

IDEXX LABORATORIES PROPRIETARY LIMITED



PAIA MANUAL

Prepared in terms of section 51 of the
Promotion of Access to Information Act 2 of 2000 (as amended)

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1. INTERPRETATION

In this document, clause headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention –

1.1 an expression which denotes -

1.1.1 any gender includes the other genders;

1.1.2 a natural person includes an artificial or juristic person and vice versa;

1.1.3 the singular includes the plural and vice versa;

1.2 the following expressions shall bear the meanings assigned to them below and cognate expressions bear corresponding meanings -

1.2.1 **“Act”** - Promotion of Access to Information Act No. 2 of 2000, as amended from time to time including the regulations promulgated in terms of the Act;

1.2.2 **"company"** – IDEXX Laboratories Proprietary Limited;

1.2.3 **“data subject”** means the person to whom personal information relates;

1.2.4 **“document/manual”** - this document together with all of its annexures, as amended from time to time;

1.2.5 **"information officer"** – the information officer, any deputy information officer or the person duly authorised by a managing director of the company and appointed by the company to facilitate or assist the company with any request in terms of the Act;

1.2.6 **“POPIA”** means the Protection of Personal Information Act, 2013 and the regulations promulgated in terms of that act;

1.2.7 **“personal information”** means information relating to an identifiable, living, natural person or if applicable, an identifiable, existing juristic person;

- 1.2.8 “**processing**” means, as ascribed in section 1 of the Act, any operation or activity or any set of operations, whether or not by automatic means, concerning personal information;
- 1.2.9 “**record**” means any recorded information, regardless of form or medium, which is in the possession or under the control of the Company, irrespective of whether it was created by the company;
- 1.2.10 “**request**” means a request for access to a record of the company;
- 1.2.11 “**requester**” means any person, including a public body or an official thereof, making a request for access to a record of the company and includes any person acting on behalf of that person;
- 1.3 any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time;
- 1.4 if any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party then, notwithstanding that it is only in a definition, effect shall be given to that provision as if it were a substantive provision in the body of this document;
- 1.5 where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this document;
- 1.6 where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding day which is a business day;
- 1.7 any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be;
- 1.8 the use of the word "including" followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it and the *eiusdem generis* rule shall not be applied in the interpretation of such general wording or such specific example/s;

- 1.9 insofar as there is a conflict in the interpretation of or application of this document and the Act, the Act shall prevail;
- 1.10 this document does not purport to be exhaustive of or comprehensively deal with every procedure provided for in the Act. A requester is advised to familiarise his/her/itself with the provisions of the Act before lodging any request with the company.

2. AIM AND PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to -

- 2.1 check the categories of records held by a body 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 body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer 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 body 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 body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. COMPANY PARTICULARS & CONTACT DETAILS

Name of Private Body	IDEXX Laboratories (Pty) Ltd
Managing Director	Lily J. Lu
Designated Information Officer	Lily J. Lu
Email address of Information Officer	lily-lu@idexx.com
Designated Deputy Information Officers	Alexandra Gaugler; and Rozelle Taljaard
Email addresses of Deputy Information Officers	Alexandra-gaugler@idexx.com rozelle-taljaard@idexx.com
Postal address	Private Bag 10015 Sandton 2146
Street address	57 Forssman Close Barbeque Downs, Kyalami Johannesburg 1984
Phone number	011 691 8251
Fax number	086 665 4843
Internet Website	www.idexx.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Information 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.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid 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 address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50;
 - 4.3.4. the assistance available from the Information Officer of a public body 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 body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. 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;
- 4.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92.
- 4.4. 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.
- 4.5. The Guide can also be obtained-
 - 4.5.1. upon request to the Information Officer;
 - 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeq/>).

5. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT REQUEST

The Company has not published a notice in terms of Section 52(2) of the Act and is not obliged to do so. The Company does, however, make certain information freely available, which information includes, among other things, detailed product information and promotional materials, financial results and press releases, which information is automatically available on the Company's website. Accordingly, such information need not be formally requested in terms of this document.

