



# GARDEN CITIES

NON PROFIT COMPANY (RF)

REG. NO. 1928/000607/08

50 LOUIS THIBAUT DRIVE  
EDGEMEAD 7441

TELEPHONE 021-558 7181

WEBSITE: [www.gardencities.co.za](http://www.gardencities.co.za)

ALL CORRESPONDENCE TO BE  
ADDRESSED TO:

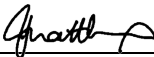
THE CHIEF EXECUTIVE OFFICER  
P O BOX 36545  
CHEMPET 7442

E-MAIL: [info@gcinc.co.za](mailto:info@gcinc.co.za)

## GARDEN CITIES GROUP

### PAIA MANUAL

This manual was prepared in accordance with section 14 of the Promotion of Access to Information Act, 2000 ("PAIA") and to address the requirements of the Protection of Personal Information Act, 2013 ("POPIA")

Policy Title	GARDEN CITIES GROUP - PAIA Manual
Policy Owner	Group CEO
Policy Author	Compliance Officer
Policy Version	V2
Approval Committee	SEC/Board of Directors
Approval Signature	 30/04/2026
Approval/Implementation Date	March 2026
Next Review Date	March 2027
Applies To	All Staff
Related Policies/Annexures	Form 1 - Request for a copy of the guide Form 2 - Request for Access to Record Form 3 - Outcome of request and of fees payable Form 4 - Internal Appeal Form

#### Distribution List of Applicable Entities

Each entity manager is responsible for distribution and implementation within their respective entity.

<b>Garden Cities NPC RF</b>
<b>Pinelands Development Company NPC</b>
<b>Benex Cape Pty Ltd</b>
<b>Sunpark West Coast Properties Pty Ltd</b>

ENQUIRIES:  
REFERENCE:

DIRECTORS: S S STUTTAFORD (CHAIRMAN) V A CHRISTIAN JG FEBRUARY (Ms) M E FEBRUARY (Mrs) P J HEEGER J ISAACS T E MAFATLE  
R A MARSH A E SPARKS E R STUTTAFORD J E WHITE

CHIEF EXECUTIVE OFFICER : J W MATTHEWS

COMPANY SECRETARY : K A MILAN (Ms)

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CHIEF EXECUTIVE OFFICER : J W MATTHEWS

COMPANY SECRETARY : K A MILAN (Ms)

## 1. Purpose

The purpose of this Manual is to:

- (a) provide a list of all record types held by Garden Cities and its subsidiaries; and
- (b) to comply with the requirements of the POPIA.

## 2. Policy Statement

Garden Cities and its subsidiary companies are committed to protecting the privacy and security of personal information in compliance with the Protection of Personal Information Act, 4 of 2013 (“POPIA”) and the Promotion of Access to Information Act, 2 of 2000 (“PAIA”).

This Manual applies to Garden Cities and all its subsidiary entities, employees, contractors, and service providers.

## 3. Protection of Personal Information (POPIA)

In compliance with the Protection of Personal Information Act, 2013 (“POPIA”), Garden Cities NPC (including its subsidiaries) is committed to the lawful and responsible processing of personal information.

Personal information is processed for administrative, employment, supplier, tenant, and regulatory compliance purposes.

The category of information includes identification, contact, financial, contractual, and security-related information of employees, tenants, suppliers, and visitors.

Information may be shared with regulators, service providers, and law enforcement where legally required, and reasonable technical and organisational measures are in place to safeguard personal information.

Data subjects may request access, correction, or deletion of their personal information, or lodge complaints with the Information Regulator.

## 4. Information Officer and Deputy Information Officers

### a. Information Officer Details

Name and Surname: Mr. John Williams Matthews

Tel: 021 554 0700

Email address: [info@gcinc.co.za](mailto:info@gcinc.co.za)

Physical Address: 50 Louis Thibault Drive, Edgemoed 7441

ENQUIRIES:  
REFERENCE:

## Information Officer Details – Benex Cape Pty (Ltd)

Name and Surname: Mr. RA Marsh

Tel: 082 338 6970

Email Address: [tony@benexcape.co.za](mailto:tony@benexcape.co.za)

