

Manual  
Of  
Xantium Trading 471 Pty Ltd t/a C3  
Food Services  
(Private Body)

Prepared and compiled on 01/09/2025 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended) in respect of Xantium Trading 471 Pty Ltd t/a C3 Food Services.

**Registration number:** 2003/015606/07

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## **1. INTRODUCTION**

Xantium Trading 471 (Pty) Limited trading as C3 Food Services conducts business as an outsourced or contract Caterer. We are an industry expert, ready to assist in providing catering or canteen solutions based on your individual organisations' needs. We manage all elements of the catering service from designing menus, procuring the raw ingredients, cooking and serving the food, employing and managing staff to run the operations, cleaning the facilities and more. We work in your facility and work to a predetermined SLA to ensure your catering needs are outlined and provided for.

## **2. THE ACT**

The Promotion of Access to Information Act, No 2 of 2000 ("The Act" or "PAIA") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

## **3. PURPOSE OF THE MANUAL**

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act in order for them to exercise their rights in relation to public and private bodies.

Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance

And in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This PAIA Manual assist you to-

- 3.1. check the categories of records held by Xantium Trading 471 Pty Ltd t/a C3 Food Services which are available without a person having to submit a formal PAIA request;
- 3.2. have a sufficient understanding of how to make a request for access to a record of Xantium Trading 471 Pty Ltd t/a C3 Food Services, by providing a description of the subjects on which Xantium Trading 471 Pty Ltd t/a C3 Food Services holds records and the categories of records held on each subject;
- 3.3. know the description of the records of Xantium Trading 471 Pty Ltd t/a C3 Food Services which are available in accordance with any other legislation;
- 3.4. access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access;
- 3.5. know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- 3.6. know if Xantium Trading 471 Pty Ltd t/a C3 Food Services processes personal information and the purpose of processing of personal information;
- 3.7. know the description of the categories of data subjects and the information or categories of information relating thereto;
- 3.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9. know if Xantium Trading 471 Pty Ltd t/a C3 Food Services plans 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
- 3.10. know whether Xantium Trading 471 Pty Ltd t/a C3 Food Services has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## 4. Definitions

For the purposes of this Manual, the following terms shall have the meanings assigned to them below. Words importing any gender shall include the other genders; words in the singular shall include the plural and vice versa.

**“Act” / “PAIA”** means the *Promotion of Access to Information Act, No. 2 of 2000*, as amended, together with its Regulations.

**“Amendment Regulations”** means the *Protection of Personal Information Act Regulations* as amended in April 2025.

**“C3 Food Services”** means *Xantium Trading 471 (Pty) Ltd t/a C3 Food Services*, a private company duly incorporated in accordance with the laws of the Republic of South Africa.

**“Company” / “Private Body”** means C3 Food Services, as defined in section 1 of PAIA.

**“Data Subject”** means the person to whom personal information relates, as defined in section 1 of POPIA.

**“Information Officer”** means the individual designated in terms of section 56(1) of POPIA and section 51(1) of PAIA as responsible for ensuring the company’s compliance with both Acts.

**“Deputy Information Officer”** means the person appointed by the Information Officer to assist with compliance and requests for access to information.

**“Information Regulator”** means the *Information Regulator (South Africa)* established in terms of section 39 of POPIA, responsible for monitoring and enforcing compliance with PAIA and POPIA.

**“Personal Information”** means information relating to an identifiable, living natural person, and where applicable, an identifiable, existing juristic person, as defined in section 1 of POPIA.

**“POPIA”** means the *Protection of Personal Information Act, No. 4 of 2013*, as amended.

**“Processing”** means any operation or activity concerning personal information, including its collection, receipt, recording, organisation, storage, updating, retrieval, use, dissemination, merging, linking, blocking, degradation, erasure, or destruction.

**“Record”** means any recorded information—regardless of form or medium—held by C3 Food Services and required for the purpose of conducting its business or fulfilling its legal obligations.

**“Requester”** means any person (natural or juristic) making a request for access to a record under section 50 of PAIA.

**“Responsible Party”** means a public or private body that determines the purpose of and means for processing personal information.

**“Third Party”** means any person other than the data subject, the company, or an employee or agent of the company.

## **5. CONTACT DETAILS:**

Information Officer:  
Claudelle Kim Alice Kell

Deputy Information Officer:  
Kerri Liddell

Postal Address:  
Postnet Suite 110  
Private Bag X26  
Tokai  
7966

Physical Address:  
ICR House  
Alphen Office Park  
1 Constantia Main Road  
Cape Town  
Western Cape  
7806

Telephone No:  
021 701 1121

E-mail:  
info@c3foodsolutions.co.za

## **6. GENERAL INFORMATION:**

Name of Private Body:

**Xantium Trading 471 Pty Ltd t/a C3 Food Services**

Registration No:

2003/015606/07

Postal Address:

Postnet Suite 110

Private Bag X26

Tokai

7966

Physical Address (or principal  
place of business): ICR House

Alphen Office Park

1 Constantia Main Road

Cape Town

Western Cape

7806

Telephone No:

021 701 1121

E-mail: [info@c3foodsolutions.co.za](mailto:info@c3foodsolutions.co.za)

Website: [www.c3foodsolutions.co.za](http://www.c3foodsolutions.co.za)

## **7. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE**

7.1. In accordance with section 10(1) of the Promotion of Access to Information Act, 2000, the Information Regulator (South Africa) has published the 2024 Revised Guide on How to Use PAIA. The Guide is available in all official languages and in braille, free of charge, at the Information Regulator's offices or on its website at <https://inforegulator.org.za>

7.2. The aforesaid Guide contains the description of-

7.2.1. the objects of PAIA and POPIA;

7.2.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

7.2.2.1. the Information Officer of every public body, and

7.2.2.2. every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;

7.2.3. the manner and form of a request for-

7.2.3.1. access to a record of a public body contemplated in Section 11 of PAIA; and

7.2.3.2. access to a record of a private body contemplated in Section 50 of PAIA;

7.2.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

7.2.5. the assistance available from the Information Regulator in terms of PAIA and POPIA;

7.2.6. 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-

7.2.6.1. an internal appeal;

7.2.6.2. a complaint to the Regulator; and

7.2.6.3. 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;

7.2.7. the provisions of Sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

7.2.8. the provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

7.2.9. the notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and

7.2.10. the regulations made in terms of Section 92 of PAIA.

7.3. 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.

7.4. The Guide can also be obtained-

7.4.1. upon request to the Information Officer;

7.4.2. from the website of the Information Regulator (<https://info regulator.org.za/>).

7.5. A copy of the Guide is also available in two official languages, for public inspection during normal office hours.

## 8. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

<b>Category of records</b>	<b>Types of the Record</b>	<b>Available on Website</b>	<b>Available upon request</b>
BBBEE	BBBEE Certificate	X	X
Industry Association	FEDHASA		X
Industry Association	SACA		X
Compliance	COIDA compliance		X
Compliance	CSD report		X
Company info	Insurance cover		X
Compliance	UIF compliance		X
Compliance	Tax pin		X

## 9. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that Xantium Trading 471 Pty Ltd t/a C3 Food Services holds in order to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

<b>Subjects on which the body holds records</b>	<b>Categories of records</b>
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Financial	Audited Financials Statements, Tax records (Company & Employee), Asset register, Supplier records, Management accounts, Fleet insurance records, general contract documentation, statutory records, immovable property records
Human Resources	HR policies and procedures, Advertised posts, Employees contracts & records, CVs & qualifications, employee medical records
Payroll	Pension & provident fund records, payroll records
Training records	Completed course details & certificates if training arranged through work
Company documents	Company registrations documents, Changes to company details e.g. Address or directorship, Share certificates, Director IDs, Lease agreements
Health & safety documents	All mandatory compliance documents related to health & safety in the workplace
Food Safety documents	All documents related to maintaining safe procedures with regards to food handling
New Business/Marketing	Company RFP documents & our response, NDA's, Client contacts, Client contracts
Catering reports	All data related to our individual units & their profitability and operations

## 10. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to Xantium Trading 471 Pty Ltd t/a C3 Food Services, which includes but is not limited to, the following –

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

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.

## 11. PROCESSING OF PERSONAL INFORMATION

### 11.1. Purpose of Processing Personal Information

Personal information is processed lawfully and in a reasonable manner, in one or more of the following legal bases:

- The data subject's consent;
- The performance of a contract;
- Compliance with a legal obligation;
- The protection of a legitimate interest of the data subject or the responsible party."

We only process personal information for a variety of purposes, including but not limited to the following:

- 11.1.1. to provide or manage any information and services requested by clients;
- 11.1.2. to help us identify data subjects when they contact C3 Food Services;
- 11.1.3. to maintain customer records;
- 11.1.4. for recruitment purposes;
- 11.1.5. for employment purposes;
- 11.1.6. for apprenticeship purposes;
- 11.1.7. for travel purposes;
- 11.1.8. for general administration, financial and tax purposes;
- 11.1.9. for legal or contractual purposes;

- 11.1.10. for health and safety purposes;
- 11.1.11. to monitor access, secure and manage our premises and facilities;
- 11.1.12. to transact with our suppliers and business partners;
- 11.1.13. to help us improve the quality of our services;
- 11.1.14. to help us detect and prevent fraud and money laundering;
- 11.1.15. to help us recover debts;
- 11.1.16. to carry out analysis and customer profiling; and
- 11.1.17. to identify other products and services which might be of interest to data subjects and to inform them about our products and service

Data subjects have the right to access, correct, delete, or object to the processing of their personal information, withdraw consent, and lodge a complaint with the Information Regulator.

In the event of a personal data breach, C3 Food Services will notify affected data subjects and the Information Regulator without undue delay, as required by section 22 of POPIA.

**11.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto**

<b>Categories of Data Subjects</b>	<b>Personal Information that may be processed</b>
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race, medical information, disability information, Pension and Provident Fund, contracts, performance records, Payroll records, Electronic access records, Physical access record, Health and safety records, Training records, Employment history, Time and attendance records
Job Applicants	Curriculum vitae and application forms; Criminal checks ; Background checks
Visitors	Physical access records

**11.3. The recipients or categories of recipients to whom the personal information may be supplied**

<b>Category of personal information</b>	<b>Recipients or Categories of Recipients to whom the personal information may be supplied</b>
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Employee information	Our branches in KZN, Gauteng, Mpumalanga, and the Western Cape

**11.4. Planned transborder flows of personal information**

All of the data for the C3 Food Services is stored and replicated in the South African region, so no data is stored outside of the RSA.

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

Individual machines are encrypted, all company data is stored in SharePoint with access-controlled separation of information based on personal roles within the organisation. For AV and anti - malware, Sophos Intercept-X is used throughout the organisation.

Personal information is retained only as long as necessary for the purpose collected, or as required by law, after which it is securely deleted or destroyed.

## **12. REQUEST PROCEDURE FOR OBTAINING INFORMATION**

### **Access to records held by Xantium Trading 471 Pty Ltd t/a C3 Food Services**

Records held by Xantium Trading 471 Pty Ltd t/a C3 Food Services may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of The Act, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in The Act relating to the request for access to a record.

The requester must complete the prescribed Form 2 (Annexure B) and submit same as well as payment of a request fee and a deposit, if applicable, to the Information Officer at the postal or physical address, fax number or electronic mail address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester,
- Which form of access is required, if the request is granted;
- The postal address or fax number or email address of the requester.

The requester must state that they require the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

Xantium Trading 471 Pty Ltd t/a C3 Food Services will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

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.

If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally.

### **13. FEES**

When the Information Officer receives the request, such Officer shall, by notice, require the requester to pay the prescribed request fee (if any), before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

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.

The fees applicable to a request for information are set out in Annexure A hereto.

The requester must pay the prescribed fee before any further processing can take place.

## **14. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION**

The main grounds for Xantium Trading 471 Pty Ltd t/a C3 Food Services to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
  - o Trade secrets of that third party;
  - o Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
  - o Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of confidential information of the protection of property;
- Mandatory protection of records that would be regarded as privileged in legal proceedings;
- The commercial activities of Xantium Trading 471 Pty Ltd t/a C3 Food Services which may include:
  - o Trade secrets of Xantium Trading 471 Pty Ltd t/a C3 Food Services
  - o Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Xantium Trading 471 Pty Ltd t/a C3 Food Services ;
  - o Information which, if disclosed could put Xantium Trading 471 Pty Ltd t/a C3 Food Services at a disadvantage in negotiations or commercial competition;
  - o A computer program, owned by Xantium Trading 471 Pty Ltd t/a C3 Food Services and protected by copyright.
- The research information of Xantium Trading 471 Pty Ltd t/a C3 Food Services or a third party, if its disclosure would reveal the identity of Xantium Trading 471 Pty Ltd t/a C3 Food Services, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

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

## **15. DECISION**

Xantium Trading 471 Pty Ltd t/a C3 Food Services 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 requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30 day period within which Xantium Trading 471 Pty Ltd t/a C3 Food Services has to decide whether to grant or refuse the request, may be extended for further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of Xantium Trading 471 Pty Ltd t/a C3 Food Services and the information cannot reasonably be obtained within the original 30 day period. Xantium Trading 471 Pty Ltd t/a C3 Food Services will notify the requester in writing should an extension be sought.

If dissatisfied with the outcome of a request, a requester may lodge a complaint with the Information Regulator in terms of section 77A of PAIA instead of approaching a court.

### **AVAILABILITY OF THE MANUAL**

The manual of Xantium Trading 471 Pty Ltd t/a C3 Food Services is available at the premises of Xantium Trading 471 Pty Ltd t/a C3 Food Services as well as on the website of Xantium Trading 471 Pty Ltd t/a C3 Food Services.

Signed by:                     *ell*                    

Date:           1 September 2025

## ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by

<b>Item</b>	<b>Description</b>	<b>Amount</b>
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.10 per page or part thereof
3.	Printed copy of A4-size page	R 2.10 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 65.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced.
6.	For a copy of visual images	Will depend on quotation from service provider.
7.	Transcription of an audio record, per A4-size page	R 25.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 60.00
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. Not to exceed a total cost of	R 155.00  R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

**ANNEXURE B: 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.

<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	Tel. (B):		Facsimile:
	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		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			

<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
<b>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	

**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) A request fee must be paid before the request will be considered.*
- b) You will be notified of the amount of the access fee to be paid.*
- c) 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.*
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption*

Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

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

---

*Signature of Requester / person on whose behalf request is made*

---

**FOR OFFICIAL USE**

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

---

*Signature of Information Officer*

**ANNEXURE B: FORM 3**

**OUTCOME OF REQUEST AND 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 A.	
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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	



**4. Fees payable with regard to your request:**

<b>Item</b>	<b>Description</b>	<b>Amount</b>	<b>Number of pages/items</b>	<b>Total:</b>
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.10 per page or part thereof		
3.	Printed copy of A4-size page	R 2.10 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 65.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 25.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00 R 65.00		
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. Not to exceed a total cost of	R 155.00  R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	<b>TOTAL:</b>			

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

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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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 No.: \_\_\_\_\_  
Submit proof of payment to: \_\_\_\_\_

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

\_\_\_\_\_  
Information officer