6 RECORDS HELD BY THE COMPANY IN TERMS OF OTHER LEGISLATION AS CONTEMPLATED IN SECTION 51(1)(D) OF THE ACT

6.1 Records are available in accordance with the following current South African legislation (only to the extent that the relevant Act makes provision for the disclosure of records and only to the person or persons to whom and in the circumstances in which disclosure is compulsory):

6.1.1 all statutory returns -

6.1.1.1 Income Tax Act 95 of 1967;

6.1.1.2 Regional Services Councils Act 109 of 1985;

6.1.1.3 Skills Development Levies Act 9 of 1999;

6.1.1.4 Unemployment Insurance Act 63 of 2001;

6.1.1.5 Value Added Tax Act 89 of 1991; and

6.1.1.6 Workmen's Compensation Act 1897.

6.1.2 documents concerning compliance by the company, insofar as it may be necessary, with legal obligations in terms of the Attorneys Act No. 53 of 1979, the Occupational Health and Safety Act No. 85 of 1993 and any other applicable environmental legislation.

6.2 It is further recorded that the accessibility of documents and records herein may be subject to grounds of refusal as provided for in this document and the Act.

7 OTHER TYPES OF RECORDS HELD BY THE COMPANY AS CONTEMPLATED IN SECTION 51(1)(E)

7.1 These records are not automatically available without a request in terms of the Act. A request

in terms of this section is subject to section 63(1) of the Act, which provides that the managing director of a company must refuse a request for access to a record of the company if the disclosure of the record would involve the unreasonable disclosure of personal information about a third party including a deceased individual. Accordingly, requests for access to these records will be considered very carefully. The requester must ensure that all requests for such records are carefully motivated to avoid rejection. If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

7.2 Human Resources department

7.2.1 Personnel information including personal information, employment history and health records that the company may hold from time to time.

7.2.2 Training and development information.

7.2.3 General files containing information on employee benefits and employee recruitment and selection information.

7.3 Project management

7.3.1 Building plans.

7.3.2 Information generally related to projects conducted by the company from time to time.

7.4 Information technology

7.4.1 Usage statistics.

7.4.2 Equipment details.

7.4.3 Costings of hardware and software.

7.5 Catering

7.5.1 Function records and related costings.

7.5.2 Stock sheets.

7.5.3 List of suppliers.

7.6 Companies department

7.6.1 Company secretarial records.

7.7 Finance/Accounts department

7.7.1 Financial records.

7.7.2 A list of the company's creditors and debtors.

7.7.3 Salary information.

7.7.4 Bank account information.

7.7.5 Fixed assets register.

7.8 Marketing department

7.8.1 Company brochures and publications.

7.8.2 Documents relating to public relation events.

7.8.3 Company media releases.

7.9 Support services

7.9.1 Delivery and collection sheets.

7.9.2 List of suppliers.

8 PROCESS OF REQUESTING INFORMATION NOT AUTOMATICALLY AVAILABLE

- 8.1 A request shall be made on the prescribed form. A copy of the form is attached marked annexure "A" ("**the prescribed form**"). The form is also available from the website of the HRC, or the website of the Department of Justice and Constitutional Development at www.doj.gov.za.
- 8.2 The prescribed form shall be submitted to the information officer at her address, telefax number or e-mail address, who shall hand it to the managing director of the company.
- 8.3 The same procedure as set out in 8.1 and 8.2 applies if the requester is requesting information on behalf of another person or on behalf of a permanent employee of the company.
- 8.4 The managing director of the company, as soon as reasonably possible and within thirty days after the request has been received, shall decide whether or not to grant the request.
- 8.5 The requester will be notified of the decision of the managing director of the company or the information officer in the manner indicated by the requester.
- 8.6 If the request is granted, the requester shall be informed by the managing director of the company or the information officer in the manner indicated by the requester in the prescribed form.
- 8.7 Notwithstanding the foregoing, the company will advise the requester in the manner stipulated by the requester in the prescribed form of-
- 8.7.1 the access fee to be paid for the information (in accordance with paragraph 9);
- 8.7.2 the format in which access will be given; and
- 8.7.3 the fact that the requester may lodge an appeal with a court of competent jurisdiction against the access fee charged or the format in which access is to be granted.

- 8.8 After access is granted, actual access to the record requested will be given as soon as reasonably possible.
- 8.9 If the request for access is refused, the managing director of the company or the information officer shall advise the requester in writing of the refusal. The notice of refusal shall state -
- 8.9.1 adequate reasons for the refusal;
- 8.9.2 that the requester may lodge an appeal with a court of competent jurisdiction against the refusal of the request (including the period) for lodging such an appeal.
- 8.10 Upon the refusal by the managing director of the company or the information officer, the deposit paid by the requester will be refunded.
- 8.11 If the managing director of the company or the information officer fails to respond within thirty days after a request has been received, it is deemed, in terms of section 58 read together with section 56(1) of the Act, that the managing director of the company or the information officer has refused the request.
- 8.12 The managing director of the company may decide to extend the period of thirty days ("**original period**") for another period of not more than thirty days if -
- 8.12.1 the request is for a large number of records;
- 8.12.2 the search for the records is to be conducted at premises not situated in the same town or city as the managing director office of the company;
- 8.12.3 consultation among divisions or departments, as the case may be, of the company is required;
- 8.12.4 the requester consents to such an extension in writing; and
- 8.12.5 the parties agree in any other manner to such an extension.
- 8.13 Should the company require an extension of time, the requester shall be informed in the manner stipulated in the prescribed form of the reasons for the extension.

