



## PROTECTION OF PERSONAL INFORMATION POLICY

Facility for Investments in Renewable Small Transactions (RF) Pty Ltd  
t/a  
Verdure ("Verdure")



## 1. POLICY STATEMENT

- 1.1 Verdure processes personal information of its employees, members, clients, suppliers, and other data subjects from time to time. As such, it is obliged to comply with the Protection of Personal Information Act No. 2 of 2000 (“PAIA”).
- 1.2 In line with this, Verdure is committed to protecting its members’/clients’/suppliers’/employees’ and other data subjects’ privacy and ensuring that their personal information is used appropriately, transparently, securely, and in accordance with applicable laws.
- 1.3 This policy sets out the manner in which Verdure deals with / will deal with such personal information and provides clarity on the general purpose for which the information is used, as well as how data subjects can participate in this process in relation to their personal information.
- 1.4 In addition to this Policy, Verdure has also developed a manual and made it available as prescribed under the PAIA. Where parties/requesters submit requests for information disclosure in terms of this manual, internal measures have been developed together with adequate systems to process requests for information as access thereto.

## 2. OBJECTIVES

- 2.1 To ensure legislative compliance (POPI and PAIA) in respect of all personal information that Verdure collects and processes.
- 2.2 To inform employees, members, clients, suppliers, and other data subjects of how their personal information is used, disclosed, stored and destroyed.
- 2.3 To ensure that personal information is only used for the purpose for which it was collected.
- 2.4 To prevent unauthorised access to and use of personal information.

## 3. DEFINITIONS

- 3.1 **“Biometric information”** means physical, physiological, or behavioural identification, including fingerprints, amongst others;
- 3.2 **“Policy”** means this Protection of Personal Information Policy;

3.3 **“Processing”** means:

3.3.1 The collection, receipt, recording organisation collation, storage, updating, modification, retrieval, alteration, consultation, or use;

3.3.2 Dissemination by means of transmission, distribution, or making available in any form;

3.3.3 Merging, linking, erasure, or destruction of information;

3.4 **“PAIA”** means the Promotion of Access to Information Act No. 2 of 2000.

3.5 **“POPI”** means the Protection of Personal Information Act No. 4 of 2013.

3.6 **“Regulator”** means the Information Regulator established in terms of the POPI Act.

3.7 **“Verdure”** means Facility for Investments in Renewable Small Transactions (RF) Proprietary Limited, registration number 2015/048087/07, a limited liability private company incorporated and existing under the laws of South Africa.

#### 4. COLLECTION OF PERSONAL INFORMATION

4.1 Verdure collects and processes various types of information pertaining to its employees, members, clients, suppliers, and other data subjects. The information collected is limited to information that is necessary for a specific purpose and will be processed for that need or purpose only. Whenever possible, Verdure will inform the relevant party of the information required.

4.2 The employee, member, client, supplier, and any other data subject will be informed of the consequence/s of failing to provide such personal information and any prejudice associated with non-disclosure. For example, Verdure may not be able to employ an individual without obtaining certain personal information relating to that individual or Verdure organisation may not be allowed to render services to a client in the absence of certain information which is required.

4.3 Verdure will process information in a manner that is lawful and reasonable (i.e., Verdure will not infringe on the privacy of the individual or company).

4.4 Where consent is required for the processing of information, such consent will be obtained.

4.5 Information will be processed under the following circumstances:

- 4.5.1 When carrying out actions for the conclusion or performance of a contract.
  - 4.5.2 When complying with an obligation imposed by law on Verdure.
  - 4.5.3 For the protection of a legitimate interest of the data subject.
  - 4.5.4 Where necessary, for pursuing the legitimate interests of Verdure or of an authorised third party to whom the information is supplied.
- 4.6 Examples of the personal information Verdure collects includes, but is not limited to:
- 4.6.1 Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and identification number and contact details of close relatives or emergency contacts of an employee.
  - 4.6.2 Banking and account information;
  - 4.6.3 Contact information;
  - 4.6.4 Trade union membership and political persuasion;
  - 4.6.5 Any identifying number, symbol, e-mail address, telephone number, physical home address, online identifier, or other particular assignment of the employee, member, client, supplier, and any other data subjects;
  - 4.6.6 The biometric information of an employee of Verdure;
  - 4.6.7 The personal opinions, views, or preferences of any employee (also performance appraisals or correspondence) and the views or opinions of another individual about the employee;
- 4.7 Verdure shall not process special personal information without complying with the specific provisions of the POPI Act. Special personal information includes personal information concerning:
- 4.7.1 The religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health, or biometric information of a data subject;
- or

4.7.2 The criminal behaviour of a data subject, insofar as this information relates to the alleged commission of any offence committed by a data subject or the disposal of criminal proceedings relating to such behaviour.

