Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

PAIA MANUAL

Version	6
Publishing Date	14 June 2024
Last Review Date	1 December 2025
Frequency of Review	Annually
Next Review Date	1 December 2026
Manual Owner	Lee-Ann van Rooyen
Responsible Business Unit	Compliance / Operational

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

MANUAL STATEMENT

- This manual forms part of the manual owner's internal business processes and procedures.
- Any reference to the "organisation" shall be interpreted to include the "manual owner".
- The organisation's governing body, its employees, volunteers, contractors, suppliers and any other persons acting on behalf of the organisation are required to familiarise themselves with the manual's requirements and undertake to comply with the stated processes and procedures.
- Risk owners and control owners are responsible for overseeing and maintaining control procedures and activities.

MANUAL ADOPTION

By signing this document, I authorise the manual owner's approval and adoption of the processes and procedures outlined herein.

Name & Surname	Willie Griessel
Capacity	Director
Signature	W.Griessel
Date	1 December 2025

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

TABLE OF CONTENTS

1 DEFINITIONS 5
1.1 Data Subject 5
1.2 Deputy Information Officer 5
1.3 Head 5
1.4 Information Officer 6
1.5 Information Regulator 6
1.6 PAIA 6
1.7 Person 6
1.8 Personal Information 6
1.9 Personal Requester 7
1.10 POPIA 7
1.11 Private body 7
1.12 Processing 8
1.13 Public body 8
1.14 Requester 8
1.15 Request for access 8
1.16 Record 9
1.17 Third Party 9
2 MANUAL PURPOSE 9
3 DUTIES OF THE INFORMATION OFFICER 11
3.1 Right of Access 12
3.2 Grounds for Refusal 12

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

4 NOTICE 19
4.1 Fee payable 19
4.2 Granted request for access 20
4.3 Refused request for access 21
4.4 Undiscoverable record 21
5 AVAILABILITY OF THE MANUAL 22
ANNEXURE A : CONTACT DETAILS & BUSINESS TYPE 23
ANNEXURE B : SECTION 10 PAIA GUIDE 24
ANNEXURE C : STATUTORY RECORDS 27
ANNEXURE D : AVAILABILTY OF RECORDS 29
ANNEXURE E: FORM 2 - REQUEST FOR ACCESS TO RECORD 33
ANNEXURE F: PRESCRIBED FEES 41
ANNEXURE G: PROCESSING OF PERSONAL INFORMATION 44
ANNEXURE H: OUTCOME OF REQUEST AND OF FEES PAYABLE 48

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

DEFINITIONS

1.1 Data Subject

The person to whom Personal Information relates.

1.2 Deputy Information Officer

The person to whom any power or duty conferred or imposed on an Information Officer by POPIA has been delegated.

1.3 Head

In relation to a private body means:

- in the case of a natural person, that natural person or any person duly authorised by that natural person
- in the case of a partnership, any partner of the partnership or any person duly authorised by the partnership
- in the case of a juristic person:
  - the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or
  - the person who is acting as such or any person duly authorised by such acting person.

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

1.4 Information Officer

The head of a private body.

1.5 Information Regulator

The Regulator established in terms of Section 39 of POPIA.

1.6 PAIA

The Promotion of Access to Information Act 2 of 2000, as amended from time to time.

1.7 Person

A natural person or a juristic person.

1.8 Personal Information

- Information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to: information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person.
- Information relating to the education or the medical, financial, criminal or employment history of the person.
- Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person, the biometric information of the person.

- The personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.
- The views or opinions of another individual about the person; and the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

1.9 Personal Requester

A requester seeking access to a record containing personal information about the requester.

1.10 POPIA

The Promotion of Personal Information Act 4 of 2013, as amended from time to time.

1.11 Private body

- a natural person who carries or has carried on any trade, business or profession, but only in such capacity.
- a partnership which carries or has carried on any trade, business or profession or
- any former or existing juristic person but **excludes** a public body.

