Finchoice Africa Ltd

(Mauritian Registration no. 134616 C1/GBL;

External SA company Registration no. 2016/093599/10)

Finchoice SA Proprietary Limited

(Registration no. 2022/475430/07)

Manual in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000

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1. PREAMBLE

The Promotion of Access to Information Act No. 2 of 2000, ("**PAIA**") came into operation on 09 March 2001 and gives effect to the constitutional right of access to information held by public or private bodies required for the exercise or protection of rights. Section 51 of PAIA and the Protection of Personal Information Act 4 of 2013 **("POPIA")** requires that we, as a private body, compile a manual to inform the public of the procedure to follow when requesting information from us for the purpose of exercising or protecting rights and a disclosure of the information collected by us. We also include the grounds for refusal of any access requests in this manual as access to information is not an unlimited right and is subject to justifiable limitations, such as protection of privacy, commercial confidentiality and governance reasons.

This manual may be amended from time to time and any new versions of the manual will be made public.

2. INTRODUCTION TO THIS PRIVATE BODY

Finchoice Africa Ltd and Finchoice SA Proprietary Limited ("**Finchoice**") is part of a FinTech business providing insurance products and value added services, mainly digitally to its customers in South Africa.

Finchoice supports a culture of transparency and accountability in its environment and aims to ensure that members of the public have effective access to information in its possession which will assist them in the exercise and protection of their rights. These will however always be subject to the limitations in terms of the law.

This manual will provide information on the categories of information in our possession. We also explain the process to follow should you require access to any of this information.

A copy of this manual is also available on our website https://www.finchoice.co.za.

3. OUR DETAILS

Full registered name	Finchoice SA Proprietary Limited	Finchoice Africa Ltd
Registration number	2022/475430/07	Mauritius 134616 C1/GBL External SA 2016/093599/10
Physical address	78 Main Road Wynberg Western Cape 7800	Level 2, Weaver FinTech House Inova Riche Terre Business Park Riche Terre Mauritius 21814
Registered address	78 Main Road Wynberg Western Cape 7800	C/O Sanlam Trustees International Labourdonnais Village Mapou Riviere 21814
Postal address	78 Main Road Wynberg Western Cape 7800	Level 2, Weaver FinTech House Inova Riche Terre Business Park Riche Terre Mauritius 21814
Telephone number	+27 21 680 1000	+230 249 6740
Email	popi@finchoice.co.za	popi@finchoice.co.za
Executive	Craig Whittaker	Sean Wibberley
Information officer	Colin Campbell	Colin Campbell
Deputy information officer	Marthie Horn	Marthie Horn
Information officer contact details	Tel: +27 21 680 1261 Email: popi@finchoice.co.za	Tel: +27 21 680 1000 Email: popi@finchoice.co.za
Website	https://www.finchoice.co.za	https://www.finchoice.co.za

4. THE OFFICIAL GUIDE

4.1. Section 10 of PAIA requires the Information Regulator to update and make available the Guide compiled by the South African Human Rights Commission containing information reasonably required by a person wishing to exercise or protect any right in terms of PAIA. This Guide is available on the Information Regulator's website https://inforegulator.org.za/paia/ .

4.2. Any request for public inspection of the Guide or a request for a copy of the Guide must correspond with Form 1 to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations ("**PAIA Regulations**"). Please refer to:

https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form01-Reg2.pdf

4.3. Enquiries regarding the Guide can be addressed to the Information Regulator, the contact details of which are as follows:

Address:	Woodmead North Office Park, 54 Maxwell Drive Woodmead, Johannesburg P.O Box 31533, Braamfontein, Johannesburg, 2017
Telephone:	010 023 5200
Website:	https://inforegulator.org.za/
E-mail:	enquiries@inforegulator.org.za

5. AUTOMATICALLY AVAILABLE INFORMATION

5.1 Section 52(1)(a) of PAIA provides that the head of a private body may voluntarily make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access in terms of PAIA, including such categories available for inspection in terms of legislation other than PAIA, for purchase or copying from the private body, and from the private body free of charge, and how to obtain access to such records.

5.2 Regulation 5 of the Regulations relating to the Promotion of Access to Information, 2021 ("PAIA Regulations") provides that the head of a private body may compile and keep a description of the categories of records contemplated in section 52(1)(a) of PAIA that are voluntarily disclosed and automatically available without a requestor having to request access thereto. If such description is compiled and kept it must be updated as soon as practically possible after any amendments to the description occurs and be made available to the Information Regulator, on the website of the private body and for inspection, at the registered office of the private body concerned during normal office hours.

5.3 Finchoice has voluntarily decided to make such list available.

5.4 The following categories of records are automatically available for inspection, purchase or photocopying. In other words, you do not need to request this information in terms of PAIA. Request forms for these categories of information are also available from our information officer, whose contact details appear in clause 3 of this manual:

- Newsletters;
- Booklets;
- Marketing pamphlets / brochures;
- The annual financial statements of the group of companies to which Finchoice belongs, Weaver Fintech Ltd ("**WVR**"); and

- Any other information available on Finchoice's website at www.finchoice.co.za.

6. INFORMATION AVAILABLE IN TERMS OF PAIA AND POPIA AND INFORMATION HELD BY FINCHOICE

6.1. In terms of POPIA, Personal Information must be processed for a specified purpose. The purpose for which Personal Information is processed by Finchoice will depend on the nature of the Personal Information and the particular Data Subject. The purpose is ordinarily disclosed explicitly or implicitly, at the time the Personal Information is collected. Please refer to the Finchoice Privacy policy for further information, which is available at our website: https://finchoice.co.za/terms-and-policies?category=privacy-policy. The following records are not automatically available without a request therefore in terms of the manual.

6.2. CATEGORIES OF GENERAL INFORMATION HELD

We hold the following categories of information in terms of PAIA and POPIA:

6.2.1. Statutory Company Information

6.2.1.1. Certificate of Incorporation;

6.2.1.2. Certificate of Change of Name (if any);

6.2.1.3. Memorandum of Incorporation;

6.2.1.4. Certificate to Commence Business;

6.2.1.5. Minute Book, waivers, and resolutions of shareholders and directors;

6.2.1.6. Securities and directors' register;

6.2.1.7. Copies of all share certificates;

6.2.1.8. Details of public and any other officers and company secretary;

6.2.1.9. Books of Account regarding information required by the Companies Act 71 of 2008.

6.2.2. **Accounting Records**

6.2.2.1. Annual Financial Statements including:

6.2.2.1.1. Annual accounts;

6.2.2.1.2. Directors' reports; and

6.2.2.1.3. Auditor's report;

6.2.2.2. Books of Account including journals and ledgers; and

6.2.2.3. Statements and receipts.

6.2.3. **Employee Records**

6.2.3.1. Employees' names, occupations and other personal information and record of remuneration paid to each employee;

6.2.3.2. Attendance register;

6.2.3.3. Employment equity plan;

6.2.3.4. Salary register;

6.2.3.5. Staff records (after date of employment ceases);

6.2.3.6. Conditions of employment;

6.2.3.7. Evaluation and other internally generated records;

6.2.3.8. Employee related correspondence;

6.2.3.9. IRP 5 certificates of employees;

6.2.3.10. Employee contracts;

6.2.3.11. Staff loans;

6.2.3.12. Motor vehicle schemes;

6.2.3.13. Employee related policies including leave;

6.2.3.14. Training records and manuals;

6.2.3.15. Medical aid records;

6.2.3.16. Pension fund records;

6.2.3.17. Human Resources Policy and Disciplinary Code of Conduct;

6.2.3.18. Records of disciplinary actions.

6.2.4. **Property records**

6.2.4.1. Title Deeds;

6.2.4.2. Leases agreements;

6.2.4.3. Finance agreements;

6.2.4.4. Asset register; and

6.2.4.5. Building plans.

6.2.5. **Agreements and Contracts**

6.2.5.1. Joint venture agreements, partnership agreements, participation, franchise, co-marketing, co-promotion or other alliance agreements;

6.2.5.2. Agreements with shareholders, officers or directors;

6.2.5.3. Agreements with contractors, service providers and suppliers;

6.2.5.4. Agreements with buyers; and

6.2.5.5. Purchase or lease agreements.

6.2.6. **Taxation**

6.2.6.1. Copies of all Income Tax Returns;

6.2.6.2. Pay-as-you-earn (PAYE) records;

6.2.6.3. Documents issued to employees for income tax purposes and records of payments made to SARS on behalf of Employees;

6.2.6.4. Value Added Tax records; and

6.2.6.5. Other tax related documents as required in terms of applicable laws or business requirements.

6.2.7. **Insurance**

6.2.7.1. Insurance policies; and

6.2.7.2. Claim records

6.2.8. **Information Technology**

Records relating to:

6.2.8.1. Hardware;

6.2.8.2. Operating systems;

6.2.8.3. Telephone exchange equipment;

6.2.8.4. Telephone lines, leased lines and data lines;

6.2.8.5. LAN installations;

6.2.8.6. Software packages;

6.2.8.7. Disaster recovery procedures;

6.2.8.8. Internal systems support and programming / development;

6.2.8.9. Agreements; and

6.2.8.10. Licenses.

6.2.9. **Sales and Marketing**

Records relating to:

6.2.9.1. Products;

6.2.9.2. Customers / buyers, prospective customers and our online users; and

6.2.9.3. Brochures, newsletters, promotional competitions, other promotions and advertising materials

6.3. CATEGORIES OF DATA SUBJECTS AND PERSONAL INFORMATION HELD

The categories of data subjects and the categories of information that will be held and/or processed for each category includes:

6.3.1. **Employees and potential employees**:

6.3.1.1. Name and contact details;

6.3.1.2. Identity number;

6.3.1.3. Employment history and references;

6.3.1.4. Banking and financial details;

6.3.1.5. Details of payments to third parties (deductions from salary); and

6.3.1.6. Other information not specified reasonably required to be processed for business operations and compliance with applicable laws.

6.3.2. **Vendors / suppliers / other business relationships**:

6.3.2.1. Name and contact details;

6.3.2.2. Identity number and/or company information and directors' information (where applicable);

6.3.2.3. Banking and financial details;

6.3.2.4. Information about products or services;

6.3.2.5. Information pertaining to the relationship with us;

6.3.2.6. Other information not specified reasonably required to be processed for business operations and compliance with applicable laws.

6.3.3. **Customers / buyers, and prospective customers, where relevant**

6.3.3.1. General personal information and contact details, such as names, identity numbers, addresses, contact numbers, email addresses and employment information;

6.3.3.2. Financial, payment, banking and account information;

6.3.3.3. Demographic information;

6.3.3.4. Credit bureau and fraud information;

6.3.3.5. Cookies and device information, such as browser settings, IP addresses, and time of logging on;

6.3.3.6. Advertising and online information, such as website interactions and platform interactions where Finchoice products are advertised;

6.3.3.7. Payment behaviour

6.3.3.8. Views, opinions and preferences; and

6.3.3.9. Consent records.

6.3.4. **Online users**

6.3.4.1. Cookies and device information, such as browser settings, IP addresses, and time of logging on;

6.3.4.2. Advertising and online information, such as website interactions and platform interactions where Finchoice products are advertised;

6.3.4.3. Views, opinions and preferences; and

6.3.4.4. Consent records.

6.4. RECIPIENTS OF PERSONAL INFORMATION

The following persons / entities may be recipients of information:

6.4.1. Any person / entity who provides a service on Finchoice's behalf;

6.4.2. Any person / entity who provides Finchoice with products or services;

6.4.3. Any person who Finchoice has reason to believe to be a data subject's next of kin, in the case of an emergency or where he/she is unable to handle his/her own affairs because of mental incapacity or other similar issues;

6.4.4. The operator of any payment system which Finchoice uses;

6.4.5. Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities and regulators, where Finchoice has a duty to share information;

6.4.6. Credit bureaus;

6.4.7. Debt Collectors;

6.4.8. Debt counsellors;

6.4.9. Payment distribution agencies;

6.4.10. Payment system service providers;

6.4.11. Fraud prevention agencies;

6.4.12. Third-party fraud prevention applications;

6.4.13. Third parties to whom payments are made on behalf of employees, including pension funds and medical schemes;

6.4.14. Financial institutions from whom payments are received on behalf of data subjects;

6.4.15. Any other operator not specified;

6.4.16. Other companies within the WVR group;

6.4.17. Affiliates with whom a customer or online user holds a relationship;

6.4.18. Employees, contractors and temporary staff;

6.4.19. Third party obtaining Finchoice rights and obligations as a result of a sale of business;

6.4.20. Any other third party where allowed to so in law; and

6.4.21. Agents.

7. PURPOSES OF PROCESSING INFORMATION

The purposes of processing personal information will include –

7.1. **For clients**:

7.1.1. Credit and fraud checks;

7.1.2. Determining internal credit scores, including receiving and considering credit bureau information;

7.1.3. Reporting to credit bureau;

7.1.4. Updating information through batch updates received from credit bureau;

7.1.5. Performing obligations or exercising rights in pursuance of any agreement with clients;

7.1.6. Making, or assisting in making, credit decisions;

7.1.7. Verifying clients' details;

7.1.8. Operating and managing clients' accounts and managing any agreement or correspondence that clients may have; Corresponding with clients via various methods, including email, SMS, letter, telephone or in any other way about our products and services, unless clients inform us that they prefer not to receive such information or marketing;

