

**SGS TECHNICAL SERVICES (PTY) LTD
(2014/202150/07) AND SUBSIDIARY COMPANIES AND/OR THE COMPANIES
THAT FORM PART OF THE SGS GROUP OF COMPANIES (“SGS”)**

PAIA MANUAL

THE PROMOTION OF ACCESS TO INFORMATION MANUAL

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

**DATE OF COMPILATION: 01/11/2022
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1. LIST OF ACRONYMS AND ABBREVIATIONS

Guide	Guide on how to use the Promotion of Access to Information Act 2 of 2002, as amended.
MD	Managing Director
IO	Information Officer
DIO	Deputy Information Officer
Minister	Minister of Justice and Correctional Services
PAIA	Promotion of Access to Information Act No. 2 of 2000 as Amended
POPIA	Protection of Personal Information Act No.4 of 2013
Private Body	A natural person who carries or has carried on any trade, business or profession, but only in such a capacity. A partnership which carries or has carried on any trade, business or profession. Any former or existing juristic person but excludes a public body.
IR / Regulator	Information Regulator
Republic	Republic of South Africa
SGS	SGS Technical Services (Pty) Ltd

2. INTRODUCTION

This Manual constitutes the SGS PAIA Manual. This Manual is compiled in accordance with section 51 of PAIA as amended by POPIA, which gives effect to everyone's constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA and PAIA balances the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an IR to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

3. ABOUT SGS

- 3.1. The Manual is applicable to SGS, subsidiary companies and/or the companies that form part of the SGS group of companies. A list of subsidiaries and companies forming part of the SGS group of companies will be made available on request.
- 3.2. The PAIA Manual of SGS is available to view at its premises at Huawei Office Park, Building 1, 128 Western Service Road, Woodmead, Gauteng, 2191, as well as on its website at <https://www.sgs.com/en-za>
- 3.3. This Manual is compiled not only to ensure that SGS complies with PAIA and POPIA, but is also intended to:
 - 3.3.1. foster a culture of transparency and accountability within SGS by giving effect to the right to information and records that are required for the exercise or protection of any right.
 - 3.3.2. Actively promote a society in which the people of South Africa have effective access to information and records to enable them to exercise and protect their rights.

4. PURPOSE OF PAIA MANUAL

- 4.1. This PAIA Manual is useful for the public to:
 - 4.1.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
 - 4.1.2. 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;
 - 4.1.3. know the description of the records of the body which are available in accordance with any other legislation;
 - 4.1.4. access all the relevant contact details of the Information Officer and Deputy Information Officer

- who will assist the public with the records they intend to access;
- 4.1.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 4.1.6. know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 4.1.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 4.1.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 4.1.9. know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 4.1.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SGS

5.1. Information Officer

Name: Mr. Gerald van Aswegen (Managing Director)
 Tel: +27(0)11 800 1000
 Email: privacy.za@sgs.com

5.2. Deputy Information Officer

Name: Mr. Renier van der Westhuizen (Legal Counsel)
 Tel: +27(0)11 800 1000
 Email: privacy.za@sgs.com

5.3. Access to information general contacts

Email: privacy.za@sgs.com

5.4. National or Head Office

Postal Address: P O Box 90
 Gallo Manor
 Sandton
 Gauteng
 2052

Physical Address: Huawei Office Park
 Building 1
 128 Western Service Road
 Woodmead
 Gauteng
 2191

Telephone: +27(0)11 800 1000
 Email: privacy.za@sgs.com
 Website: www.sgs.com

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

- 6.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 6.2. The Regulator’s guide is available in each of the official languages and in braille from the Regulators website.
- 6.3. The aforesaid Regulator’s guide contains the description of:
 - 6.3.1.the objects of PAIA and POPIA;
 - 6.3.2.the postal and street address, phone and fax number and, if available, electronic mail address of:
 - 6.3.2.1. the Information Officer of every public body, and
 - 6.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA
 - 6.3.3.the manner and form of a request for:
 - 6.3.3.1. access to a record of a public body contemplated in section 11; and
 - 6.3.3.2. access to a record of a private body contemplated in section 50;
 - 6.3.4.the assistance available from the Regulator in terms of PAIA and POPIA;
 - 6.3.5.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:
 - 6.3.5.1. an internal appeal;
 - 6.3.5.2. a complaint to the Regulator; and
 - 6.3.5.3. 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;
 - 6.3.6.the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 6.3.7.the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 6.3.8.the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 6.3.9.the regulations made in terms of section 92.
- 6.4. Members of the public can inspect or make copies of the Guide from the offices of SGS, including the office of the Regulator, during normal working hours.
- 6.5. The Guide can also be obtained-
 - 6.5.1.1. upon request to the DIO at email address
 - 6.5.1.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