#### 4.8 Collection of employee information:

4.8.1 For the purposes of this Policy, employees include potential, past and existing employees of Verdure. Independent contractors are treated on the same basis where the collection of information is concerned;

4.8.2 When appointing new employees/contractors, Verdure requires the information including, but not limited to that listed above, from prospective employees/contractors, in order to process the information on the Verdure system/s or on the system of an approved third-party service provider of Verdure. Such information is reasonably necessary for Verdure's record purposes, as well as to ascertain whether the prospective employee/contractor meets the requirements for the position for which they are being appointed/contracted, and whether they are suitable for employment;

4.8.3 Verdure will use and process such employee information, for the purposes as set out below for including, but not limited to, its employment records and to make lawful decisions in respect of that employee and its business;

4.8.4 Use of employee information: Employees' personal information will only be used for the purpose for which it was collected and intended. This may include, but is not limited to:

4.8.4.1 Submissions to the Department of Labour;

4.8.4.2 Submissions to the Receiver of Revenue;

4.8.4.3 For audit and recordkeeping purposes;

4.8.4.4 In connection with legal proceedings, if any;

4.8.4.5 In connection with and to comply with legal and regulatory requirements;

4.8.4.6 In connection with any administrative functions of Verdure;

4.8.4.7 Disciplinary action or any other action to address the employee's conduct or capacity;

- 4.8.4.8 In respect of any employment benefits that the employee may be entitled to;
- 4.8.4.9 Pre-employment and post-employment checks and screening;
- 4.8.4.10 Any other relevant purpose of which the employee has been notified;
- 4.8.4.11 Should any information be processed for any other reason; the employee will be informed accordingly.

#### 4.9 Collection of member / client / supplier information:

4.9.1 For purposes of this policy, clients include potential, past and existing members and clients who contact with Verdure. Suppliers include all vendors and/or service providers that contract with Verdure, whether on a once-off or recurring basis, in respect of products and services rendered or to be rendered to Verdure.

4.9.2 Verdure collects and processes its members', clients' and suppliers' personal information, such as mentioned hereunder. The type of information will depend on the purpose for which it is collected and will be processed for that purpose only.

4.9.3 Further examples of personal information collected from clients include, but are not limited to:

- 4.9.3.1 The member, client or supplier identity, registration number, name, surname, address, postal code;
- 4.9.3.2 The member, client, suppliers' residential and postal address;
- 4.9.3.3 Contact information;
- 4.9.3.4 Banking details;
- 4.9.3.5 Tax and/or VAT number;
- 4.9.3.6 Details of the person responsible for the client or suppliers' account;

4.9.4 Verdure also collects and processes member and client personal information for marketing purposes to ensure that its products and services remain relevant to its clients and potential clients.

4.9.5 Use of member, client, supplier information:

- 4.9.5.1 The member, client, supplier and suppliers' personal information will only be used for the purpose for which it was collected and as agreed. This may include, but not limited to:
- 4.9.5.2 Providing products or services to its members and clients;
- 4.9.5.3 In connection with sending accounts and communication to a member or client in respect of services rendered;
- 4.9.5.4 Payment of suppliers and communication in respect of services rendered;
- 4.9.5.5 Referral to other service providers;
- 4.9.5.6 Confirming, verifying and updating member, client and supplier details;
- 4.9.5.7 Conducting market or customer satisfaction research;
- 4.9.5.8 For audit and record-keeping purposes;
- 4.9.5.9 In connection with legal proceedings that may be instituted;
- 4.9.5.10 In connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law.