7.1.9. Forming a view of clients as an entity and to identify, develop or improve products, that may be of interest to clients;

7.1.10. Carrying out market research, business and statistical analysis;

7.1.11. Carrying out audits;

7.1.12. For data science, modelling, statistical and analytical purposes;

7.1.13. Performing other administrative and operational purposes, including the testing of systems;

7.1.14. Recovering any debt that clients may owe us;

7.1.15. Complying with our regulatory or other obligations;

7.1.16. Any other reasonably required purpose relating to the Finchoice business and relationship.

7.2. **For employees**:

7.2.1. Verification of applicants' information during employment application process;

7.2.2. General matters relating to personnel;

7.2.3. Administration;

7.2.4. Pension fund;

7.2.5. Medical aid;

7.2.6. Payroll;

7.2.7. Disciplinary action;

7.2.8. Training; and

7.2.9. Any other reasonably required purpose relating to the employment or potential employment relationship.

7.3. **For prospective clients**:

7.3.1. Making, or assisting in making, credit decisions;

7.3.2. Verifying and updating information;

7.3.3. Direct marketing or communications to prospective clients; and

7.3.4. Any other reasonably required purpose relating to the processing of a prospective client's personal information.

7.4. **For vendors / suppliers / other business relationships**:

7.4.1. Verifying information and performing checks;

7.4.2. Managing any benefits a person may receive as a result of an agreement with a customer, such as where the person is a beneficiary under a customer's policy.

7.4.3. Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties;

7.4.4. Payment;

7.4.5. Complying with our regulatory or other obligations;

7.4.6. Reporting; and

7.4.7. Any other reasonably required purpose relating to the Finchoice business.

8. PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

Finchoice currently foresees the following reasons for possible trans-border flow of personal information, which it undertakes to do in compliance with POPIA:

8.1. Storing information electronically;

8.2. Making use of third party service providers to fulfil a business function on behalf of the company;

8.3. Reporting to WVR group;

8.4. Sharing information with companies within the WVR group for business operational purposes;

8.5. Use of operating systems implemented by WVR group; and

8.6. Any transfers of information cross-border as required and mandated by clients.

9. INFORMATION SECURITY MEASURES

Finchoice implements the following general processes and procedures as reasonable measures to protect the security, integrity and confidentiality of personal information:

9.1. general awareness and training programs;

9.2. retention policy for all information;

9.3. secure hard copy filing (where appropriate);

9.4. secure systems and devices (where appropriate);

9.5. selection of third party suppliers through a dedicated election process;

9.6. information security policies and processes including access controls and monitoring; and

9.7. process for reporting risks identified or security breaches.

10. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Where applicable to our operations, information is also available and/or we also retain records and documents in terms of certain provisions of the following statutes (as amended from time to time):

- Basic Conditions of Employment Act 75 of 1997 and Basic Conditions of Employment Amendment Act 11 of 2002
- Broad Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Debt Collectors Act 114 of 1998
- Electronic Communications and Transmissions Act 25 of 2002

- Employment Equity Act 55 of 1998
- Financial Markets Act 19 of 2012
- Financial Sector Regulation Act 9 of 2017
- Financial Services Board Act 97 of 1990
- Financial Services Ombud Schemes Act 37 of 2004
- Income Tax Act No. 58 of 1962
- Labour Relations Act 66 of 1995
- Magistrates Court Act 32 of 1944
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act, No 38 of 2001
- National Credit Act 34 of 2005
- National Minimum Wage Act 9 of 2018
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- Short Term Insurance Act 53 of 1998
- Standards Act 29 of 1993
- Tax Administration Act 28 of 2011
- Unemployment Insurance Amendment Act 10 of 2016

- Value-added Tax Act 89 of 1991

11. PROCESS FOR REQUESTING ACCESS TO INFORMATION

11.1. If you wish to request access to any categories of information referred to above, you are required to complete a request form which substantially corresponds with Form 2 to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA regulations and should be specific in terms of the record requested. Please refer to https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf to access the relevant form. Form 2 is attached hereto as ANNEX A.

11.2. All requests for access to information should be submitted or emailed to the Information Officer

11.3. A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to the requestor.

11.4. Proof of identity is required to authenticate the Data Subject's identity and request. The Data Subject will be required to submit acceptable proof of identity in addition to the prescribed form.

11.5. Payment of the prescribed fees in accordance with Annexure B of the PAIA Regulations (as amended from time to time):

11.5.1. The request fee: R140.00 (one hundred and forty Rand) (as at date of publication of this manual)

11.5.2. The access fee: This is calculated by considering reproduction costs, search and preparation costs, as well as postal costs.

11.6. The Information Officer must, if a request for access to a record is granted or refused inform the requestor of his or her decision and the fees payable as provided for in Annexure B of the PAIA regulations on a form that corresponds substantially with Form 3 under the PAIA regulations. Please refer to https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf to access the relevant form.

11.7. Where a decision to grant a request has been taken, the information will not be disclosed until the necessary fees have been paid in full.

11.8. Timelines for consideration of a request for access:

11.8.1. Requests will be processed within 30 (thirty days) unless relevant factors warrants an extension of the time limit

11.8.2. Should an extension be required the requestor will be notified, together with the reasons explaining why the extension is necessary.

12. REFUSAL OF ACCESS TO INFORMATION

Upon receipt of a request for access to information, Finchoice will be required to consider such a request in light of the provisions of section 50 of PAIA. Subject to such consideration, Finchoice will be required to either grant such request or refuse such request. If Finchoice elects to refuse access to a particular record, such refusal will be subject to Finchoice's interpretation of the various prescribed grounds for refusal as set forth in Chapter 4 of the PAIA act and described below:

Finchoice must refuse a request for information on the following grounds:

12.1. **The mandatory protection of privacy of a third party who is natural person.** An access request must be refused where the disclosure of personal information would involve the unreasonable disclosure of personal information about a third party (including a deceased person) (unless an exception exists as per section 63(2) of PAIA);

12.2. **The mandatory protection of the commercial information of a third party**. An access request must be refused if the record contains –

12.2.1. trade secrets of that third party;

12.2.2. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; or

12.2.3. information disclosed in confidence by a third party to FinChoice, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition (unless an exception exists as per section 64(2) of PAIA);

12.3. **The mandatory protection of confidential information of a third party.** Access requests must be refused where the information is protected in terms of any agreement;

12.4. **The mandatory protection of the safety of individuals and the protection of property**. Access requests must be refused where disclosure could be expected to endanger the lives or physical safety of others;

12.5. **The mandatory protection of records which would be regarded as privileged in legal proceedings.** Access requests must be refused where the information is privileged, unless the person entitled to the privilege has waived the privilege;

12.6. **The commercial information of Finchoice**. An access request must be refused where the information may include –

12.6.1. trade secrets of Finchoice;

12.6.2. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Finchoice;

12.6.3. information which, if disclosed could put Finchoice at a disadvantage in negotiations or commercial competition; or

12.6.4. a computer program which is owned by Finchoice, and which is protected by copyright

(unless an exception exists as set out in section 68(2) of PAIA).

12.7. **Mandatory protection of research information of a third party, and protection of research information of a private body.** An access request must be refused where the research information of Finchoice or a third party if the

disclosure of such information would disclose the identity of Finchoice, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

Any requests for information that are frivolous or vexatious or which involve an unreasonable diversion of resources shall be refused.

13. REMEDIES FOR THE REFUSAL OF ACCESS TO INFORMATION

Internal remedy

13.1. The decision of the Information Officer of Finchoice is final. Where a person is aggrieved with the decision, such person will need to exercise their alternative remedies applicable in cases where a request for information has been denied and they are not satisfied with the reasons provided by the Information Officer.

External remedies

13.2. PAIA provides that where a request for information is refused and the person requesting the information is not satisfied with the reasons provided by the Information Officer, the requestor may apply to a court for relief within 180 (one hundred and eighty) days of being notified of the refusal.

13.3. Further, you may lodge a complaint with the Information Regulator established in terms of POPIA regarding the outcome of any decision of Finchoice in respect of requests made in terms of this Manual. A complaint must be lodged in writing on a form which corresponds substantially with Form 5 under the PAIA regulations. Please refer to https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf to access the relevant form.

14. AVAILABILITY OF THE MANUAL

This manual is available for inspection, free of charge, at the company's offices during business hours and on the company's website.

15. UPDATES & REVISIONS

This manual will be reviewed and updated as necessary to reflect changes in legislation, company policies, or operational procedures. The latest version will be made available on the company's website and at its offices.

16. ANNEX A

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

_____

_____

_____

_____

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		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			

PARTICULARS OF RECORD REQUESTED

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.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS *(Mark the applicable box with an "X")*	
Printed copy of record *(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 record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

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

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 *(Please specify)*

Signed at _____ this _____ day of _____ 20 _____

_____

Signature of Requester / person on whose behalf request is made

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FOR OFFICIAL USE

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

_____

Signature of Information Officer