8.14 The requester may lodge an appeal with a court of competent jurisdiction against any extension or against any procedure set out in this section.

9 FEES PAYABLE

9.1 The fees for reproduction of a record as referred to in section 52(3) are as follows -

9.1.1 for every photocopy of an A4 size page or part thereof	R 1,10
9.1.2 for every printed copy of an A4-size page or part thereof	R 0,75
9.1.3 for a copy of a compact disc	R70,00
9.1.4 for a transcript of visual images for an A4 size page or part thereof	R40,00
9.1.5 for a copy of visual images	R60,00
9.1.6 for a transcript of an audio record, for an A4-size page or part thereof	R40,00

9.2 The request fee payable by a requester, other than a personal requester is R50,00.

9.3 If the company or if the information officer is of the opinion that six hours will be exceeded to search, reproduce and/or prepare the information requested, a deposit is payable equal to one-third of an amount of R30 for each hour or part thereof, exceeding the six hours.

10 INFORMATION OR RECORDS NOT FOUND

10.1 If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist, then the managing director of the company or the information officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.

10.2 The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine the existence thereof, including details of all communications by the managing director of the company or the information officer with every person who conducted the search.

10.3 The notice, as set out in 10.1, shall be regarded as a decision to refuse a request for access to the record concerned for the purposes of the Act.

10.4 If the record in question should later be found, the requester shall be given access to the

record in the manner stipulated by the requester in the prescribed form unless access is refused by the managing director of the company or the information officer.

- 10.5 The attention of the requester is drawn to the provisions of Chapter 4 of Part 3 of the Act in terms of which the company may refuse, on certain specified grounds, to provide information to a requester.

11 INFORMATION REQUESTED ABOUT A THIRD PARTY

- 11.1 Section 71 of the Act makes provision for a request for information or records about a third party.

- 11.2 In considering such a request, the company will adhere to the provisions of sections 71 to 74 of the Act.

- 11.3 The attention of the requester is drawn to the provisions of Chapter 5 of Part 3 of the Act in terms of which the company is obliged, in certain circumstances, to advise third parties of requests lodged in respect of information applicable to or concerning such third parties. In addition, the provisions of Chapter 2 of Part 4 of the Act entitle third parties to dispute the decisions of the managing director of the company or the information officer by referring the matter to the High Court.

12 PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of Processing Personal Information

The company processes personal information

- when you buy, license, use or distribute the company's products, software and equipment:

- To fulfil our contractual obligations to you when you order the company's goods and services
- To arrange for and process the payment of amounts owed by you about orders and contracts made with the company
- To advance or defend the company's legal rights.
- To improve our products and services to our customers

- To improve our customer support services
- To administer and improve our mobile applications.
- To administer the company's customer loyalty programs.
- To ensure our business partners complete the due diligence process as part of the IDEXX Anti-bribery and Corruption program.

- when you use the company's Reference Laboratories services

- To fulfil our contractual obligations to you when you order the company goods and services.
- To administer our laboratory operations
- To arrange for and process the payment of amounts owed by you about orders and contracts made with the company
- To improve our laboratory services
- To arrange for direct billing following your instructions to your veterinarian/clinic
- To advance or defend the company's legal rights

- to let you know about the company's products and services that may benefit your business

- For customer relationship management
- For internal reporting on the company market performance and benchmarking purposes
- For targeted marketing campaigns related to our different line of business
- To analyse customer feedback received from quality panels, customer surveys or market/customer insights research projects
- To improve our products, services and websites.

- when you contact the Ethics Hotline

- To promote an ethical business environment and satisfy certain legal obligations applicable to all U.S. publicly traded companies.