#### 4.10 Disclosure of personal information:

4.10.1 Verdure may share employees' and members', clients', suppliers' personal information with authorised third parties as well as to obtain information from such third parties for reasons set above.

4.10.2 Verdure may also disclose employees' or members', clients', suppliers' information where there is a duty or a right to disclose in terms of applicable legislation, the law or where it may be necessary to protect the rights of Verdure or if it is in the interests of the data subject.

## 5. SAFEGUARDING OF PERSONAL INFORMATION AND CONSENT

5.1 Verdure shall review its data protection security controls and processes regularly to ensure that personal information in its possession is secure.

5.2 It will take appropriate, reasonable, technical, and organisational measures to prevent loss or damage or unauthorised destruction of personal information, and unlawful access to or processing of personal information.

5.3 This is achieved by:

5.3.1 Identifying internal and external risks;

5.3.2 Establishing and maintaining appropriate safeguards;

5.3.3 Regularly verifying these safeguards and their implementation;

5.3.4 Updating the safeguards;

5.3.5 Implementing generally accepted information security practices and procedures.

5.4 Verdure shall appoint an information officer and a deputy information officer who will be responsible for compliance with the requirements for the lawful processing of personal information and other provisions of POPI.

#### **5.4.1 Information Officer Details**

Name: Gregory Ansermino

Telephone number: +27 83 274 5542

Postal address: 12<sup>th</sup> Floor Sandton Eye, Cnr Rivonia and West Street, Sandton, 2146

Physical address: 12<sup>th</sup> Floor Sandton Eye, Cnr Rivonia and West Street, Sandton, 2146

E-mail address: [greg@verdurefund.com](mailto:greg@verdurefund.com)

#### **5.4.2 Deputy Information Officer**

Name: Katlego Matsho

Telephone number: +27 73 379 5512

Postal address: 12<sup>th</sup> Floor Sandton Eye, Cnr Rivonia and West Street, Sandton, 2146

Physical address: 12<sup>th</sup> Floor Sandton Eye, Cnr Rivonia and West Street, Sandton, 2146

E-mail address: [katlego@verdurefund.com](mailto:katlego@verdurefund.com)

5.5 The specific responsibilities of the information officer and the deputy information officer include:



- 5.5.1 The development, implementation, monitoring, and maintenance of a compliance framework;
- 5.5.2 The undertaking of a personal information protection assessment to ensure that adequate measures and standards exist to comply with the conditions for the lawful processing of personal information;
- 5.5.3 The development, monitoring, and maintenance of a manual, as well as the making available thereof, as prescribed in section 51 of PAIA;
- 5.5.4 The development of internal measures, together with adequate systems to process requests for information or access thereto;
- 5.5.5 To ensure that staff awareness sessions are conducted regarding the provisions of POPI and PAIA (jointly the "Acts") regulations made in terms of the Acts, codes of conduct, or updates issued by the Regulator;
- 5.6 Employment contracts/addendums thereto, containing relevant consent clauses for the use and storage of employee information, or any other action so required, in terms of POPI, are signed by every employee;
- 5.7 On an ongoing basis, ensure that all suppliers, insurers, and other third-party service providers sign service level agreements guaranteeing their commitment to comply POPI;
- 5.8 Consent to process client, member, and supplier information obtained from clients, members, and suppliers (or a person who has been given authorisation from the client, member and supplier to provide the member's, client's personal information) and suppliers at sign-on/appointment/contracting.

## **6. DIRECT MARKETING**

- 6.1 Verdure shall ensure that:
  - 6.1.1 It does not process any personal information for the purpose of direct marketing (by means of any form of electronic communication, including automatic calling machines, SMS's or e-mail) unless the data subject has given their consent to the processing or is an existing customer who has given consent;
  - 6.1.2 It will only approach data subjects, whose consent was received and who have not previously withheld consent or unsubscribed from receiving direct marketing material and only for the purpose of direct marketing of Verdure's own products or services;

6.1.3 The data subjects will only be approached for purposes of KYC (know-your-client) screening as required by the Financial Intelligence Centre Act. In all instances, the data subject shall be given a reasonable opportunity to object, free of charge and in a manner free of unnecessary formality, to such use of his or her or its electronic details at the time when the information is collected;

6.1.4 Any communication for the purpose of direct marketing will contain details of the identity of the sender or the person on whose behalf the communication has been sent and an address or other contact details to which the request that such communications cease.

