



**TSHIKULULU SOCIAL INVESTMENTS NPC**  
**THE PROMOTION OF ACCESS TO INFORMATION ACT (“PAIA”) MANUAL**

**Last Updated: February 2026**

This Manual has been prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended) and updated to address requirements of the Protection of Personal Information Act 4 of 2013.



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## 1. DEFINITIONS

The following terms shall have the following meanings ascribed to them:

- 1.1. **Client** means any natural or juristic entity that receives services from Tshikululu, and “customer” has a similar meaning.
- 1.2. **Data Subject** means, as ascribed thereto in POPIA, the person to whom the specific Personal information relates.
- 1.3. **Employees** means any person who works for or provides services to or on behalf of the organisation, and receives or is entitled to receive remuneration, and any other person who assists in carrying out or conducting the business of the organisation, and who has a written contract of employment with Tshikululu.
- 1.4. **Deputy Information Officer** means the person to whom any power or duty conferred or imposed on an Information Officer by POPIA has been delegated.
- 1.5. **Exco** means Tshikululu’s Executive Committee, consisting of the CEO, CFO, COO, Executive: Talent Management.
- 1.6. **Information Officer** means a responsible party who maintains the documentation of all processing operations under its responsibility as referred in sections 14 or 51 of PAIA and described in clause 5 more fully below.
- 1.7. **Manual** means this PAIA manual.
- 1.8. **PAIA** means the Promotion of Access to Information Act 2 of 2000 (as amended).
- 1.9. **Personal Requester** means a requester who is seeking to access a record containing personal information about that requester.
- 1.10. **POPIA** means the Protection of Personal Information Act, 4 of 2013.
- 1.11. **Personal Information** means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, as ascribed thereto in Chapter 1 of POPIA.

- 1.12. Processing / Process** means, as ascribed thereto in Chapter 1 of POPIA, any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including its collection, receipt, recording, organisation, collation, storage, updating or modification, merging, linking, erasure or destruction, retrieval, alteration, consultation, testing or use, dissemination or distribution by any means.
- 1.13. Regulator** means the appropriate Information Regulator as defined in POPIA.
- 1.14. Responsible Party** means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information.
- 1.15. Requester** means any person making a request for access to a record that is under the control of Tshikululu.
- 1.16. Third Party** means any natural or juristic person other than the requester or such party acting on behalf of the requester, or Tshikululu itself.
- 1.17. Tshikululu** means Tshikululu Social Investments NPC, with company registration number 98/010772/08, its subsidiaries or affiliates, including Tshikululu Social Investments Management Services (Pty) Ltd and The Tshikululu Trust.

## **2. APPLICATION AND SCOPE OF THE MANUAL**

- 2.1. This Manual is effective from the date on which it is adopted by Exco.
- 2.2. This Manual has been prepared in respect of the South African entities Tshikululu Social Investments NPC and the Tshikululu Social Investments Management Services (Pty) Ltd, as well as The Tshikululu Trust, an *inter vivos* trust registered in accordance with the laws of the Republic of South Africa.

### **3. INTRODUCTION**

- 3.1. Tshikululu Social Investments NPC is South Africa's leading corporate social investments administrator, and Tshikululu Social Investments Management Services (Pty) Ltd and the Tshikululu Trust are its affiliated entities.
- 3.2. PAIA was enacted to give effect to the constitutional right of access to information that is held by another person and that is required for the exercise or protection of any rights as well as to provide for matters connected therewith. Where a request is made in terms of PAIA, the body to which the request is made is obliged to give access to the requested information, except where PAIA expressly provides that the information may or must not be released.
- 3.3. POPIA was enacted in November 2013, to promote the protection of Personal Information processed by public and private bodies. POPIA amended certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of Personal Information.