7. CATEGORIES OF RECORDS OF SGS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on website	Available upon request
News and media	• news releases	X	X
	• media coverage	X	X
	• investor day sessions	X	X
	• transactions	X	X

	<ul style="list-style-type: none"> • features • photos • videos 	X X X X	X X X X
Presentations	<ul style="list-style-type: none"> • investor days and meetings • financial and operational results 	X X	X X
Reports and filings	<ul style="list-style-type: none"> • results updates • annual reports • regulatory reports 	X X X	X X X
Governance	<ul style="list-style-type: none"> • board and committee documents 	X	X

8. DESCRIPTION OF THE RECORDS OF SGS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of records	Applicable Legislation
<ul style="list-style-type: none"> • Policies and Standard Operating Procedures • Guidelines • Codes of conduct • Forms • Reports • Schedules • Registers • Transactional records 	Auditing Professions Act, No 26 of 2005
	Basic Conditions of Employment Act, No 75 of 1997
	Broad- Based Black Economic Empowerment Act, No 75 of 1997
	Business Act, No 71 of 1991
	Companies Act, No 71 of 2008
	Compensation for Occupational Injuries & Diseases Act, 130 of 1993
	Competition Act, No.71 of 2008
	Constitution of the Republic of South Africa 2008
	Copyright Act, No 98 of 1978
	Customs & Excise Act, 91 of 1964
	Electronic Communications Act, No 36 of 2005
	Electronic Communications and Transactions Act, No 25 of 2002
	Employment Equity Act, No 55 of 1998
	Financial Intelligence Centre Act, No 38 of 2001
	Identification Act, No. 68 of 1997
	Income Tax Act, No 58 of 1962
	Intellectual Property Laws Amendment Act, No 38 of 1997
	Labour Relations Act, No 66 of 1995
	Long Term Insurance Act, No 52 of 1998
	Occupational Health & Safety Act, No 85 of 1993
	Pension Funds Act, No 24 of 1956
	Prescription Act, No 68 of 1969
	Prevention of Organized Crime Act, No 121 of 1998
	Promotion of Access to Information Act, No 2 of 2000
	Protection of Personal Information Act, No. 4 of 2013
	Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002
	Revenue laws Second Amendment Act. No 61 of 2008
Skills Development Levies Act No. 9 of 1999	
Short-term Insurance Act No. 53 of 1998	
Trust Property Control Act 57 of 1988	
Unemployment Insurance Contributions Act 4 of 2002	
Unemployment Insurance Act No. 30 of 1966	
Value Added Tax Act 89 of 1991	

9. DESCRIPTION OF THE SUBJECTS ON WHICH SGS HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY SGS

Subjects on which SGS holds records	Categories of records
Company Records	<ul style="list-style-type: none"> • All trust deeds • Documents of Incorporation • Index of names of Directors • Memorandum of Incorporation • Minutes of meetings of the Board of Directors • Minutes of meetings of Shareholders • Proxy forms • Register of debenture-holders • Register of directors' shareholdings • Share certificates • Share Register and other statutory registers and/or records and/or documents • Special resolutions/Resolutions passed at General and Class meetings • Records relating to the appointment of: <ul style="list-style-type: none"> ○ Auditors ○ Directors ○ Prescribed Officer ○ Public Officer ○ Secretary
Financial Records	<ul style="list-style-type: none"> • Accounting Records • Annual Financial Reports • Annual Financial Statements • Asset Registers • Bank Statements • Banking details and bank accounts • Banking Records • Debtors / Creditors statements and invoices • General ledgers and subsidiary ledgers • General reconciliation • Invoices • Policies and procedures • Rental Agreements • Tax Returns
Income Tax Records	<ul style="list-style-type: none"> • PAYE records • Documents issued to employees for income tax purposes • Records of payments made to SARS on behalf of employees • All other statutory compliances: <ul style="list-style-type: none"> ○ VAT ○ Regional Services Levies ○ Skills Development Levies ○ UIF ○ Workmen's Compensation
Personnel Documents and Records	<ul style="list-style-type: none"> • Address Lists • Disciplinary Code and Records • Employee benefits arrangements rules and records • Employment Contracts