Physical Address: 22 D'Acres Avenue, Epping Industria 2

### b. Deputy Information Officer Details

Operating Subsidiaries	Information Officer	Deputy	Contact Number	Email Address
Garden Cities NPC RF	Mr. John W Matthews	Mrs. Susanna Bremert-Louw	27 (0)215587181	<a href="mailto:info@gcinc.co.za">info@gcinc.co.za</a>
Pinelands Development Company NPC	Mr. John W Matthews	Mrs. Portia Cleinwerck	27 (0)21554 0700	<a href="mailto:info@gcinc.co.za">info@gcinc.co.za</a>
Benex Cape Pty Ltd	Mr. Ronald Anthony Marsh	Mr. Aaron Lategan	27 (0)215587181	<a href="mailto:info@gcinc.co.za">info@gcinc.co.za</a>
Sunpark West Coast Properties Pty Ltd	Mr. John W Matthews	Mrs. Portia Cleinwerck	27 (0)21554 0700	<a href="mailto:info@gcinc.co.za">info@gcinc.co.za</a>
Garden Cities Archway Foundation	Mr. John W Matthews	Mr. Aaron Lategan	27 (0)215587181	<a href="mailto:info@gcinc.co.za">info@gcinc.co.za</a>

Operating Subsidiaries	Registration Number
Garden Cities NPC RF	1928/000607/08
Pinelands Development Company NPC	1930/002727/08
Benex Cape Pty Ltd	2014/140442/07
Sunpark West Coast Properties Pty Ltd	2002/026624/07
Garden Cities Archway Foundation	2005/039345/08

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COMPANY SECRETARY : K A MILAN (Ms)

## 5. Schedule of records

The Garden Cities Group of Companies has in its possession the following categories of records on the subject matters referred to hereunder and for which a request for access needs to be made in terms of the POPIA Act. However please note that all requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the PAIA.

Category	Records
Accounting	<p>The Accounting department maintains financial and management accounts for Garden Cities Group and provides back-office activities.</p> <p>Accounting records comprise of the following main categories:</p> <ul style="list-style-type: none"> <li>• Accounting Records</li> <li>• Consolidation Records</li> <li>• General Correspondence</li> <li>• Internal Reports and Communication</li> <li>• Investment Records</li> <li>• Management Reports</li> <li>• Tax Records (PAYE, VAT)</li> <li>• Transactional Records</li> <li>• Treasury Dealing and Settlement Records</li> </ul>
Chief Executive Officer	<p>The Chief Executive’s Office records comprise the following main categories:</p> <ul style="list-style-type: none"> <li>• Administration Records</li> <li>• Financial Reports</li> <li>• Internal Reports and Communications</li> <li>• Research Reports</li> <li>• Sponsorship Records</li> <li>• Statutory Records</li> </ul>
Chief Financial Officer	<p>Chief Financial Officer’s records comprise of the following main categories:</p> <ul style="list-style-type: none"> <li>• Relevant Contracts and Agreements</li> <li>• General Correspondence</li> <li>• Internal Reports and Communications</li> <li>• Investment Records</li> <li>• Minute Books</li> <li>• Proxy forms</li> <li>• Records relating to appointment of Directors</li> <li>• Records of resolutions</li> <li>• Statutory returns</li> </ul>

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	<ul style="list-style-type: none"> <li>• Copies of the relevant trust deeds and rules</li> </ul>
Commercial Department	<p>The Commercial Departments records consist of the following main categories:</p> <ul style="list-style-type: none"> <li>• Lease Agreements</li> <li>• Credit Checks</li> <li>• Service Level Agreements</li> <li>• Minor Work Agreements</li> <li>• Insurance Claims</li> </ul>
Contracts/Costing Department	<p>Contracts/Costing Department records comprise the following main categories:</p> <ul style="list-style-type: none"> <li>• Application for Council Services</li> <li>• Wayleave Applications</li> <li>• Procurement Documents</li> <li>• Certificate of Compliance</li> </ul>
Engineering Department	<p>Engineering Department comprises of the following main categories:</p> <ul style="list-style-type: none"> <li>• Water/Electricity Application</li> <li>• Prevention of Land Invasion</li> <li>• Lease Agreements Farmers/Tenants</li> <li>• Documentation required for Environmental Processes</li> <li>• Town Planning Applications</li> <li>• Civil/Electrical Engineering Development Building Plans</li> </ul>
Greenville Department	<p>Greenville Department comprises of the following main categories:</p> <ul style="list-style-type: none"> <li>• Recruitment Database</li> <li>• EPWP Pay and Time Sheet</li> <li>• Housing Subsidies</li> <li>• Deed of Sales</li> <li>• ERF Allocation Sheets</li> <li>• Sales Agreements (Business sites)</li> <li>• Contracts and Agreements</li> </ul>
Group Tax	<p>Group Tax provides advice to the Group on all aspects of taxation. Group Tax records comprise the following main categories:</p> <ul style="list-style-type: none"> <li>• Administrative Records</li> <li>• Corporate, Subject and Country Records</li> <li>• Internal Reports and Communications</li> <li>• Tax Records</li> </ul>
Human Resource Department	<p>Human Resource records comprise of the following main categories:</p> <ul style="list-style-type: none"> <li>• Employment Contracts</li> <li>• Disciplinary records</li> </ul>