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

1.12 Processing

Any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use, dissemination by means of transmission, distribution or making available in any other form, or merging, linking, as well as restriction, degradation, erasure or destruction of information.

1.13 Public body

- any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
- in any other functionary or institution when:
  - exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or
  - exercising a public power or performing a public function in terms of any legislation.

1.14 Requester

In relation to a private body**,** means any person, including, but not limited to public body or an official thereof, making a request for access to a record of the organisation or a person acting on behalf of such person.

1.15 Request for access

A request for access to a record of the organisation in terms of section 50 of PAIA.

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

1.16 Record

Any recorded information regardless of the form or medium, in the possession or under the control of the organisation irrespective of whether or not it was created by the organisation.

1.17 Third Party

In relation to a request for access to a record held by the organisation, means any person other than the requester.

2 MANUAL PURPOSE

The Promotion of Access to Information Act, 2000, gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State or any other person (or private body), when that information is required for the exercise or protection of any rights.

The purpose of PAIA is to:

- foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information, and to; and
- actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect all of their rights more fully.

The organisation recognises everyone's right to access to information and is committed to provide access to the organisation's records where the proper procedural requirements as set out by PAIA and POPIA have been met.

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

The organisation's PAIA manual is compiled in accordance with section 51 of the Act and contains the following provisions:

Annexure A: Contact Details & Business Type

This section provides the organisation's postal and street address, phone, and, if available, the e-mail address of the head of the organisation.

Annexure B: Section 10 PAIA Guide

This section provides a description of the guide referred to in Section 10 of PAIA and how you may obtain access to it.

Annexure C: Statutory Records

This section provides a description of the various statutes in terms of which the organisation is required to maintain records.

Annexure D: Availability of Records

This section provides a list of records held by the organisation along with an indication of whether the record is freely available or only accessible by way of a formal request in terms of the provisions of PAIA. The section also provides a description of the category of data subject(s) to who the respective records relate along with an indication of the purpose for which the record is being kept. Records that are indicated as "Freely Available" can be accessed by contacting the Deputy Information Officer (see Annexure A), without having to follow any formal procedures. Records that are indicated as a "PAIA Request", requires the requester to lodge a formal request as provided for in Annexure E.

Annexure E: Request Procedure

This section sets out the procedure required to be followed by a Requestor to obtain access to a record indicated as a "PAIA Request" in Annexure D.

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

Annexure F: Prescribed Fees
This section sets out the fees that are payable to the organisation by the Requestor prior to the organisation processing a request to obtain access to a record held by the organisation.
Annexure G: Processing of Personal Information
This section sets out the applicable aspects for the processing of personal information.
Annexure H: Outcome of Request and Of Fees Payable
This section sets out the outcome of request to the Requestor and of the fees payable by the Requestor.

3 DUTIES OF THE INFORMATION OFFICER

The Information Officer and/or the Deputy Information Officer of the organisation are responsible for:

- Publishing and proper communication of the manual i.e. creating manual awareness.
- The facilitation of any request for access.
- Providing adequate notice and feedback to the requester.
- Determining whether to grant a request for access to a complete/full record or only part of a record.
- Ensuring that access to a record, where so granted, is provided timeously and in the correct format; and
- Reviewing the manual for accuracy and communicating any amendments.

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

3.1 Right of Access

The Information Officer and/or Deputy Information Officer may only provide access to any record held by the organisation to a requester if:

- The record is required for the exercise or protection of any right.
- The requester complies with the procedural requirements relating to a request for access to that record and
- Access to that record is not refused in terms of any of the grounds for refusal listed below.

The Requestor must complete and submit Annexure E to the organisation.

3.2 Grounds for Refusal

The Information Officer and/or Deputy Information Officer must assess whether there are any grounds for refusing a request for access.

Where any grounds for refusal are found, a request for access will not be granted and the Information Officer and/or Deputy Information Officer must complete Annexure H and make the completed Annexure available to the Requestor.