	<ul style="list-style-type: none"> • Employment Equity Plan • Forms and Applications • Grievance Procedures • Leave Records • Medical Aid Records • Payroll reports/ Wage register • Pension fund records • Safety, health and environmental records • Salary records • SETA records • Standard letters and notices • Training manuals • Training records • Workplace and Union agreements and records
Procurement Department	<ul style="list-style-type: none"> • Standard terms and conditions for supply of services and products • Contractor, client and supplier agreements • Lists of suppliers, products, services and distribution • Policies and procedures
Business Development Department	<ul style="list-style-type: none"> • Customer details • Credit application information • Information and records provided by a third party • Advertising and promotional material
Risk Management and Audit	<ul style="list-style-type: none"> • Audit reports • Risk management frameworks • Risk management plans
Information and Communication Technology	<ul style="list-style-type: none"> • Computer / mobile device usage policy documentation • Hardware asset registers • Information security policies/standards/procedures • Information technology systems and user manuals • Information usage policy documentation • Project implementation plans • Software licensing • System documentation and manuals
Safety, Health and Environment	<ul style="list-style-type: none"> • Complete Safety, Health and Environment Risk Assessment • Environmental Managements Plans • Inquiries, inspections, examinations by environmental authorities
Corporate Social Responsibility (CSR)	<ul style="list-style-type: none"> • CSR schedule of projects/record of organisations that receive funding • Reports, books, publications and general information related to CSR spend • Records and contracts of agreement with funded organisations

10. PROCESSING OF PERSONAL INFORMATION

10.1. Purpose of Processing Personal Information

10.1.1. SGS processes personal information for the purpose of:

- 10.1.1.1. concluding and executing an employment contract.
- 10.1.1.2. fulfilling a business agreement and matters relating to the agreement.
- 10.1.1.3. detecting and preventing fraud and money laundering and/or in the interest of security and crime prevention.
- 10.1.1.4. assessing and dealing with complaints and requests.
- 10.1.1.5. operational, marketing, auditing, legal and record keeping requirements.

- 10.1.1.6. due diligence, statistical and research purposes.
- 10.1.1.7. verifying identity of a person or the identify of a beneficial owner.
- 10.1.1.8. complying with applicable laws, including lawful requests for information received from local or foreign law enforcement, government and tax collection agencies.
- 10.1.1.9. recording and/or monitoring electronic communications to/with SGS in order to accurately carry out instructions and requests.
- 10.1.1.10. to use as evidence and in the interests of crime prevention.
- 10.1.1.11. conducting market research to improve or evaluate the effectiveness of SGS's business or products, services or offerings.
- 10.1.1.12. monitoring, keeping record of and having access to all forms of correspondence or communications received by or sent from SGS or any of its employees, agents or contractors, including monitoring, recording and using as evidence.

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

Category of Data Subjects	Types of the Record
Employees	<ul style="list-style-type: none"> • name, surname, title, address details, contact details, date of birth, age, place of birth, nationality, gender, identity number, passport number, work permit number, employee number, bank account details, vehicle registration number, details about employment history, tax number and financial information, education-, qualification-, and skills and training history, as well as assessment results. • biometric information (such as images, fingerprints), ethnicity and race, health information, union membership and criminal behaviour and records.
Contractor employees	<ul style="list-style-type: none"> • name, surname, title, address details, contact details, date of birth, age, nationality, gender, identity number, passport number, work permit number, industry number, vehicle registration number, qualification-, and skills and training history, as well as assessment results. • biometric information (such as images, fingerprints), ethnicity and race, health information and criminal behaviour and records.
Vendors	<ul style="list-style-type: none"> • company name, company registration number, company service category details, contact details, address details, Tax/VAT numbers, financial information, bank details, director information, criminal record information, trust details, share certificates and Broad Based Black Economic Empowerment (BBBEE) status.
Customers	<ul style="list-style-type: none"> • company name, company registration number, name, surname, contact details, address details, VAT number, financial information, identity number.
Visitors	<ul style="list-style-type: none"> • name, surname, contact details, vehicle registration number, identity number, driver's license information.
Third parties	<ul style="list-style-type: none"> • company details, name, surname, contact details, address details, identity number.