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

<p>Categories of Data Subjects</p>	<p>Personal Information that may be processed</p> <p>The processing of personal information mentioned in the categories below depends on each processing activity as described in section 12.1. Not all the below personal information is processed in every activity. The below list aims to be comprehensive for transparency purposes</p>
<p>Customers</p>	<ul style="list-style-type: none"> • name, surname, title, address, phone number, fax number, e-mail address, country, banking or postal details, number of the transaction, check number, credit card number, verification number, bank account information, log in details (email address, username and passphrase) • practice details, address, email, IDEXX vet code, owner and patient name • application vendor ID
<p>Prospects</p>	<ul style="list-style-type: none"> • name, surname, title, address, phone number, fax number, e-mail address
<p>Company website visitors</p>	<ul style="list-style-type: none"> • Cookies (as per the website cookie consent banner)
<p>Vendors/Service Providers</p>	<ul style="list-style-type: none"> • name, surname, title, address, phone number, fax number, e-mail address • banking or postal details, number of the transaction, check number, credit card number, verification number, bank account information

Categories of Data Subjects	Personal Information that may be processed <p>The processing of personal information mentioned in the categories below depends on each processing activity as described in section 12.1. Not all the below personal information is processed in every activity. The below list aims to be comprehensive for transparency purposes</p>
Employees	<ul style="list-style-type: none"> • As per local legislative requirement (employment equity planning and reporting to the relevant authorities) income differentials, race, gender, and disabilities information • name, surname, address, phone number, gender, marital status, date and place of birth, nationality/citizenship, and government-issued identifiers (including your national ID number or passport number, your tax number), bank account • hire date, salary, job title, department, email address, employee number, holiday entitlement, time tracking, personal insurance and pension related information, performance evaluations, work permit or visa (if applicable) • working skills, language abilities, professional experience, education & training history, certifications, educational degrees, and employment qualifications • personal information obtained from a third-party when performing authorized reference checks, background checks or verifying personal information you provided to us • personal information provided by you, including name, surname, employment information, family information when disclosing an actual, potential, or perceived conflict of interest during your time in IDEXX • location, internet usage, website visited & associated 3rd party content (e.g. advertisements), IP address, length of use, number of visits, IDEXX resources consumed (network bandwidth) and content category, IP address and geolocation • occupational health examinations, work accident reports, day-to-day health, reasons for any short-term or long-term absence in accordance with local law

Categories of Data Subjects	Personal Information that may be processed The processing of personal information mentioned in the categories below depends on each processing activity as described in section 12.1. Not all the below personal information is processed in every activity. The below list aims to be comprehensive for transparency purposes
Job Applicants	<ul style="list-style-type: none"> • name, surname, address, phone number, gender, marital status, date and place of birth, nationality/citizenship, and government-issued identifiers (including your National ID number or passport number) • working skills, education, certifications, curriculum vitae and employment qualifications, interests, picture, and LinkedIn profile • personal information obtained from a third-party performing authorized reference checks

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

Depending on the nature of the personal information, the company may supply information or records to the following categories of recipients tabled hereunder:

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Qualifications	South African Qualifications Authority
SBD forms / interest / declaration forms	Government National Registry
Customer and prospect information (performance of services)	<ul style="list-style-type: none"> • Third-party service providers working on our behalf (i.e.: SaaS providers, cloud services providers) • Any institution, government, court, agency, or authority (including law enforcement agencies) to whom we are required to disclose it by local law

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Employee / Applicant information (HR Management)	<ul style="list-style-type: none"> • Third-party service providers working on our behalf • Any institution, government, court, agency, or authority (including law enforcement agencies) to whom we are required to disclose it by local law
Marketing (marketing activities)	Third-party service providers working on our behalf
Whistle-blowing scheme / incident reporting	Third-party service providers working on our behalf

12.4 Planned transborder flows of personal information

The company has its corporate headquarters located in the United States. Accordingly, to successfully service and operate its global business, personal information of data subjects may be transferred across borders, in which case the company will fully comply, to the extent possible, with applicable data protection legislation. For additional information hereon, the company refers the reader to its privacy policy published on its website located at https://www.idexx.com/en/about-idexx/privacy-policy/?_ga=2.242574406.536099545.1635781028-897627109.1635781028

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

The company has implemented reasonable information security measures to ensure the security, confidentiality, integrity and availability of personal information under its care. This is supported by appropriate technical and organisational measures designed to ensure that personal information data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

13 AVAILABILITY OF THE MANUAL

13.1 A copy of the Manual is available-

13.1.1 on the company website (www.idexx.co.za);

13.1.2 managing director office of the company for public inspection during normal business hours;

13.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

13.1.4 to the information officer upon request.

13.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

14 UPDATING OF THE MANUAL

The company may update this manual annually or at such intervals as may be necessary.

Issued by:

A handwritten signature in black ink, appearing to read 'Lily Joann Lu', with a long horizontal stroke extending to the right.