However, despite finding any grounds for refusal, access to the record(s) will be provided where:

- the disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with the law or imminent and serious public or environmental risk; and

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

- the public interest in disclosing record, will clearly outweigh the harm contemplated in the provision in question.

Where there are no grounds for refusal, request for access will be granted.

If a request for access is made with regards to a record containing information that would justify a ground for refusal, every part of the record which:

- does not contain and

- can reasonably be severed from any part that contains, any such information must, despite any other provision of PAIA, also be disclosed.

The ground for refusal, or absence thereof, are set out below:

A: Mandatory Protection of privacy of a Third Party who is a Natural Person
Grounds for Refusal:
▪ The disclosure would involve the unreasonable disclosure of personal information about a third party that is a natural person (including a deceased individual).

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

No Grounds for Refusal:

- The record consists of information that concerns an individual who has already consented in writing to its disclosure to the requester concerned.

- The record consists of information that is already publicly available.

- The record consists of information that was given to the organisation by the individual to whom it relates, and the individual was informed by or on behalf of the organisation, before it is given, that the information belongs to a class of information that would or might be made available to the public.

- The record consists of information about an individual's physical or mental health, or well-being, who is under the care of the requester and who is under the age of 18; or incapable of understanding the nature of the request, and if giving access would be in the individual's best interest.

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

- The record consists of information about an individual who is deceased and the requester is the individual's next of kin or making the written consent of the individual's next of kin.

- The record consists of information about an individual who is or was an official of the organisation and which relates to the position or functions of the individual, including, but not limited to the title, work address, work phone number, the classification, salary scale or remuneration and responsibilities of the position held or services performed by the individual and the name of the individual on a record prepare by the individual in the course of employment.

B: Mandatory Protection of Commercial Information of a Third Party

Grounds for Refusal:

- The record consists of information that contains trade secrets of the organisation

- The record consists of information that contains financial, commercial, scientific or technical information, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party.

- The record consists of information supplied in confidence by a third party, the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations or to prejudice that third party in commercial competition.

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

No Grounds for Refusal:
▪ The record consists of information about a third party who has consented who has already consented in writing to its disclosure to the requester concerned. ▪ The record consists of information about the results of any product or environmental testing or other investigation supplied by a third party or the results of any such testing or investigation carried out by or on behalf of a third party and its disclosure would reveal a serious public safety or environmental risk (the results of any product or environmental testing or other investigation do not include the results of preliminary testing or other investigation conducted for the purpose of developing methods of testing or other investigation).

C: Mandatory Protection of certain Confidential Information of a Third Party
Grounds for Refusal:
▪ The record consists of information the disclosure of which would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

D: Mandatory Protection of Safety of Individuals and Protection of Property
Grounds for Refusal:
▪ The record consists of information that if disclosed could reasonably be expected to endanger the life or physical safety of an individual. ▪ The record consists of information that if disclosed would likely prejudice or impair the security of a building, a structure or system, a computer or communication system, a means of transport, any other property. ▪ The record consists of information that if disclosed would likely prejudice or impair the security of methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme, the safety of the public, or any part of the public, or the security of property.

E: Mandatory Protection of Records privileged from Production in Legal Proceedings
Grounds for Refusal:
▪ The record consists of information privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege.

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

F: Commercial Information of the Organisation
Grounds for Refusal:
▪ The record consists of information that contains trade secrets of the organisation ▪ The record consists of information that contains financial, commercial, scientific or technical information, other than trade secrets, of the organisation, the disclosure of which would likely cause harm to the commercial or financial interests of the organisation. ▪ The record consists of information, the disclosure of which, could reasonably be expected to put the organisation at a disadvantage in contractual or other negotiations or prejudice the organisation in commercial competition. ▪ The record is a computer program as defined in section 1(1) of the Copyright Act (Act 98 of 1978), owned by the organisation, except insofar as it is required to give access to a record to which access is granted in terms of PAIA.
Grounds for Refusal:
▪ The record consists of information about the results of any product or environmental testing or other investigation supplied by the organisation or the results of any such testing or investigation carried out by or on behalf of the organisation and its disclosure would reveal a serious public safety or environmental risk (the results of any product or environmental testing or other investigation do not include the results of preliminary testing or other investigation conducted for the purpose of developing methods of testing or other investigation).