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

Depending on the nature of the personal information, SGS may share information or records with

the following categories of recipients:

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identifiers Contact information Financial information Demographic information Educational information Criminal record and -behaviour Medical information Employment information	Statutory and regulatory
Identifiers Financial information	Trade Unions
Identifiers Financial information	Financial institutions
Identifiers Contact information Criminal record and -behaviour Financial information Educational information Employment information Medical information Demographic information	Professional services including external auditors, attorneys, actuaries, etc.
Identifiers Contact information Employment information Educational information Demographic information	Training institutions and assessors
Identifiers Contact information Financial information Criminal record and -behaviour	Legal and judicial proceedings

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

SGS transfers personal information outside the Republic to Switzerland for cloud hosting and storage purposes. The categories of personal information include:

- Identifiers
- Contact information
- Demographic information
- Financial information
- Educational information
- Employment information
- Criminal record and -behaviour

SGS, when transferring information to another country for any lawful purpose, will ensure that

anyone to whom it passes personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection and the third party agrees to treat that information with the same level of protection as the Company is obliged under POPIA.

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

SGS takes extensive information security measures to ensure the confidentiality, integrity and availability of information in our possession. SGS takes appropriate technical and organisational measures designed to ensure that information remains confidential and secure against unauthorised or unlawful access or processing and against accidental loss, destruction or damage.

The measures include:

encryption

- monitoring, auditing and reporting
- backups
- anti-virus and anti-malware solutions
- awareness and training programmes
- physical and logical security
- firewalls
- disaster recovery plans
- intrusion prevention systems
- information security policies and procedures
- operator agreements
- secure communications
- retention and disposal of information
- governance and regulatory policies
- monitoring access and usage of personal information
- investigating and reacting to security incidents and/or breaches

11. AVAILABILITY OF THE MANUAL

11.1. A copy of the Manual is available

11.1.1. on www.sgs.com/en-za

11.1.2. at Huawei Office Park, Building 1, 128 Western Service Road, Woodmead, Gauteng, for public inspection during normal business hours;

11.1.3. to any person upon request and upon the payment of a reasonable

prescribed fee, based on the discretion of the DIO

11.1.4. to the Information Regulator upon request.

11.2. A fee, based on the discretion of the DIO, for a copy of the Manual as contemplated in Annexure B of the Regulations shall be payable per each A4-size photocopy made.

12. REQUEST PROCEDURE

12.1. Completion of the prescribed form

12.1.1. Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of Annexure A 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.
- 12.1.2. A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.
 - 12.1.3. to POPIA provides that a data subject may, upon proof of identity, request SGS to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
 - 12.1.4. POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, SGS must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
 - 12.1.5. Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.
 - 12.1.6. POPIA provides that a data subject may object, at any time, to the processing of personal information by SGS, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form and submit it to the IO at the postal or physical address or e-mail address set out above.
 - 12.1.7. A data subject may also request SGS to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that SGS is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
 - 12.1.8. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the IO at the postal or physical address or e-mail address set out in the prescribed form.
- 12.2. **Proof of identity**
Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.
- 12.3. **Payment of prescribed fees**
- 12.3.1. There are two categories of fees which are payable, based on the discretion of the DIO:
 - 12.3.1.1. the request fee: R140.00
 - 12.3.1.2. the access fee: this is calculated by taking into account reproduction costs, search and preparation costs, as well as postal or courier costs
- 12.4. **Timelines for consideration of a request access**
- 12.4.1. Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.
 - 12.4.2. The DIO will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with Form 3 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations (refer Annexure D).
 - 12.4.3. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.
- 12.5. Grounds for refusal of access and protection of information
- 12.5.1. There are various grounds upon which a request for access to a record may be refused. These grounds include:
 - 12.5.1.1. the protection of commercial information of a third party (for example: trade

- secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party).
- 12.5.1.2. if disclosure would result in the breach of a duty of confidence owed to a third party;
 - 12.5.1.3. if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person.
 - 12.5.1.4. if the record was produced during legal proceedings, unless that legal privilege has been waived.
 - 12.5.1.5. if the record contains trade secrets, financial or sensitive information or any information that would put SGS at a disadvantage in negotiations or prejudice it in commercial competition.
 - 12.5.1.6. if the record contains information about research being carried out or about to be carried out on behalf of a third party or by SGS.
- 12.5.2. Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal:
- 12.5.2.1. a substantial contravention of, or failure to comply with the law.
 - 12.5.2.2. there is an imminent and serious public safety or environmental risk.
 - 12.5.2.3. the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.
- 12.5.3. If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

13. REQUEST PROCEDURE

- 13.1. Requesters have the right to receive a response in the form of an affidavit or affirmation where records cannot reasonably be located, but to which a requester would have had access had the record been available.
- 13.2. Requesters also have the right to receive a response in the form of an affidavit or affirmation where requested records do not exist.

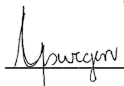
14. DISPOSAL OF RECORDS

- 14.1. SGS reserves the right to lawfully dispose of certain records in terms of relevant legislation.
- 14.2. Requesters will be advised whether a particular record has been disposed of where this is relevant to the records requested.

15. UPDATING OF THE MANUAL

The DIO of SGS will update this Manual when changes to legislation is published.

Issued by



/s/ GERALD VAN ASWEGEN
Regional Managing Director

ANNEXURE A - FORM 2: REQUEST FOR ACCESS TO RECORD

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: _____

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):	
Cellular:	
Facsimile:	
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):	
Cellular:	
Facsimile:	

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 <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	
FORM OF ACCESS <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 or 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	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	
PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected:	

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

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 _____ on this _____ day of _____ 20_____

Signature of requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by:	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Deputy Information Officer

ANNEXURE B - FEES IN RESPECT OF PRIVATE BODIES FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

ANNEXURE C - REQUEST FOR A COPY OF THE GUIDE

[Regulations 2 and 3]

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

Email address: PAIACompliance@infoRegulator.org.za

Tel number: +27 (0)10 023 5200

OR

The Information Officer

I,

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

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

Language (make with "X")		No. of copies	Language (make with "X")		No. of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			IsiXhosa	
	isiZulu				

Manner of collection (mark with "x")

Postal address	Facsimile	Electronic communication (please specify)

Signed at _____ on this _____ day of _____ 20_____

Signature of Requestor

ANNEXURE D - FORM 3: OUTCOME OF REQUEST AND OF FEES PAYABLE OUTCOME OF REQUEST AND OF 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.

You requested:

Personal inspection of information at the registered address of SGS (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) 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 are liable for the fees prescribed	
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OR

You requested:

Printed copies of the information (including copies of virtual images, transcriptions and information held on computer or in an electronic or machine readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

To be submitted:

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)	

Kindly note that your request has been:

Approved

Denied for the following reasons:

Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(iii) Flash drive (to be provided by requestor)	R40.00		
(iv) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.		
Copy of visual images			
Transcription of an audio record, per A4-size page	R24.00		
Copy of an audio record on:			
(iii) Flash drive (to be provided by requestor)	R40.00		
(iv) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL			

Deposit payable (if search exceed 6 hours):

Yes No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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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 number: _____
 Submit proof of payment to: _____

Signed at _____ on this _____ day of _____ 20_____

 Signature of Deputy Information Officer

ANNEXURE E - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 2]

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

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

Signed at _____ this _____ day of _____ 20____

Signature of Data Subject/Designated Person

ANNEXURE F - REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

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

C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
D	<p>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or</p> <p>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. (Please provide detailed reasons for the request)</p>

Signed at _____ this _____ day of _____ 20__

Signature of Data Subject/Designated Person