Lily Joann Lu

Managing Director and Information Officer

ANNEXURE A

FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

(Section 18(1) of the Promotion of Access to Information Act,
2000 (Act No. 2 of 2000))
[Regulation 6]

<p>FOR DEPARTMENTAL USE</p> <p>Reference number: _____</p> <p>Request received by _____</p> <p>(state rank, name and surname of information officer/deputy information officer) on _____ (date) at _____ (place).</p> <p>Request fee (if any): R</p> <p>Deposit fee (if any): R</p> <p>Access fee: R</p> <p style="text-align: right;">SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER</p>
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A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of the person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be given below.*
- (b) *The address and/or fax number in the Republic to which the information is to be sent, must be given.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname: _____

Identity number: ____ Postal address:

_____ Fax number: _____

Telephone number: _____ E-mail: _____

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

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: _____

Identity number: _____

D. Particulars of record

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

1 Description of the record or relevant part of the record: _____

2 Reference number, if available: _____

3 Any further particulars of the record: _____

E. Fees

- (a) *A request for access to a record other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
- (b) *You will be notified of the amount required to be paid as the request fee.*
- (c) *The **fee payable for the access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for the exemption of the payment of any fee, please state the reason for exemption.*

Reason for the exemption from payment of fees: _____

F. Form of access to record

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

Disability:	Form in which record is required:

Mark the appropriate box with an **X**.

NOTES:

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

1. If the record is in written or printed form:

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
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2. If the record consists of visual images-

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
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3. If record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
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4. If record is held on computer or in an electronic or machine-readable form:

<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
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*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
<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>		
In which language do you prefer the record?		

G. 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.

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

Signed at _____ this _____ day of _____.

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE

FORM B

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 8]

STATE YOUR REFERENCE NUMBER: _____

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of requester/third party who lodges the internal appeal

- (a) *The particulars of the person who lodge the internal appeal must be given below.*
- (b) *Proof of the capacity in which appeal is lodged, if applicable, must be attached.*
- (c) *If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.*

Full names and surname: _____

Identity number: ____ Postal address:

_____ Fax number: ____ Telephone number:

_____ E-mail: _____

Capacity in which and internal appeal on behalf of another person is lodged:

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.

Full names and surname: _____

Identity number: _____

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an X in the appropriate box:

<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Act
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
<input type="checkbox"/>	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
<input type="checkbox"/>	Decision to grant request for access

E. Grounds for appeal

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

State the grounds on which the internal appeal is based: _____

State any other information that may be relevant in considering the appeal: _____

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner:

Particulars of manner:

Signed at _____ this _____ day of _____.

SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on _____(date) by _____

(state rank, name and surname of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy information officer on _____(date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER CONFIRMED/NEW
DECISION SUBSTITUTED

NEW DECISION:

DATE

RELEVANT AUTHORITY

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE
RELEVANT AUTHORITY ON (date): _____

FORM C

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

[Regulation 10]

A. Particulars of public body

The Managing director:

B. Particulars of person requesting access to the record

- | |
|---|
| <p>(a) <i>The particulars of the person who requests access to the record must be recorded below.</i></p> <p>(b) <i>The address and/or fax number in the Republic to which information must be sent.</i></p> <p>(c) <i>Proof of the capacity in which the request has been made, if applicable, must be attached.</i></p> |
|---|

Full names and surname: _____

Identity number: ____ Postal address: _____

_____ Fax number: ____ Telephone number: _____

_____ E-mail: _____

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

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person

Full names and surname: _____

Identity number: _____

D. Particulars of record

(a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*

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

1 Description of the record or relevant part of the record: _____

2 Reference number, if available: _____

3 Any further particulars of the record:

E. Fees

- (a) A request for access to a record other than a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The **fee payable for the access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for the exemption of the payment of any fee, please state the reason for exemption.

Reason for the exemption from payment of fees: _____

F. Form of access to record

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

Disability:	Form in which record is required:

Mark the appropriate box with an X.

NOTES:

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

1. If the record is in written or printed form:				
	copy of record*		inspection of record	
2. If 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*
3. If record consists of recorded words or information which can be reproduced in sound:				
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form:				
	printed copy of record*		printed copy of information derived from the record*	copy in computer readable form* (stiffy or compact disc)

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

G. Particulars of right to be exercised or protected

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

- 1 Indicate which right is to be exercised or protected: _____

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

H. Notice of decision regarding request for access

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

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

Signed at _____ this _____ day of _____.

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE