-English_20210905.pdf)

A copy of the Guide is also available in two South African languages at our office, for public inspection during normal office hours. Please use the form in Annexure A to request a copy of the Guide from the Academy. There is no fee payable when requesting a copy of the Guide.

PAIA prescribes the appointment of the Information Officer for both private and public bodies. The head of the private body is automatically the Information Officer unless that role is authorised to another person. The Information Officer has the responsibility to deal with any requests made in terms of PAIA and is also responsible for ensuring compliance with POPIA. The contact details for the Academy’s Information Officer are:

<b>Information Officer</b>	Gugu Ndebele
<b>Physical Address</b>	534 Wargrave South Road, Henley-on-Klip, Meyerton 1961
<b>Telephone Number</b>	+27 (016) 366 9008
<b>Email address</b>	informationofficer@owlag.co.za

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<sup>1</sup> Section 51 (1) (b) (i) of PAIA once amended by section 110 of POPIA

#### **4. Information that is automatically available without a PAIA request<sup>2</sup>**

4.1 PAIA tries to make access to information easier for everyone. It does this by suggesting that entities, such as the Academy, voluntarily compile categories of documents and information (records) that you may request, without having to go through the formal PAIA request process.<sup>3</sup>

4.2 The following Academy records are available without the need for a PAIA request:

- Any information available on our website <http://owlag.co.za/> ;
- Any documents, brochures, pamphlets, or booklets that we produce for public consumption.

#### **5. Records available in terms of other legislation<sup>4</sup>:**

5.1 The Academy is subject to various laws and regulations, some of which require us to keep certain records. We have set out below some of the laws that we may be subject to, and which may require us to keep certain records.

- *The South Africans Schools Act, No. 84 of 1996*
- *The South African Council of Educators Act No 31 of 2000*
- *Basic Education Laws Amendment Act 15, of 2011*
- *Basic Conditions of Employment Act, No. 75 of 1997*
- *Companies Act, No. 71 of 2008*
- *Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993*
- *Electronic Communications and Transactions Act, No. 36 of 2005*
- *Insolvency Act, No. 24 of 1936*
- *Labour Relations Act, No. 66 of 1995*
- *Occupational Health and Safety Act, No. 85 of 1993*
- *Unemployment Insurance Act, No. 63 of 2002*
- *Pension Fund Act, No. 24 of 1956*
- *Income Tax Act, No. 58 of 1962*
- *Tax Administration Act, No. 28 of 2011*

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<sup>2</sup> Section 52 (2) of PAIA (ii) of PAIA once amended by section 110 of POPIA

<sup>3</sup> Set out in section 52 (2) of PAIA

<sup>4</sup> Section 51(1)(d) of PAIA

- *Protection of Personal Information Act, 4 of 2013*
- *Skills Development Act 97 of 1998*
- *Employment Equity Act, No 55 of 1998*

**5.2** Such records will be made available to only those individuals/entities authorised to request access to such records in terms of the particular legislation. Any other persons must follow the request for access of records procedure as outlined in this Manual.

**5.3** We have used our best endeavours to provide a list of applicable legislation. However please note that this list may not be exhaustive. In the event where existing or new legislation allows a requester access on a basis other than as set out in PAIA, we will update the list accordingly. If you believe that a right of access to a record exists in terms of other legislation not listed above or any other legislation, you are required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity to consider the request in light thereof.

**6. A description of subjects we hold records on and categories of records<sup>5</sup>**

**6.1** PAIA requires the Academy to make access to record easier. To do so, we have described below, some of the key subjects on which we hold records:

Subject matter	Category
Corporate documents	<ul style="list-style-type: none"> <li>• Documents of Incorporation;</li> <li>• Memorandum of Incorporation;</li> <li>• Minutes of Board of Directors meetings and general meetings;</li> <li>• Resolutions;</li> <li>• Records relating to the appointment of directors / auditors / company secretary public officer and other officers; and</li> <li>• Other statutory records.</li> </ul>
Financial Records	<ul style="list-style-type: none"> <li>• Accounting Records</li> <li>• Annual Financial Statements</li> <li>• Auditors' Report</li> <li>• Banking Records</li> <li>• Details of Auditors</li> </ul>