### **4. PURPOSE**

- 4.1. This Manual is intended to foster and proclaim Tshikululu's commitment to fostering a culture of transparency and accountability within the organisation as a whole, by giving effect to the right to access information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights.
- 4.2. In order to promote the effective governance of all private institutions Tshikululu recognises the fundamental requirement that all the people of South Africa be empowered and educated to understand their rights in terms of PAIA in order for them to exercise their rights in relation to all institutions, whether those institutions are of a private or public nature.
- 4.3. In following the example set out in terms of Section 36 of the Constitution of South Africa (Act 108 of 1996), Section 9 of PAIA recognises that such right to access information cannot be unlimited and should be subject to justifiable limitations.
- 4.4. This Manual is useful for the public to –
  - 4.4.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

- 4.4.2. 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;
- 4.4.3. know the description of the records of the body which are available in accordance with any other legislation; 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;
- 4.4.4. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 4.4.5. 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;
- 4.4.6. know the description of the categories of Data Subjects and of the information or categories of information relating thereto;
- 4.4.7. know the recipients or categories of recipients to whom the Personal Information may be supplied;
- 4.4.8. 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
- 4.4.9. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the Personal Information which is to be processed.

## **5. INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER**

- 5.1. In order to ensure that Tshikululu complies with PAIA and POPIA, Tshikululu management has designated the following Tshikululu personnel as the only entry point through which any request in terms of PAIA AND POPIA must be channelled. All requests that meet the criteria described in clause 6 below will be forwarded by such Tshikululu personal to the legal advisor of Tshikululu, who will assess and comply with all lawful requests.
- 5.2. All requests in terms of PAIA must be addressed to:

**Information Officer:** Leanne Hunter  
**Telephone number:** 011 544 0300  
**Email address:** [Leh@tshikululu.org.za](mailto:Leh@tshikululu.org.za)



**Deputy Information Officer:** Yegan Naidoo  
**Telephone number:** 011 544 0300  
**Email address:** [YNaidoo@tshikululu.org.za](mailto:YNaidoo@tshikululu.org.za)

**Tshikululu Administration Support**

**Telephone number:** 011 544 0300  
**Postal address:** Private Bag X125, Braamfontein, 2017  
**Email address:** [Info@tshikululu.org.za](mailto:Info@tshikululu.org.za)  
**Website:** [www.tshikululu.org.za](http://www.tshikululu.org.za)

**6. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE**

- 6.1. The South African Human Rights Commission has compiled a guide on the use of PAIA. It contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA. It is available from the Human Rights Commission at the following address or on their website: <http://www.sahrc.org.za>

Johannesburg: Private Bag 2700, Houghton, 2041

Tel: 011 484 8300

Fax: 011 484 1360

**7. RECORDS HELD BY TSHIKULULU**

- 7.1. In terms of section 51(1)(d) of PAIA, Tshikululu is obliged to keep certain records in terms of the following legislation:

- 7.1.1 Basic Conditions of Employment Act 75 of 1997;
- 7.1.2 Broad-Based Black Economic Empowerment Act 53 of 2003
- 7.1.3 Companies Act 71 of 2008
- 7.1.4 Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 7.1.5 Copyright Act 98 of 1978
- 7.1.6 Electronic Communications and Transactions Act 25 of 2002
- 7.1.7 Employment Equity Act 55 of 1998
- 7.1.8 Financial Intelligence Centre Act 38 of 2001

- 7.1.9 Income Tax Act 58 of 1962
  - 7.1.10 Insolvency Act 24 of 1936
  - 7.1.11 Labour Relations Act 66 of 1995
  - 7.1.12 National Credit Act 34 of 2005
  - 7.1.13 Occupational Health and Safety Act 85 of 1993
  - 7.1.14 Prevention and Combatting of Corrupt Activities Act 12 of 2004
  - 7.1.15 Protection of Personal Information Act 4 of 2013
  - 7.1.16 Skills Development Act 97 of 1998
  - 7.1.17 Trade Mark Act 194 of 1993
  - 7.1.18 Unemployment Insurance Act 63 of 2001
  - 7.1.19 Value Added Tax Act 89 of 1991
  - 7.1.20 Trust Property Control Act 57 of 1988 (in respect of The Tshikululu Trust)
- 7.2. Subjects and categories of records held by Tshikululu in terms of section 51(1)(e) of PAIA:
- 7.2.1 Client records
    - Receipts and correspondence
  - 7.2.2 Companies Act records
    - Board Charter
    - Broad-Based Black Economic Empowerment Certificate
    - Documents of Incorporation
    - Documents related to the Companies and Intellectual Properties Commissioner
    - Legal Compliance Records
    - Memorandum of Incorporation
    - Minutes of Meetings of the Board of Directors
    - Minutes of Meeting of the Audit, Finance and Risk Committee
    - Minutes of Meetings of the Human Resources and Remuneration Committee
    - Records relating to the appointment of directors, auditors, company secretary, public officer and other officers

#### 7.2.3 Electronic Communications and Transactions Records

- Record of the personal information and the specific purpose which the personal information was collected

#### 7.2.4 Financial records

- Accounting Records
- Annual Financial Statements
- Asset Register
- Auditors' Reports
- Bank Statements
- Banking Records
- Electronic Banking Records
- Invoices
- Paid Cheques
- Rental agreements

#### 7.2.5 Human Resources document and records

- Policies and procedures
- Disciplinary records
- Employment contracts
- Employment equity plan
- Leave records
- Medical aid records
- Employee personal information
- Salary records
- Organograms
- Sector Education and Training Authority (SETA) records
- Training records
- Performance Appraisal documents
- Trade Union Agreements and records

#### 7.2.6 Immovable and movable property records

- Agreements for lease of movable property
- Agreements for lease of immovable property
- Other purchase, conditional sale or hire of assets

7.2.7 Income Tax records

- Documents issued to Employees and independent contractors for income tax purposes
- PAYE records
- Records of payments made to SARS on behalf of Employees
- Tax Clearance Certificate
  - Other statutory compliance records
  - Income Tax Returns
  - Compensation for Occupational Injuries and Diseases
  - Unemployment Insurance Fund
  - Value Added Tax

7.2.8 Insurance records

- Insurance policies
- Insurance claims
- Insurance correspondence

7.2.9 Intellectual Property records

- Trade Mark documents
- Copyright documents

7.2.10 Marketing and Public Affairs records

- Advertising brochures
- Marketing brochures
- Internet orders
- Distribution Records

7.2.11 Operational records

- Research documents and reports
- Monitoring and evaluation documents and research
- Campaign development documents
- Advocacy documents
- Training programmes and records
- Contracts with training partners
- Documents related to training partners

7.2.12 Procurement records

- Supplier information records
- Supplier Broad-Based Black Economic Empowerment Certificates
- Supplier contracts

7.2.13 Product records

- Originals of printed material

7.2.14 Resource Centre records

- Journals
- Books
- Brochures and annual reports of other organisations

7.2.15 Trust records

- Trust deed
- Documents related to the Master of the High Court
- Legal Compliance Records
- Records relating to the appointment of trustees, auditors, service providers, and suppliers
- Minutes of trustee meetings
- Trustee resolutions
- Beneficial ownership register
- Donor register
- Beneficiary register
- Contracts with trust beneficiaries
- Receipts and correspondence

## **8. PROCESSING OF PERSONAL INFORMATION**

### **8.1. Purpose of Processing**

8.1.1. Tshikululu collects and processes Client, beneficiary and staff Personal Information. The type of Personal Information will depend on the need for which it is collected and will be processed for that purpose only. Whenever possible, Tshikululu will inform Data Subject's what information they are required to provide and what information is optional.

8.1.2. Tshikululu requires to collect Personal Information or other information for the following reasons/activities to be executed:

8.1.2.1 Contracting with Clients, Employees and third-party service providers;

8.1.2.2 Confirming and verifying an individual/juristic person's identity;

8.1.2.3 Making payments of donations to beneficiaries;

8.1.2.4 For the detection and prevention of fraud, crime, money laundering other malpractice;

8.1.2.5 Audit and record keeping purposes;

8.1.2.6 In connection with legal proceedings;

8.1.2.7 Follow an individual or Client's instructions; and

8.1.2.8 In connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law.

8.1.3. Examples of Personal Information Tshikululu collects includes, but is not limited to:

8.1.3.1 The Client, beneficiary and Employees Identity number, name, surname, address, postal code, marital status, and number of dependents;

8.1.3.2 Description of the Client, beneficiary and employee's residence, business, financial information, banking details, etc.;

8.1.3.3 Any other information required by Tshikululu, 3<sup>rd</sup> party service providers in order to provide Client, beneficiary and Employees with an accurate service.

8.2 **Description of the categories of Data Subjects and of the information or categories of information relating thereto:**

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details

Categories of Data Subjects	Personal Information that may be processed
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race
Beneficiaries	name, address, registration numbers or identity numbers, bank details, financial information, qualifications, gender and race

8.3 **The recipients or categories of recipients to whom the personal information may be supplied:**

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
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
Identity numbers, addresses, registration numbers and names, for statutory compliance in respect of trust registers to be maintained	Master of the High Court
Identity numbers, addresses, registration numbers and names for FICA checks	FICA Verification Service Provider
Identity numbers, addresses, registration numbers and names, for statutory compliance in respect of FICA compliance for Client bank accounts	South African Banks

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

8.4.1 Data Governance Policies and Procedures: Documented policies and procedures for handling

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personal information, including collection, use, storage, access, retention, and disposal. These should be regularly reviewed and updated.

- 8.4.2 Information Security Policy: A comprehensive information security policy that addresses all aspects of data security, including physical, technical, and administrative safeguards.
- 8.4.3 Data Classification: Classifying data based on sensitivity (e.g., public, internal, confidential, restricted) and applying appropriate controls to each level.
- 8.4.4 Access Control: Implementing role-based access control (RBAC) to limit access to personal information only to authorized personnel who need it to perform their duties. Principle of least privilege.
- 8.4.5 Data Retention Policy: Defining clear data retention periods and procedures for securely disposing of personal information when it is no longer needed.
- 8.4.6 Data breach and Security Compromise Policy: A documented plan for responding to data breaches or other security incidents, including procedures for notification, investigation, and remediation.
- 8.4.7 Security Awareness Training: Training employees on data protection principles, security best practices, and the organisation's policies and procedures.
- 8.4.8 Background Checks: Conducting appropriate background checks on employees who have access to sensitive personal information.
- 8.4.9 Secure Premises: Physical security measures such as access control systems, security cameras, and alarm systems to protect data centers and offices.
- 8.4.10 Locked Cabinets and Storage: Secure storage for physical records containing personal information.
- 8.4.11 Clean Desk Policy: Encouraging employees to keep their workspaces clear of sensitive information when unattended.
- 8.4.12 Visitor Management: Controlling and monitoring visitor access to areas where personal information is stored.
- 8.4.13 Firewalls: Implementing firewalls to protect networks and systems from unauthorized access.
- 8.4.14 Intrusion Detection/Prevention Systems (IDS/IPS): Monitoring networks and systems for malicious activity.
- 8.4.15 Antivirus and Anti-malware Software: Installing and regularly updating antivirus and anti-malware software.
- 8.4.16 Regular Security Updates and Patching: Applying security updates and patches to software and systems to address vulnerabilities.
- 8.4.17 Strong Passwords and Multi-Factor Authentication (MFA): Enforcing strong passwords and implementing MFA for access to sensitive systems.

- 8.4.18 Data Backup and Recovery: Regularly backing up personal information and having a disaster recovery plan in place.
- 8.4.19 Vulnerability Scanning and Penetration Testing: Regularly conducting vulnerability scans and penetration testing to identify and address security weaknesses.
- 8.4.20 Secure Software Development Practices: Using secure coding practices to develop software applications that protect personal information.
- 8.4.21 Data Loss Prevention (DLP) Tools: Implementing DLP tools to prevent sensitive data from leaving the organisation's control.
- 8.4.22 Logging and Monitoring: Maintaining audit logs of access to personal information and monitoring systems for suspicious activity.

## **9. HOW TO MAKE A REQUEST FOR ACCESS TO INFORMATION AND COMPLAINT AND APPEAL PROCEDURE**

### 9.1. Who may request information of records?

- 9.1.1 Records held by Tshikululu may be accessed by request only once the prerequisites for access have been met.
- 9.1.2 The Requester must fulfil the prerequisites for access in terms of PAIA, including the payment of the requested access fee.
- 9.1.3 The Requester must comply with all the procedural requirements contained in PAIA relating to the request for access to a record.

### 9.2 The purpose for which information is required:

- 9.2.1 A Requester must not only identify the right he/she is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right but must also comply with all the procedural requirements set out in PAIA. If the Requester requests information on behalf of a public body (i.e. the State), the Requester must identify that the request for information is in the public interest by stipulating adequate reasons.

### 9.3 Payment of fees:

- 9.3.1 A Requester, whose request for access 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 arrangement to make it available in the request form. The permissible fees to be charged are prescribed by the regulations made in terms of PAIA.

9.3.2 When the Information Officer receives the request, such Information Officer shall by notice require the Requester, other than a Personal Requester, to pay the prescribed request fee (if any), before any further processing of the request.

9.3.3 If a deposit has been paid in respect of a request for access, which is refused, the deposit will be repaid to the Requester.

#### 9.4 Categories of Requestors:

9.4.1 The capacity under which a Requestor requests documentation/information will determine the category he/she falls in. Please note that the Requester category has a bearing on the conditions of access to the information. Requestors have been classified into four categories:

- A personal requestor: requests information about himself/herself/itself.
- A representative requester: requests information relating to and on behalf of someone else.
- A third-party requester: requests information about another person.
- A public body: requests information in the public interest.

#### 9.5 Request procedure:

9.5.1 Any request for information in terms of PAIA must be submitted in terms of Form C (a copy of the form is enclosed as Annexure A hereto) together with proof of identity (certified copy of Identity Document or passport). If a request is made on behalf of another person, then the Requester must submit proof of the capacity in which the requesters making the request, to the reasonable satisfaction of the Information Officer. The Form is available on request from the Information Officer. The form will be stored and be accessible on Tshikululu's website.

9.5.2 Form C must be completed in full and returned to the Information Officer at the address referred to in paragraph 5.2 above within a period of 30 (thirty) days together with any other information that may be required in order to consider and decide on the request. A request that does not comply with the formalities contained in this Manual will be referred back to the Requestor with advice on the necessary steps for compliance. This includes forms that are not completed in full.

#### 9.6 Granting and refusal of requests:

9.6.1 All requests complying with the requirements set out above will be processed and considered expeditiously. If the request for access is granted, then Tshikululu will advise the Requestor accordingly.

- 9.6.2 If the request for access is refused then Tshikululu will advise the Requester about the reasons for refusal of access and may advise the Requester to lodge an application with the court against the refusal of the request after the Requestor has exhausted Tshikululu's internal appeal process.
- 9.6.3 Chapter 4 of PAIA stipulates the following grounds to refusing requests for information, which reasons are also endorsed by POPIA:
- 9.6.3.1 Protection of the privacy of a third party who is a natural person;
- 9.6.3.2 Protection of commercial information of a third party if the record contains (i) trade secrets of that third party; (ii) financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party; or (iii) information disclosed in confidence by a third party to the body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 9.6.3.3 Protection of certain confidential information of a third party;
- 9.6.3.4 Protection of safety of individuals and protection of property;
- 9.6.3.5 Protection of records privileged from production in legal proceedings;
- 9.6.3.6 Commercial information and activities of the private body which may include (i) trade secrets of the Private Body; (ii) financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of the Private Body; (iii) information which, if disclosed could put the Private Body at a disadvantage in negotiations or commercial competition; or (iv) a computer program, owned by the Private Body, and protected by copyright;
- 9.6.3.7 Protection of research information of a third party and of the private body.
- 9.6.4 Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.
- 9.6.5 Tshikululu will give the Requester a written notice of its decision within 30 (thirty) days after the decision is made. In case of a request being refused, the notification will include the reasons for the refusal. Tshikululu may extend the 30 (thirty) day notice period for a further period not exceeding 30 (thirty) days due to the nature of the request and the amount of time required to gather the requested information. The requestor will however be given notice of the extension prior to the expiry of the 30 (thirty) day period and provided with reasons for the extension.

## 9.7 Appeal/lodgement of complaints

9.7.1 PAIA makes provision for the lodgement of complaint against:

- Refusal of the request to grant access;
- Decision to extend the 30 (thirty) days' period for granting the requested access; and
- Form in which access is granted.

9.7.2 A Requestor aggrieved by Tshikululu's decision or who wishes to lodge a complaint or appeal must follow this process:

Complaint or appeal must:

- be lodged within 30 (thirty) days after the decision is communicated to the requestor;
- be electronically emailed to the address contained in paragraph 4 above;
- identify the subject of the complaint or internal appeal and state the reason for the complaint or internal appeal;
- specify an electronic email address for the return of the decision.

9.7.3 The complainant or Requester who is not satisfied with the decision of the internal process may lodge an application with a court against the decision made within 30 (thirty) days after the decision was communicated to him/her/it.

9.7.4 Where the complaint or internal appeal is lodged outside the 30 (thirty) day period the Information Officer may, on good cause shown, allow the late lodgement of the complaint or internal appeal.

## **10. AVAILABILITY OF MANUAL**

10.1. This Manual will be made available for inspection, free of charge, at the offices of Tshikululu, W17, Hyde Park Corner, Cnr Jan Smuts Ave and William Nicol Dr, Hyde Park, Johannesburg and on the Tshikululu website, [www.tshikululu.org.za](http://www.tshikululu.org.za).

## **11. REVIEW OF MANUAL**

This Manual will be reviewed annually by the Information Officer, or sooner if warranted by internal or external events or changes. Changes to the manual will be recommended by the Deputy Information Officer and presented to Exco for their approval.

**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 private body**

The Head of Private Body:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**B. Particulars of person requesting access to the record**

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

Full names and surname: \_\_\_\_\_

Identity/passport number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Fax number: \_\_\_\_\_

Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

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/passport 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 (page) and attach it to this form.

**The requester must sign all the additional folios.**

Description of record or relevant part of the record: \_\_\_\_\_

Reference number, if available: \_\_\_\_\_

Any further particulars of 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 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 thereof

Reason or exemption from payment of fees: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**F. FORM OF ACCESS TO RECORD**

If you are prevented by a disability to read, view 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) Your indication as to the required form of access depends 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 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 record consist 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 the 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)	
<b>4. If record is held on computer in an electronic or machine readable form:</b>				
	Printed copy of record		Printed copy of information derived from record*	Copy in computer readable form* (stiffy or compact disc)

*If you request a transcription of a record (above), do you wish the copy or transcription to be posted to you?	YES	NO
<b>A Postal fee is payable.</b>		

**G. Particulars of right to be exercised or protected:**

If the provided space is insdequate please continue on a separate folio and attach it to this form. <b>The requester must sign all the additional folios.</b>
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1. Indicate which right is to be exercised or protected:

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2. Explain why the requested record is required for the exercising or protection of the aforementioned right:

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**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 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?

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**SIGNED at** \_\_\_\_\_ **on** \_\_\_\_\_ **20** \_\_\_\_\_

\_\_\_\_\_  
Signature Of Requester/ Person On  
Whose Behalf Request Is Made.