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

G: Mandatory Protection of Research Information of a Third Party and the Organisation
Grounds for Refusal:
▪ The record consists of information that contains information about research being or to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose the third party, a person that is or will be carrying out the research on behalf of the third party, or the subject matter of the research to serious disadvantage. ▪ The record consists of information that contains information about research being or to be carried out by or on behalf of the organisation, the disclosure of which would be likely to expose the organisation, a person that is or will be carrying out the research on behalf of the organisation, or the subject matter of the research to serious disadvantage.

4 NOTICE

4.1 Fee payable

Where a request for access has been received the Information Officer and/or Deputy Information Officer will notify the requester of receipt and the prescribed fee (if any) that is payable prior to processing the request. Refer to Annexure F for a full breakdown of fees payable. Personal Requesters will not be charged a request fee.

The notice must state:

- The amount of the deposit payable (if any)
- That the requester may lodge a complaint with the Information Regulator or an application with a court against the tender or payment of the request fee, or the tender or payment of a deposit, as the case may be and
- The procedure (including the period) for lodging the complaint with the Information Regulator or the application, except to the extent that the provisions regarding third party notification may apply, the Information Officer and/or Deputy Information Officer to whom the request is made, must as soon as reasonably possible, but in any event within 30 days, after the request has been received in the prescribed format:
- Decide in accordance with PAIA whether to grant the request; and
- Notify the requester of the decision and, if the requester stated that he or she wishes to be informed of the decision in any other manner, inform him or her in that manner, if it is reasonably possible.

4.2 Granted request for access

If the request for access is **granted**, the notice must state:

- The access fee (if any) to be paid upon access.
- The form in which access will be given and

- That the requester may lodge a complaint with the Information Regulator or an application with a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging a complaint with the Information Regulator or the application.

4.3 Refused request for access

If the request for access is **refused**, the notice must:

- State adequate reasons for the refusal, including the relevant provision of PAIA that was relied on.
- Exclude, from any such reasons, any reference to the content of the records' and
- State that the requester may lodge a complaint with the Information Regulator or an application with a court against the refusal of the request, and the procedure (including the period) for lodging a complaint with the Information Regulator or the application.

4.4 Undiscoverable record

Should all reasonable steps have been taken to find a record requested, and there are reasonable grounds for believing that the record:

- Is in the organisation's possession, but cannot be found or
- Simply does not exist,

the head of the organisation must, by way of affidavit or affirmation, notify the requester that it is not possible to provide access to that record. The affidavit or affirmation must provide full account of all steps taken to find the record in question or to determine whether the record exists, as the case may be, including all communication with every person who conducted the search on behalf of the head.

5 AVAILABILITY OF THE MANUAL

A copy of the Manual is available

- on www.proverte.co.za
- head office of ProVérte Risk Management for public inspection during normal business hours.
- to any person upon request and upon the payment of a reasonable prescribed fee and
- to the Information Regulator upon request.

A fee for a copy of the Manual, as contemplated in Annexure F, shall be payable per each A4-size photocopy made.

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

ANNEXURE A: CONTACT DETAILS & BUSINESS TYPE

Head	Willie Griessel
Signature	W.Griessel
Date	1 December 2025

A. Organisation Contact Details

Postal address	Office OF03, Groundfloor, Zomerlust Estate, C/o Bergrivier Boulevard & Bergsig Ave, Paarl, 7620
Street address	Office OF03, Groundfloor, Zomerlust Estate, C/o Bergrivier Boulevard & Bergsig Ave, Paarl, 7620
Phone number	021 872 0765
Email address	lee-ann@proverte.co.za

B. Head of Organisation

Full names & surname	Wilem Jacobus Griessel
Phone number	083 701 0343
Email address	lee-ann@proverte.co.za

C. Business Type

The organisation conducts its main type of business in the following sector(s):

Finance & Business Services

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

ANNEXURE B: SECTION 10 PAIA GUIDE

Head	Willie Griessel
Signature	*W.Griessel*
Date	1 December 2025

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.

The Guide is available in each of the official languages and in braille.

The aforesaid Guide contains the description of-

- the objects of PAIA and POPIA
- the postal and street address, phone and fax number and, if available, electronic mail address of-
  - the Information Officer of every public body, and
  - every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA
- the manner and form of a request for-
  - access to a record of a public body contemplated in section 11 and
  - access to a record of a private body contemplated in section 50

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

- the assistance available from the IO of a public body in terms of PAIA and POPIA
- the assistance available from the Regulator in terms of PAIA and POPIA
- 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-

  an internal appeal

  a complaint to the Regulator and

  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

- 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.
- the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively
- the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- the regulations made in terms of section 92.

Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

The Guide can also be obtained-

- upon request to the Information Officer
- from the website of the Regulator (https://www.justice.gov.za/inforeg/).

Address:	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal Address:	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Tel Number:	010 023 5200
Email Address:	PAIACompliance@infoRegulator.org.za

PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. Where a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of PAIA shall be made in accordance with the prescribed procedures at the rates provided.

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

ANNEXURE C: STATUTORY RECORDS

Head	Willie Griessel
Signature	W.Griessel
Date	1 December 2025

The organisation maintains statutory records and information in terms of the following legislation:

Basic Conditions of Employment Act
Companies Act
Compensation of Occupational Injuries & Diseases Act
Consumer Protection Act
Copyright Act
Electronic Communications and Transactions Act
Employment Equity Act
Financial Advisory & Intermediary Services Act
Financial Institutions (Protection of Funds) Act
Financial Intelligence Centre Act
Income Tax Act
Insolvency Act
Labour Relations Act

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

Occupational Health and Safety Act
Prevention of Organised Crime Act
Prevention and Combatting of Corrupt Activities Act
Promotion of Equality and Prevention of Unfair Discrimination Act
Protection of Constitutional Democracy against Terrorist and related Activities Act
Short-term Insurance Act
Skills Development Act
Skills Development Act
Value Added Tax Act

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

ANNEXURE D: AVAILABILTY OF RECORDS

Head	Willie Griessel
Signature	W.Griessel
Date	1 December 2025

The organisation maintains the following categories of records and related subject matter. The status of the record's availability, the purpose for its processing and the relevant data subject category to who the record relates are set out below:

Category:	Record:	Availability:	Purpose:	Data Subject:
Public Affairs	Public Product Information	Freely Available	Convey Public Information	Organisation
	Public Corporate Records	Freely Available	Convey Public Information	Organisation
Regulatory & Administrative	Permits, Licenses or Authorities	Freely Available	Statutory Requirement	Organisation
	Conflict of Interest Management Policy	Freely Available	Statutory Requirement	Organisation
	Complaints Policy	Freely Available	Statutory Requirement	Organisation
	FICA Internal Rules	PAIA Request	Statutory Requirement	Organisation
	Health & Safety Plan	PAIA Request	Statutory Requirement	Organisation
	Memorandum of Incorporation	PAIA Request	Statutory Requirement	Organisation

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

	Minutes of Board or Directors	PAIA Request	Statutory Requirement	Organisation
	Register of Board of Directors	PAIA Request	Statutory Requirement	Organisation
	Internal correspondence (e-mails/memos)	PAIA Request	Internal Communications	Employees
	Insurance Policies held by organisation	PAIA Request	Risk Management	Organisation
Human Resources	Employment Applications	PAIA Request	Internal Referencing	Employees
	Employment Contracts	PAIA Request	Contractual Agreement	Employees
	Personal Information of Employees	PAIA Request	Internal Referencing	Employees
	Pension Fund Records	PAIA Request	Internal Referencing	Employees
	Disciplinary Records	PAIA Request	Statutory Requirement	Employees
	Performance Management Records	PAIA Request	Internal Referencing	Employees
	Salary Records	PAIA Request	Internal Referencing	Employees
	Employee Benefit Records	PAIA Request	Internal Referencing	Employees
	PAYE Records	PAIA Request	Statutory Requirement	Employees
	Seta Records	PAIA Request	Statutory Requirement	Employees
	Disciplinary Code	PAIA Request	Statutory Requirement	Organisation
	Leave Records	PAIA Request	Internal Referencing	Employees
	Training Records	PAIA Request	Internal Referencing	Employees
	Training Manual	PAIA Request	Internal Referencing	Organisation

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

Financial	Financial Statements	PAIA Request	Internal Referencing	Organisation
	Financial and Tax Records	PAIA Request	Statutory Requirement	Organisation
	Asset Register	PAIA Request	Internal Referencing	Organisation
	Management Accounts and Reports	PAIA Request	Internal Referencing	Organisation
	Vouchers, Cash Books and Ledgers	PAIA Request	Internal Referencing	Organisation
	Banking Records and Statements	PAIA Request	Internal Referencing	Organisation
	Electronic Banking Records	PAIA Request	Internal Referencing	Organisation
Marketing	Market Information	PAIA Request	Internal Referencing	Organisation
	Product Brochures	PAIA Request	Internal Referencing	Organisation
	Advertisements	PAIA Request	Internal Referencing	Organisation
	Performance Records	PAIA Request	Internal Referencing	Organisation
Client Customer	Customer / Client Database	PAIA Request	Internal Referencing	Customers
	Customer / Client agreements	PAIA Request	Internal Referencing	Customers
	Customer / Client Files	PAIA Request	Internal Referencing	Customers
	Customer / Client Instructions	PAIA Request	Internal Communications	Customers
	Customer / Client	PAIA Request	External Communications	Customers

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

Third Party	Rental agreements	PAIA Request	Contractual Agreement	Third Party
	Franchise agreements	PAIA Request	Contractual Agreement	Third Party
	Non-disclosure agreements	PAIA Request	Risk Management	Third Party
	Letters of Intent	PAIA Request	Contractual Agreement	Third Party
	Supplier Contracts	PAIA Request	Contractual Agreement	Third Party

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

ANNEXURE E: 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.

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

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		

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

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	

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

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	

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

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 services 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)*	

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECED *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	

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

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 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

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

FOR OFFICIAL USE

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

_____

Signature of Information Officer

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

ANNEXURE F: PRESCRIBED FEES

Head	Willie Griessel
Signature	W.Griessel
Date	1 December 2025

The following applies to requests (other than personal requests):

- A requester is required to pay a preliminary request fee before a request will be processed.
- If the preparation of the record requested requires more than the prescribed hours (six), an additional deposit shall be paid (of not more than one third of the access fee which would be payable if the request was granted).
- A requestor may lodge an application with a court against the render / payment of the request fee and/or deposit.
- Records may be withheld until the fees have been paid.

No.	Description	Fee
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00
3.	Printed copy of an A4 size page	R2.00

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

4.	For a copy in a computer-readable form on:	
	i. Flash drive (to be provided by requester)	R40.00
	ii. Compact disc:	
	- If provided by requestor	R40.00
	- If provided to the requestor	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	
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 requester)	R40.00
	ii. Compact disc:	
	- If provided by requestor	R40.00
	- If provided to the requestor	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.	R145.00
	To not exceed a total cost of	R435.00

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

10.	Deposit: If search exceeds 6 hours	One third of amount per request ito items 2-8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.".

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

ANNEXURE G: PROCESSING OF PERSONAL INFORMATION

Head	Willie Griessel
Signature	W.Griessel
Date	1 December 2025

1. Purpose of Processing Personal Information

- Fulfilling statutory obligations in terms of applicable legislation.
- Historical record keeping, research and recording statistics necessary for fulfilling our business objectives.
- Keeping of accounts and records
- Marketing and advertising
- Monitoring, maintaining and managing our contractual obligations to clients, service providers, employees, directors and other third parties.
- Obtaining information necessary to provide contractually agreed to services to clients.
- Resolving and tracking complaints
- Staff administration
- Verifying information provided to us

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

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

- Clients and client's employees (inclusion of member records), representatives, agents, contractors and service providers.
- Existing and former employees (including contractors, agents, temporary and casual employees)
- Our Stakeholders
- Suppliers and service providers and their respective authorised employees, representatives, agents, contactors and service providers of such suppliers and service providers.

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

- Auditors
- Banks and other financial institutions
- Claims investigators
- Employees of the organisation
- Ombudsman and regulatory authorities
- Police / courts where necessary
- Regulatory, statutory and government bodies
- Suppliers, service providers, vendors, agents and representatives of such entities

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

4. Planned transborder flows of personal information

It may be required from time to time need to share personal information of data subjects with third parties in other countries. Any sharing of personal information of data subjects with third parties in other countries will be done only if the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection which effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person, as set out in the Protection of Personal Information Act and the data subject consents to the transfer. Any such transfer will have to be shown to be necessary for the performance of a contract between the data subject and the recipient in question, or for the implementation of precontractual measures taken in response to the data subject's request.

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

Up to date technology is employed to ensure the confidentiality, integrity and availability of the Personal Information under our care.

Measures include:

- Acceptable usage of personal information
- Access control to personal information
- All third parties with whom any contract exists are required to ensure that appropriate security, privacy and confidentiality obligations are observed.

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

- Computer and network security including Firewalls, Virus protection software and updated protocols
- Governance and regulatory compliance
- Information security and HR policies
- Internal process to report security breach or anticipated security breach
- Investigating and reacting to security incidents
- Logical and physical access control
- Monitoring access and usage of private information
- Physical security
- Retention and disposal of information
- Secure communications
- Security in the outsourcing of any activities or functions through appropriate contracts
- Training of staff members

We continuously establish and maintain appropriate, reasonable technical and organisational measures to ensure that the integrity of the Personal Information which may be in our possession or under our control, is secure and that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements set forth in law, in industry practice and generally accepted information security practices and procedures applicable.

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

ANNEXURE H: OUTCOME OF REQUEST AND OF FEES PAYABLE

Note:

1. *If your request is granted the—*
   (a) *amount of the deposit, (if any), is payable before your request is processed; and*
   (b) *requested record/portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO:

_____

_____

_____

Your request dated_____, refers

1. You requested:

Personal inspection of information at registered address of private body *(including listening to recorded words, information which can be reproduced in sound, or information heldon 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 will be liable for the fees prescribed in Annexure F.	

OR

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

2. You requested:

Printed copies of the information *(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 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	

1. 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 inthe language in which the record is available)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

3. 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: (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		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record (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		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188

Directors
WJ Griessel (HCII)
F Horn (MA)
C Bester (BComm)
R Barnard (HCII)

Registration no. 2021/360807/07
VAT no. 4550295200
FSP no. 51584

4. Deposit payable (if search exceeds six hours):

☐ Yes ☐ No

Hours of search		Amount of deposit *(calculated on one third of total amount per request)*	

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 Nr: _____
Submit proof of payment to: _____

Signed at_____this_____day of_____20 _____

_____
Information Officer

Worcester
Office 39, Q Square
72 High Street
Worcester
6849
023 004 0487

Ceres
9 Phillip Street
Ceres
6835
023 004 1616

Paarl
OF03, Groundfloor
Zomerlust Estate, Cnr Bergrivier
Boulevard & Bergsig Ave
Paarl
7620
021 872 0765

Robertson
13 Paul Kruger Street
Robertson
6705
023 004 1073

Bredasdorp
43 Buitekant Street
Bredasdorp
7280
028 424 1188