<sup>5</sup> Section 51(1)(b)(ii) of PAIA once amended by section 10 of POPIA

Subject matter	Category
	<ul style="list-style-type: none"> <li>• Details of Legal Service Providers</li> <li>• Electronic Banking Records</li> <li>• Invoices</li> <li>• Rental Agreements</li> <li>• Tax Returns</li> </ul>
Employee and Company Tax Records	<ul style="list-style-type: none"> <li>• Employee IRP5's</li> <li>• PAYE Records</li> <li>• Records of payments made to SARS on behalf of employees</li> <li>• Tax Returns</li> <li>• Tax Clearance Certificate</li> <li>• Value Added Tax</li> <li>• Skills Development Levies</li> <li>• Unemployment Insurance Fund</li> </ul>
Students Documents and Records	<ul style="list-style-type: none"> <li>• Records containing personal information such as full names; contact details; physical and postal addresses; date of birth; ID/passport number; birth certificates, nationality; gender; health information, etc</li> <li>• Parents'/Caregivers' personal information such as full names; contact details; physical and postal addresses; date of birth; ID/passport number; nationality; gender, place of work, earnings, SASSA grants, death certificates</li> <li>• Educational records used to report legally required information to the Department of Education and other regulatory bodies</li> <li>• Records detailing learner misconduct.</li> <li>• Health records used provide health care services to the students</li> </ul>

Subject matter	Category
Employee Documents and Records	<ul style="list-style-type: none"> <li>• Employment contracts;</li> <li>• Earnings adjustments</li> <li>• Employment policies and procedures;</li> <li>• Employment equity plan;</li> <li>• Pension fund records (including personal information of nominated beneficiaries);</li> <li>• Medical information (disclosed in the course of applying for medical aid and Group Life Cover),</li> <li>• Internal evaluations and disciplinary records;</li> <li>• Salary records;</li> <li>• Disciplinary codes;</li> <li>• Leave records;</li> <li>• Training records and manuals;</li> <li>• Personal information provided by employees like full names; contact details; physical and postal addresses; date of birth; ID/passport number; nationality; gender, criminal record, employment records, spouses'/partners' personal information, dependents' personal information, next of kin contact details and</li> <li>• All related correspondence.</li> </ul>
Operations records	<ul style="list-style-type: none"> <li>• Access control records</li> <li>• Personal Information of the service providers, including records from the Companies and Intellectual Property Commission (CIPC),</li> <li>• A description of the service provider's services</li> <li>• Video footage (taken while on Academy premises).</li> </ul>
Procurement records	<ul style="list-style-type: none"> <li>• Standard terms and conditions for the supply of services and products (contracts),</li> <li>• Contractor/Supplier client agreements</li> <li>• List of suppliers, products, services and distribution</li> <li>• Policies and procedures</li> <li>• Proposal and tender documents</li> <li>• Invoices and statements (had tax information)</li> <li>• Proof of Payment</li> </ul>

## **7. Information on how you can make a PAIA request to the Academy<sup>6</sup>**

- 7.1** If you would like to make a PAIA request to the Academy, you may do so on the request Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021 or on a substantially similar form. We have, for your convenience attached the form to this Manual as Annexure B.
- 7.2** It is important that you address any requests for access to records to the Information Officer at the address, or e-mail address provided above in this Manual. It is important that you provide us with sufficient detail on the request form to enable us to identify you and the record you need from us. You must also indicate in what form you would like to access the records, for example hardcopy printouts or electronic format. Please also let us know whether, in addition to a written response, you would like us to contact you in some other way, for example by telephone or email. If so, please provide us with your additional contact details.
- 7.3** It is vital that you identify the right that you want to exercise or protect and provide us with an explanation of why the requested record is required for the exercise or protection of that right.
- 7.4** If you are making a request on behalf of another person, you must submit proof of the capacity and/or authority upon which you make the request. This proof will be subject to the satisfaction of the Information Officer. The type of proof required will be advised by the Academy upon receipt of request.<sup>7</sup>
- 7.5** If you do not use the standard form in Annexure B to this Manual, your request may be rejected for lack of procedural compliance, refused (if sufficient information is not provided or otherwise) or delayed.
- 7.6** If an individual is unable to complete the prescribed access form because of illiteracy or disability, the Academy will assist the individual and complete the request form on their behalf. A copy thereof will be provided to the individual.
- 7.7** Please note that you will also be required to pay the prescribed fees. The list of prescribed fees in respect of requests, and in respect of access to records (if the

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<sup>6</sup> Section 51(1)(b) (iv) of PAIA once amended by section 110 of POPIA and section 53 of PAIA

<sup>7</sup> Section 53(f) of PAIA.



request is granted) is set out in Annexure C to this Manual

- 7.8** If you are requesting records that are not related to a personal request, we will first notify you of the prescribed fee (if any) before processing the request any further. You may lodge an internal appeal or an application to Court, against our requirement that you pay a request fee.
- 7.9** We will then make a decision on the request and notify you in the required form attached to this manual as Annexure D.
- 7.10** If your request is granted, then a further access fee must be paid for the reproduction and search and preparation of the record, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- 7.11** Please note that we will evaluate and consider all requests which we receive in accordance with PAIA. It is important to remember that, even though we have published this Manual and described the categories and subject matter of information or records that we hold, this does not give you any rights to access such information or records, except in terms of PAIA.
- 7.12** Records that you may not be entitled to include those of third parties who are natural persons (i.e. humans), the commercial information of third parties, the safety of individuals or protection of property, those that are privileged from production or publication in terms of legal proceedings, the commercial information of a private body and research information of a third party and a private body.

## **8. Information related to POPIA<sup>8</sup>**

### **8.1 Introduction**

POPIA requires the Academy to provide you with certain information relating to how personal information that we process is, amongst others, used, disclosed and secured. We have set out the required information below.

### **8.2 Information on requests made under POPIA**

- 8.2.1** POPIA provides that you may, upon proof of identity, request us to confirm, free of charge, whether or not we hold any personal information about you. You may also request the record or description of the personal information

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<sup>8</sup> Section 51(1)(c) of PAIA once amended by section 110 of POPIA.

about you, including information about the identity of third parties who have or have had access to such information

- 8.2.2 Requests for personal information under POPIA must be made in accordance with the provisions of PAIA.<sup>9</sup> This process is outlined in section 7 above.
- 8.2.3 You have the right to request the correction, and under certain circumstances, the deletion, or destruction of your personal information that the Academy holds, in the prescribed form.<sup>10</sup> If you wish to request correction, deletion or destruction of personal information, you must submit a request to the Information Officer at the postal or physical address, or electronic mail address set out above on the form attached hereto as Annexure E.
- 8.2.4 Under certain circumstances , you may also object to the processing of your personal information on reasonable grounds relating to your situation in the prescribed form.<sup>11</sup> If you wish to object you must complete the prescribed form attached to this Manual as Annexure F.

### **8.3 Purpose of processing**

- 8.3.1 POPIA provides that personal information must be processed for a specified purpose.
- 8.3.2 The purpose for which information is processed will depend on the type of personal information that we collect and of our relationship with you as a data subject.
- 8.3.3 The purpose for which your information is processed is ordinarily disclosed, explicitly or implicitly at the time of collection. Please also refer to the Academy's Privacy Policy for further information.

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<sup>9</sup> Section 25 of POPIA.

<sup>10</sup> Section 23(2) and 24 of POPIA.

<sup>11</sup> Section 11(3)(a) of POPIA.

#### 8.4 Personal Information that is processed<sup>12</sup>

Category of Data Subject	Category of Personal Information
Students and prospective students	Names; contact details; physical and postal addresses; date of birth; ID/passport number; nationality; gender; health information, banking details, personal views and opinions; school reports, records of misconduct, and other confidential correspondence.
Parents/Guardians/Caregivers	Name; ID/passport number; signature; physical and postal address; cell phone number; email address; gender, death certificate, marriage/divorce certificates, payslips, SASSA grant information.
Contracted Service Providers	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories,
Employees / Directors / Potential personnel / Fixed-term Staff / Independent Contractors	Gender, marital status; equity group age, language, education information; employment history; id/passport number; passport country; next of kin; physical and postal address; contact details; well-being; medical aid / medical insurance name and policy number, income tax number, bank account details, emergency contact details, record of disciplinary processes.
Website end-users	Names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.

<sup>12</sup> Section 51(1)(c)(ii) of PAIA once amended by section 110 of POPIA on 30 June 2021. The information provided under this section refers to broad categories of information. This list is not exhaustive.

## **8.5 Categories of recipients for purposes of processing Personal Information<sup>13</sup>**

8.5.1 The Academy may supply personal Information to these potential recipients:

- suppliers, service providers, vendors, agents and representatives who perform services on our behalf;
- third party verification agencies;
- management
- the Board
- the Founder
- employees;
- fixed-term employees;
- banks and other financial institutions; and

8.5.2 The Academy may disclose personal information to the headquarters of OWLAF in the United States of America or third-party service providers, with whom it engages in the course of providing education services or whose services or products it elects to use, including cloud services hosted in international jurisdictions.

8.5.3 We may disclose personal information to any Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities.

8.5.4 We endeavour to enter into written agreements to ensure that other parties comply with its confidentiality and privacy requirements. Personal information may also be disclosed where the Academy has a legal duty or a legal right to do so.

## **8.6 Actual or planned trans-border flows of personal information<sup>14</sup>**

8.6.1 The Academy may disclose personal information collected to the headquarters of OWLAF in the United States of America, or to third-party service providers, whose services or products it elects to use, including cloud services hosted in international jurisdictions.

## **8.7 General description of information security measures**

- 8.7.1 The Academy employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information.

## ANNEXURE A

### REQUEST FOR A COPY OF THE GUIDE

To: **The Information Regulator**  
P.O Box 31533  
Braamfontein,  
2017

JD House  
27 Stiemens Street  
Braamfontein

E-mail address: [enquiries@infoeregulator.org.za](mailto:enquiries@infoeregulator.org.za).

Tel number: +27 (0) 10 023 5200

**OR**

To: \*The Information Officer  
PO Box 1485  
Henley on Klip  
1962

534 Wargrave South Road  
Henley on Klip  
1961

E-mail address: [informationofficer@owlag.co.za](mailto:informationofficer@owlag.co.za)

Tel number: +27 (0) 16 366 9008

I,

Full Names:				
In my capacity as (mark with "x"):	Information Officer		Other	
Name of *public/private body (if applicable):				
Postal Address:				
Street Address:				
E-mail Address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular	

hereby request the following copy(ies) of the guide:

Language (mark with "x")		No of Copies	Language (mark with "x")		No of Copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			isiXhosa	
	isiZulu				
Manner of Collection (mark with "x"):					
Personal Collection	Postal Address	Facsimile		Electronic Communication (please specify)	

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

.....  
**Signature of requester/Person on whose behalf the request is made**

\*Delete whichever is not applicable

**ANNEXURE B**  
**REQUEST FOR ACCESS TO A 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:** The Information Officer  
Oprah Winfrey Leadership Academy for Girls  
534 Wargrave South Road,  
Henley-on-Klip  
1961

E-mail address: [informationofficer@owlag.co.za](mailto:informationofficer@owlag.co.za)

*Mark with an "X"*

Request is made in my own name

Request is made on behalf of another person

<b>PERSONAL INFORMATION</b>	
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	Landline:		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<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 required:			
Reference number, if available			

Any further particulars of record	
<b>TYPE OF RECORD</b>	
<i>(Choose the applicable)</i>	
Record is in Written or Printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc) –Yes or No	
Record consists of recorded words or information which can be reproduced in sound – Yes or No	
Record is held on a computer or in an electronic, or machine-readable form – Yes or No	

<b>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>MANNER OF ACCESS</b>	
<i>(Mark the applicable box with an "X")</i>	
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>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

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

<b>FEES</b>	
<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>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></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i></p>	
<b>Reason:</b>	

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:

<b>Postal address</b>	<b>Facsimile</b>	<b>Electronic communication</b>

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

.....  
**Signature of requester/Person on whose behalf the request is made**

**FOR OFFICIAL USE**

<i>Reference number:</i>	
<i>Request received by: Name and Surname of IO or DIO)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

.....  
**Signature of Information Officer or DIO**

## ANNEXURE C

### FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA

Item	Description	Amount
1.	The 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: <ul style="list-style-type: none"> <li>i. Flash drive (to be provided by requester)</li> <li>ii. Compact disc               <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to requester</li> </ul> </li> </ul>	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: <ul style="list-style-type: none"> <li>i. Flash drive (to be provided by requestor)</li> <li>ii. Compact disc               <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to requester</li> </ul> </li> </ul>	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 of amount per request calculated in terms of item 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

**ANNEXURE D**

**OUTCOME OF REQUEST AND OF FEES PAYABLE**

Note:

- 1) *If your request is granted the-*
  - a) *Amount of the deposit, (if any), is payable before your request is processed,*
  - 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: .....  
**(Requester name)**

You request dated ..... refers.

1. You requested:

Personal inspection of information at registered address of the Academy (including listening to recorded words, information which can be reproduced in sound, all 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 C.	
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**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 services 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)	
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Kindly note that your request has been:

Approved

Denied for the following reasons:


4. Fees payable with regard 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 requester	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 requester	R60.00		
Postage, email or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

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:** Nedbank  
**Name of account holder:** Douglas & Velcich Trust: TOWLAF  
**Type of account:** Cheque  
**Account number:** 1284102637  
**Currency Correspondent:** ZAR  
**Submit proof of payment to:** [accounts@owlag.co.za](mailto:accounts@owlag.co.za)

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

.....  
**Information Officer**



## ANNEXURE E

### 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 request 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 as is applicable.

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 of 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 THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address	
	Code (    )
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	

	Code ( )
Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>
<b>D</b>	<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 OR *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. (Please provide detailed reasons for the request)</b>

Signed at ..... this ..... day of .....20.....

.....  
*Signature of data subject/ designated person*

## ANNEXURE F

### 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 as is applicable.*

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address	
	Code (    )
Contact number(s):	
Fax number/E-mail 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/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