## **7. TRANSFER OF INFORMATION OUTSIDE OF SOUTH AFRICA**

7.1 Verdure will not transfer personal information about a data subject or client to a third party who is in a foreign country unless one or more of the following apply:

7.1.1 The third party is subject to a law, binding corporate rules or a binding agreement which provides an adequate level of protection of personal information and effectively upholds the upholds the principles for lawful processing of the information;

7.1.2 The data subject or client consents to the transfer;

7.1.3 The transfer is necessary for the performance of a contract between the data subject and Verdure and a third party; or

7.1.4 The transfer is of the benefit of the data subject or client, and is not reasonably practicable to obtain the consent of the data subject or client to that transfer and if it were reasonably practicable to obtain such consent, the data subject or client would be likely to give it.

## **8. SURVEILLANCE SYSTEMS**

8.1 Video footage and/or voice/telephone/internet calls that have been recorded, processed and stored via CCTV camera or other surveillance systems constitute personal information. As such, Verdure will make all employees, members, clients, or data subjects aware of the use of CCTV/other surveillance on the premises or of any voice, telephonic, and internet recording.

## 9. SECURITY BREACHES

- 9.1 Should Verdure detect a security breach on any of its systems that contain personal information, it shall take the required steps to assess the nature and extent of the breach to ascertain if any information has been compromised.
- 9.2 Verdure shall notify any affected parties should it have reason to believe that their information has been compromised.
- 9.3 Verdure shall notify any affected parties should it have reason to believe that their information has been compromised. Such notification shall only be issued where Verdure can identify the data subject to which the compromised information relates. Where it is not possible it may be necessary to consider publication on Verdure's website and/or to obtain guidance or a directive from the Regulator.
- 9.4 Notification will be provided in writing by means of either:
  - 9.4.1 E-mail;
  - 9.4.2 Registered mail;
  - 9.4.3 Verdure's Website;
- 9.5 The notification shall provide the following information where possible:
  - 9.5.1 Description of the breach and its possible consequences;
  - 9.5.2 Measures taken to address the breach;
  - 9.5.3 Recommendations on measures to be taken by the data subject or client to mitigate adverse effects;
  - 9.5.4 The identity of the party responsible for the breach;
- 9.6 In addition to the above, Verdure shall notify the Regulator of any breach and/or compromise to personal information in its possession and work closely with and comply with any recommendations issued by the Regulator.
- 9.7 The following will apply in this regard to any breach or compromise of personal information processed by Verdure:
  - 9.7.1 The information officer will be responsible for overseeing the investigation;

9.7.2 The information officer will be responsible for reporting to the Regulator within 3 (three) working days of a breach or compromise to personal information;

9.7.3 The information officer will be responsible for reporting to the data subject(s) or client(s) within 3 working days, as far as is reasonable and practicable, of a breach or compromise to personal information.

9.7.4 The timeframes above are guidelines and depending on the merits of the situation that may require earlier or later reporting.

## 10. ACCESS TO AND CORRECTION OF PERSONAL INFORMATION

10.1 Employees and members/clients have the right to request access to any personal information that Verdure holds about them.

10.2 Employees and members/clients have the right to request Verdure to update, correct, or delete their personal information on reasonable grounds. Such requests must be made to the information officer or the deputy information officer (see contact details above) or to Verdure's head office (see address details below).

10.3 Where an employee or member/client objects to the processing of their personal information, Verdure may no longer process said personal information. The consequences of the failure to give consent to process the personal information must be set out before the employee or client confirms his/her objection.

10.4 The member/client or employee must provide reasons for the objection to the processing of their personal information.

### 10.4.1 Head office details

Name: Facility for Investments in Renewable Small Transactions (RF)  
Proprietary Limited t/a Verdure

Telephone number: +27 83 274 5542 or +27 73 379 5512

Postal address: 12<sup>th</sup> floor, Sandton Eye, Cnr Rivonia Road and West Street,  
Sandton, 2146

Physical address: 12<sup>th</sup> floor, Sandton Eye, Cnr Rivonia Road and West  
Street, Sandton, 2146

E-mail address: [greg@verdurefund.com](mailto:greg@verdurefund.com) or [katlego@verdurefund.com](mailto:katlego@verdurefund.com)

## 11. DISCLOSURE OF THE INFORMATION WE COLLECT TO THIRD PARTIES

11.1 Verdure's site, webpages will disclose personal information when required by law or in the good faith and belief that such action is necessary to:

11.1.1 Conform to the edicts of the law or comply with a legal process served on Verdure;

11.1.2 Protect and defend the rights or property of Verdure or visitors to Verdure's webpages;

11.1.3 Identify persons who may be violating the law, or the rights of third parties;

11.1.4 Co-operate with the investigation of purported activities;

11.2 For the purpose of carrying out credit checks on potential clients:

11.2.1 We may share your personal information with our affiliates and business partners to improve the products, services and offers provided to you as well as to our affiliates and business partners.

11.2.2 Where this occurs, we require our business partners and affiliates to honour this privacy policy and the provisions of PoPIA generally.

11.2.3 We maintain a strict "no-spam" policy. We will also not see or rent your e-mail address to a third party.

## 12. RETENTION OF RECORDS

12.1 Verdure is obligated to retain certain information, as prescribed by law. This includes but is not limited to the following:

12.1.1 In accordance with the prescripts of the Companies Act, No. 71 of 2008 and the Companies Act No. 3 of 2001 (the "Company laws"), hard copies of the documents mentioned below must be retained for 7 years;

12.1.2 Any documents, accounts, books, writing, records or other information that a company is required to keep in terms of the Company laws;

12.1.3 The Basic Conditions of Employment Act No. 75 of 1997, as amended, requires Verdure to retain records relating to its staff for a period of no less than 3 years.

### **13. AMENDMENTS TO THIS POLICY**

13.1 Amendments to this policy will take place from time to time subject to the discretion of Verdure and pursuant to any changes in the law. Such changes will be brought to the attention of employees members and clients where it affects them.

### **14. REQUESTS FOR INFORMATION**

14.1 In terms of requests to be processed under POPI, the following forms shall be used –

14.1.1 Objection to the processing of personal information – A data subject who wishes to object to the processing of personal information in terms of section 11(3)(a) of POPI, must submit the objection to the responsible party on form 1.

14.1.2 Request for correction, deletion, or destruction of a record of personal information – A data subject who wishes to request such a correction, deletion or destruction of a record of personal information in terms of section 24(1) of POPI, must submit a request to the responsible party on form 2.

14.1.3 Request for data subject's consent to process personal information – A responsible party who wishes to process personal information of a data subject for the purpose of direct marketing by electronic communication must submit a request for written consent to that data subject, on form 4.

14.1.4 Submission of a complaint – Any person who wishes to submit a complaint contemplated in section 74(1) of POPI must submit such a complaint to the Regulator on Part I of Form 5. A responsible party or a data subject who wishes to submit a complaint contemplated in section 74(2) of the Act must submit such a complaint to the Regulator on Part II of form 5.

14.1.5 In terms of requests for information under PAIA, the provisions of the PAIA Sec 51 manual must be compiled with form C completed.

14.2 Any requests and/or submissions can be directed to the information officer or deputy information officer in terms.

FORM 1: OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION



OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

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):	

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) (Please provide detailed reasons for the objection)

Signed at ..... this ..... day of .....20.....

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Signature of data subject/designated person



FORM 2: REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION



REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

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 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.

Mark the appropriate box with an "x".

Request for:

- Correction or deletion of the personal information about the data subject that is in possession or under the control of the responsible party.
- Destroying or deletion of a record of personal information about the data subject that 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 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	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED


D	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 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)

Signed at ..... this ..... day of .....20.....

\_\_\_\_\_  
Signature of data subject / designated person

FORM 4: REQUEST FOR DATA SUBJECT'S CONSENT TO PROCESS PERSONAL  
INFORMATION



REQUEST FOR DATA SUBJECT'S CONSENT TO PROCESS PERSONAL  
INFORMATION

APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF PERSONAL  
INFORMATION FOR THE PURPOSE OF DIRECT MARKETING IN TERMS OF SECTION 69(2) OF  
THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 6]

To:

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From:

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Contact number(s):

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Fax number:

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E-mail address:

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Name and contact details of the responsible party

Full names and designation of person signing on behalf of the responsible party

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Signature:

\_\_\_\_\_

Date:

\_\_\_\_\_

**PART B**

I, \_\_\_\_\_(full names of data subject)

hereby give my consent.

To receive direct marketing of goods or services to be marketed by means of electronic communication.

Specify goods or services:

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Specify method of communication:

E-mail:

SMS:

Other: Please specify

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Signed at ..... this ..... day of .....20.....

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**Signature of data subject**

## FORM 5: SUBMISSION OF COMPLAINT



### SUBMISSION OF COMPLAINT

COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION / COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 7]

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.

Mark the appropriate box with an "x".

Complaint regarding:

Alleged interference with the protection of personal information.

Determination of an adjudicator.

PART 1	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74 (1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No. 4 of 2013)
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):	
E-mail address:	
B	PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION
Name(s) and surname / Registered name of responsible party:	
Residential, postal, or business address:	
	Code (     )
Contact number(s):	
E-mail address:	



<b>C</b>	<b>REASONS FOR COMPLAINT (Please provide detailed reasons for the complaint)</b>
<b>PART 2</b>	<b>COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)</b>
<b>A</b>	<b>PARTICULARS OF COMPLAINANT</b>
Name(s) and surname / registered name of data subject:	
Unique Identifier / Identity Number:	
Residential, postal, or business address:	
	Code (      )
Contact number(s):	
E-mail address:	
<b>B</b>	<b>PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY</b>
Name(s) and surname / Registered name of responsible party:	
Residential, postal, or business address:	
	Code (      )

Contact number(s):	
E-mail address:	
<b>C</b>	<b>REASONS FOR COMPLAINT (Please provide detailed reasons for the grievance)</b>

Signed at ..... this ..... day of .....20.....

\_\_\_\_\_

Signature of data subject/designated person

FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY



REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

In terms of Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) [Regulation 10]

**Particulars of private body:**

Name of body and information officer thereof:

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**Particulars of person requesting access to the record:**

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full name and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

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

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

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

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

Capacity in which this request is made, when made on behalf of another person:

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**Particulars of the person on whose behalf the request is made**

This section must be completed ONLY if a request for information is made on behalf of another person.

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

Identity number: \_\_\_\_\_

**Particulars of record**

- (d) 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.
- (e) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.
- (f) Description of record or relevant part of the record: \_\_\_\_\_
- (g) Reference number, if available: \_\_\_\_\_
- (h) Any further particulars of record: \_\_\_\_\_

**Fees**

- (i) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (j) You will be notified of the amount required to be paid as the request fee.
- (k) 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.
- (l) If you qualify for exemption of the payment of any fee, please state the reason for exemption. Reason for exemption from payment of fees:

\_\_\_\_\_

**Form of access to record If you are prevented by a disability to read, view, or listen to the record in the form of access provided for in 1 to 4 hereunder.**

State your disability and indicate in which form the record is required:

Disability: \_\_\_\_\_

Form in which record is required: \_\_\_\_\_

**NOTES:**

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested. Mark the appropriate choice with an X.

If the record is in written or printed form:

- 1. Copy of record
- 2. Inspection of record

If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

- 1. View the images copy of the images
- 2. Transcription of the images

If record consists of recorded words or information which can be reproduced in sound:

- 1. Listen to the soundtrack (audio file)
- 2. Transcription of soundtrack (written or printed document)

If record is held on computer or in an electronic or machine-readable form:

- 1. Printed copy of record
- 2. Printed copy of information
- 3. Derived from the record of copy in computer readable form (USB)
- 4. If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.

YES

NO

**Particulars of right to be exercised or protected**

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

- 1. Indicate which right is to be exercised or protected:

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

**Notice of decision regarding request for access**

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request. How would you prefer to be informed of the decision regarding your request for access to the record?

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

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**SIGNATURE OF REQUESTOR / PERSON ON WHOSE BEHALF REQUEST IS MADE**