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	<ul style="list-style-type: none"> <li>• Employee benefit Records</li> <li>• Employee Records</li> <li>• Employment Equity Records (DOL)</li>   <li>• General Correspondence</li> <li>• Policies and Procedures</li> <li>• Health and Safety records <ul style="list-style-type: none"> <li>• Leave records</li> <li>• Medical Aid records</li> </ul> </li> <li>• Payroll/Salary reports</li> <li>• Pension Records</li> <li>• SETA records</li> <li>• Skills Development levies</li> <li>• Standard Terms and Conditions of Employment</li> <li>• Statutory Records</li> <li>• Training Records</li> <li>• UIF</li> <li>• Workmen’s Compensation</li> <li>• Work skills development plan submitted to the Construction SETA</li> </ul>
IT Governance Committee	<p>The IT Governance Committee Records comprise of the following main categories:</p> <ul style="list-style-type: none"> <li>• Inventory of Authorised Devices</li> <li>• Inventory of Software</li> <li>• Email and Web Browser Protection</li> <li>• Malware Protection and Boundaries</li> <li>• Backups</li> <li>• Encryption</li> <li>• Access Control</li> </ul>
Maintenance/Site Operations	<p>Maintenance/Site records comprise of the following main categories:</p> <ul style="list-style-type: none"> <li>• Clients Personal Information</li> <li>Maintenance Queries Lodged</li> <li>• Finishing Schedules</li> <li>• 24-Hour List (received from Sales Office)</li> <li>• Handover Schedules</li> <li>• Weekly Temp Schedules (Clients/Staff/Visitors)</li> <li>• OHS Files (Compliance)</li> <li>• BIBC Files (Staff)</li> </ul>
Records Department	<p>Record Department comprise of the following main categories:</p> <ul style="list-style-type: none"> <li>• Daily Correspondence via email (printed)</li> <li>• Homeowner Database</li> </ul>

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	<ul style="list-style-type: none"> <li>• Archive Database</li> </ul>
Sales Department	<p>Sales Department comprise the following main categories:</p> <ul style="list-style-type: none"> <li>• Prospective Buyers Information</li> <li>• Bond Applications</li> <li>• Attorney Agreements and Contracts</li> <li>• Completion for Occupation Certificates</li> <li>• HOA Estates</li> <li>• Relevant Contracts and Agreements</li> <li>• General Correspondence - Clients</li> </ul>

## 6. Prescribed Access Form

In terms of section 53, a request for access to a record held by Garden Cities or its subsidiaries must be made in the prescribed form to Garden Cities at the address, or electronic mail address given above.

External parties seeking internal information from Garden Cities must submit a formal request in accordance with this section and will be assisted or considered only through the prescribed process.

The form requires you, as the requester to provide the following information:

- sufficient information to enable the identification of the requester.
- sufficient information to enable the identification of the record(s) requested.
- the form of access required.
- the requester's postal address or fax number.
- identification of the right sought to be exercised or protected.
- an explanation as to why the record is required to exercise or protect that right.
- the manner in which the requester wishes to be informed of the decision on the request, if in a manner in addition to written notification; and
- if the request is made on behalf of a person, the submission of proof of the capacity in which the requester makes the request, to the satisfaction of Garden Cities Information Officer.

Requesters should note that all the information as listed above should be provided, failing which the process will be delayed while Garden Cities requests such additional information. The prescribed time periods will not commence until all pertinent information has been furnished to Garden Cities by the requester.

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## 7. Prescribed Fees

Payment of fees is regulated in terms of section 54 of the Act. The Regulations provide for the following fees:

Description	Amount (R)
Copy of the manual as contemplated in Regulation 5(c) (for every photocopy of an A4-sized page or part thereof)	0.60
The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2)	35.00
<b>The fees for reproduction referred to in Regulation 7(1) are as follows:</b>	
1. For every photocopy of an A4-sized page or part thereof	0.60
2. For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	0.40
3. For a copy in a computer-readable form on:	
a. Stiffy disc	5.00
b. Compact disc (readable form)	40.00
4. For a transcription of visual images:	
a. For an A4-sized page or part thereof	22.00
b. For a copy of visual images	60.00
5. For a transcription of an audio record:	
a. For an A4-sized page or part thereof	12.00
b. For a copy of an audio record	17.00
<b>The access fees payable by a requester referred to in Regulation 7(3) are as follows:</b>	
1. For every photocopy of an A4-sized page or part thereof	0.60
2. For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	0.40
1. For a copy in a computer-readable form on:	
a. Stiffy disc	5.00
b. Compact disc	40.00
2. For a transcription of visual images, for an A4-size page or part thereof	22.00

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3. For a copy of visual images	60.00
4. For a transcription of an audio record:	
a) For an A4-sized page or part thereof	12.00
b) For a copy of an audio record	17.00
To search for and prepare the record for disclosure, R15.00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	
The actual postage is payable when a copy of a record must be posted to a requester. Postage cost depends on the relevant tariff in terms of postage destination.	

## 8. Grounds for Refusal of a Request

Notwithstanding compliance with section 50, the request may be declined in accordance with one of the prescribed grounds in terms of the Act, namely:

- Commercial information of a third party.
- Certain confidential information.
- Safety of individuals, and protection of property.
- Records privileged from production in legal proceedings.
- Economic interests and financial welfare of the Republic and commercial activities of public bodies.
- Research information of third party, and protection of research information of a public body;  
or
- Certain information regarding the operations of public bodies.

## 9. Right to Appeal

A requester (or third party, where applicable) may seek relief by lodging an internal appeal against a decision of the information officer. A requester (or third party, where applicable) who has exhausted the internal appeal procedure may seek relief from any court, within 30 days, with appropriate jurisdiction in respect of the following decisions of the Information Officer:

- refusal or partial refusal of the request for access.
- the amount of fees required to be paid; and
- the extension of the period which the information will be furnished.

All legal processes must be served on the Information Officer who dealt with the request.

## 10. Regulatory Framework

Information is processed by Garden Cities and its subsidiaries inter alia in terms of the following, non-exhaustive list:

- a) Constitution of the Republic of South Africa, 1996.

ENQUIRIES:  
REFERENCE:

- b) Basic Conditions of Employment Act, 1997(Act No. 75 of 1997).
- c) Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).
- d) Close Corporations Act, 1984 (Act No. 69 of 1984).
- e) Companies Act, 2008 (Act no. 71 of 2008).
- f) Compensation for Occupational Injuries and Diseases Act, 1993 (Act No.130 of 1993).
- g) Consumer Protection Act, 2008 (Act No. 68 of 2008).
- h) Copyright Act, 1978 (Act no. 98 of 1978).
- i) Electronic Communication and Transactions Act, 2002 (Act No. 25 of 2002).
- j) Income Tax Act,1962 (Act No. 58 of 1962).
- k) Protection of Personal Information Manual
- l) King Report on Corporate Governance, (King III and IV).
- m) Labour Relations Act, 1995 (Act No. 66 of 1995).
- n) National Credit Act, 2005(Act No. 34 of 2005).
- o) Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (PAIA).
- p) Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000) (PAJA).
- q) Protection of Personal Information Act, 2013 (Act No. 4 of 2013) (POPIA).
- r) Regulations relating to the Protection of Personal Information, 2018.
- s) South African National Standard for Records Management (SANS 15489).

## 11. Incident Management

Garden Cities NPC and its subsidiaries may process personal information in the course of facilities management (e.g. visitor logs, CCTV, incident reports). Any actual or suspected security compromise will be reported to the Information Officer, investigated, and contained. Where required under POPIA, affected parties and the Information Regulator will be notified. Records of incidents and remedial steps will be maintained in line with Garden Cities' policies.

## 12. Availability of the Manual

A copy of the manual is available –

- On the Garden Cities website.
- At the Garden Cities head office for public inspection during normal business hours
- To any person upon request and upon payment of a reasonable prescribed fee
- To the Information Regulator upon request

## 13. Updating the Manual

The Garden Cities Information Officer will review the manual on a regular basis.

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# 14. Forms

## FORM 1

### REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

**TO:** The Information Officer

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I,

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

Hereby request the following copy (ies) of the Guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
Sepedi		Sesotho	
Setswana		siSwati	
Tshivenda		Xitsonga	
Afrikaans		English	
isiNdebele		isiXhosa	
isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at this day of 20

ENQUIRIES:  
REFERENCE:

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## 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~~ authorisation must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

ENQUIRIES:  
REFERENCE:

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Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<p><i>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 <u>continue</u> on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
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			
Records are held on a computer or in an electronic, or machine-readable form			

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<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

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

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

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

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

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

\_\_\_\_\_  
*Signature of Requester / person on whose behalf request is made*

-----  
**FOR OFFICIAL USE**

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

\_\_\_\_\_  
*Signature of Information Officer*

ENQUIRIES:  
REFERENCE:

DIRECTORS: S S STUTTAFORD (CHAIRMAN) V A CHRISTIAN M E FEBRUARY (Mrs) P J HEEGER J ISAACS T E MAFATLE R A MARSH  
E R STUTTAFORD A E SPARKS J E WHITE

CHIEF EXECUTIVE OFFICER : J W MATTHEWS

COMPANY SECRETARY : K A MILAN (Ms)

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

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

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Reference number: \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information 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) 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 B.	
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OR

**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	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

ENQUIRIES:  
 REFERENCE:

DIRECTORS: S S STUTTAFORD (CHAIRMAN) V A CHRISTIAN M E FEBRUARY (Mrs) P J HEEGER J ISAACS T E MAFATLE R A MARSH  
 E R STUTTAFORD A E SPARKS J E WHITE

CHIEF EXECUTIVE OFFICER : J W MATTHEWS

COMPANY SECRETARY : K A MILAN (Ms)

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**4. 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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. 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

ENQUIRIES:  
 REFERENCE:

DIRECTORS: S S STUTTAFORD (CHAIRMAN) V A CHRISTIAN M E FEBRUARY (Mrs) P J HEEGER J ISAACS T E MAFATLE R A MARSH  
 E R STUTTAFORD A E SPARKS J E WHITE

CHIEF EXECUTIVE OFFICER : J W MATTHEWS

COMPANY SECRETARY : K A MILAN (Ms)

**FORM 4  
INTERNAL APPEAL FORM**

[Regulation 9]

Reference Number: .....

PARTICULARS OF PUBLIC BODY			
Name of Public Body			
Name and Surname of Information Officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
Is the internal appeal lodged on behalf of another person?	Yes	<input type="checkbox"/>	No
		<input type="checkbox"/>	
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			

ENQUIRIES:  
REFERENCE:

DIRECTORS: S S STUTTAFORD (CHAIRMAN) V A CHRISTIAN M E FEBRUARY (Mrs) P J HEEGER J ISAACS T E MAFATLE R A MARSH  
E R STUTTAFORD A E SPARKS J E WHITE

CHIEF EXECUTIVE OFFICER : J W MATTHEWS

COMPANY SECRETARY : K A MILAN (Ms)

DECISION AGAINST WHICH INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	
<b>GROUNDS FOR APPEAL</b> <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

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

***Signature of Appellant/Third party***

ENQUIRIES:  
REFERENCE:

DIRECTORS: S S STUTTAFORD (CHAIRMAN) V A CHRISTIAN M E FEBRUARY (Mrs) P J HEEGER J ISAACS T E MAFATLE R A MARSH  
E R STUTTAFORD A E SPARKS J E WHITE

CHIEF EXECUTIVE OFFICER : J W MATTHEWS

COMPANY SECRETARY : K A MILAN (Ms)

FOR OFFICIAL USE  
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>				
Date received:				
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				Yes <input type="checkbox"/>
				No <input type="checkbox"/>
<b>OUTCOME OF APPEAL</b>				
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		

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

\_\_\_\_\_  
**Relevant Authority**

ENQUIRIES:  
REFERENCE:

DIRECTORS: S S STUTTAFORD (CHAIRMAN) V A CHRISTIAN M E FEBRUARY (Mrs) P J HEEGER J ISAACS T E MAFATLE R A MARSH  
E R STUTTAFORD A E SPARKS J E WHITE

CHIEF EXECUTIVE OFFICER : J W MATTHEWS

COMPANY SECRETARY : K A MILAN (Ms)