

Hazendal Wine Estate | PAIA Manual

HAZENDAL WINE ESTATE PROPRIETARY LIMITED (“HAZENDAL”)

THE PROMOTION OF ACCESS TO INFORMATION MANUAL

(“Manual”)

1. PREAMBLE

- 1.1. The Promotion of Access to Information Act, 2000 (“PAIA”) came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.
- 1.2. Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such private body and stipulates the minimum requirements that the manual must comply with.
- 1.3. This Manual constitutes the Hazendal PAIA manual. This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 (“POPIA”), which gives effect to everyone’s Constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.
- 1.4. This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

2. ABOUT HAZENDAL

Established in 1699, Hazendal Wine Estate is one of South Africa's oldest wine farms, nestled on the Bottelary Hills of Stellenbosch. Currently guided by sustainable practices and a deep respect for terroir, the Estate's wines reflect the beauty of the land and the spirit of innovation that drives a hopeful future.

3. CONTACT DETAILS

Name of Private Body: Hazendal Wine Estate Proprietary Limited

Designated Information Officer: Isaiah Bundo

Email address of Information Officer: info@hazendal.co.za

Postal address: Hazendal Wine Estate
Bottelary Road
Stellenbosch
South Africa

Street address: Hazendal Wine Estate
Bottelary Road
Stellenbosch
South Africa

Phone number: +27 (0) 21 903 5034

4. INFORMATION REGULATOR'S GUIDE

4.1. An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA ("**Guide**"). This Guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated Guide are available from Information Regulator and the Information Officer free of charge.

4.2. Any requests for public inspection of the Guide at the office of the Information Officer or at the request for a copy of the Guide from the Information Officer must substantially correspond with Form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. The forms can be accessed via the below links:

4.2.1. Request for Guide from Information Regulator: [InfoRegSA-PAIA-Form01-Reg2.pdf](#).

4.2.2. Request for Guide from the Information Officer: [InfoRegSA-PAIA-Form01-Reg3.pdf](#).

4.3. Any enquiries regarding the Guide should be directed to:

Postal Address: Woodmead North Office Park

54 Maxwell Dr

Woodmead

Johannesburg 2191

Telephone Number: +27 (0)10 023 5200

E-mail Address: enquiries@inforegulator.org.za

Website: <https://inforegulator.org.za/>

5. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

- 5.1. to provide a list of all records held by the legal entity (ie Hazendal);
- 5.2. to set out the requirements with regard to who may request information in terms of PAIA and/or POPIA, as well as the grounds on which a request may be denied;
- 5.3. to define the manner and form in which a request for information must be submitted; and
- 5.4. to comply with the additional requirements imposed by POPIA.

6. ENTRY POINT FOR REQUESTS

- 6.1. PAIA provides that a person may only make a request for information if the information is required for the exercise or protection of a legitimate right.
- 6.2. Information will therefore not be furnished unless a person provides sufficient particulars to enable Hazendal to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality, and effective, efficient and good governance. PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.

- 6.3. The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.
- 6.4. The Information Officer will facilitate the liaison with the internal legal team on all of these requests.
- 6.5. All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details in paragraph 3 above.

7. AUTOMATICALLY AVAILABLE INFORMATION

- 7.1. Information that is obtainable via the Hazendal website about Hazendal is automatically available and need not be formally requested in terms of this Manual.
- 7.2. The following categories of records are automatically available for inspection, purchase or photocopying:
 - 7.2.1. brochures;
 - 7.2.2. public affairs media releases;
 - 7.2.3. publications; and
 - 7.2.4. various other marketing and promotional material.

8. INFORMATION AVAILABLE IN TERMS OF POPIA

8.1. In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by Hazendal will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected. Please also refer to the Privacy Policy at the front of this document for further information.

8.2. Categories of data subjects and personal information collected by Hazendal

Categories of data subjects	Categories of Personal Information collected
Customers and visitors (including prospective and former)	<ul style="list-style-type: none"> • Identification information; • Contact information; • Identity or passport number (where required by law) • Payment and transactional information • Reservation and event booking details • Communication content

	<ul style="list-style-type: none"> • Technical information like data collected through cookies and tracking technologies
Suppliers, service providers, or contractors	Supplier or supplier representative personal information
	Supplier contracts
	Supplier bank details
Employees (prospective, previous and existing employees)	Employee personal information
	Employee education and psychometrics records
	Employee medical information
	Employee disability information
	Employee biometric information
	Employee pension and provident fund information
	Employee bank details
	Employee tax and financial information
	Employee contracts
	Employee beneficiary information
	Employee performance records
	Payroll records
	Electronic access records
	Physical access records
	Surveillance records
	Health and safety records
	Training records
	Background checks
	Criminal checks
	Employment history
Employee vehicle registration	
Job applicants	Curriculum vitae and application forms

	Criminal checks
	Background checks
Family members of Employees	Personal information
	Medical and disability information
	Personal information acquired for processing travel documents
Children of Employees	Child's personal information processed e.g., birth certificate, etc.
	Child's medical information and disability information
	Child's information acquired for processing travel documents
Visitors	Physical access records
	Electronic access records, scans and photographs
	Surveillance records (e.g. CCTV footage)
	Biometric information

8.3. The purpose of processing personal information

- 8.3.1. Provide Hazendal's online platforms and services to the public
- 8.3.2. Processing orders and payments
- 8.3.3. Enable users to create a personal profile on Hazendal's online platforms
- 8.3.4. Managing reservations, events, and experiences
- 8.3.5. Administering wine club memberships
- 8.3.6. Communicate with the public including responding to enquiries, customer feedback, and customer support requests
- 8.3.7. Sending newsletters and marketing communications (where consent is provided)
- 8.3.8. Enable Hazendal to create a personal profile of customers and make relevant recommendations on a personalised basis
- 8.3.9. Register and/or authenticate users of and/or visitors to Hazendal's online platforms or physical premises
- 8.3.10. Developing and improving Hazendal's online platforms or services

- 8.3.11. Identifying and preventing fraud and ensuring platform security
- 8.3.12. Complying with legal and regulatory obligations
- 8.3.13. to assess the suitability of job applicants for employment
- 8.3.14. meeting legal obligations in respect of employment equity and to comply with other applicable laws

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

- 8.4.1. Trusted service providers assisting with payment processing, marketing, IT support, logistics, and booking systems
- 8.4.2. Third parties where a customer has provided consent
- 8.4.3. Professional advisers, auditors, and insurers
- 8.4.4. Regulatory authorities or law enforcement where required by law
- 8.4.5. Successors in title in the event of a business restructuring or sale
- 8.4.6. Other parties that provide content, advertising services, or functionality on Hazendal's platforms
- 8.4.7. Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;
- 8.4.8. Any court, administrative or judicial forum, arbitration making a request for data or discovery in terms of the applicable rules (i.e., South African Revenue Services, or another similar authority and anyone making a successful application for access in terms of PAIA); and
- 8.4.9. any person who conducts business with Hazendal, in the ordinary course of business;
- 8.4.10. companies that provide services to Hazendal or act on its behalf may have access to information about data subjects; and
- 8.4.11. third parties where the data subject provides consent.

8.5. Planned transborder flows of personal information

8.5.1. Sometimes information will be sent to countries outside South Africa, in which case Hazendal will fully comply with applicable data privacy and protection legislation. This may happen if Hazendal's servers or suppliers and service providers are based outside South Africa, or if Hazendal's services are hosted in systems or servers outside South Africa and/or if a data subject uses Hazendal's services while visiting countries outside this area. These countries may not have data protection laws which are similar to those of South Africa.

8.5.2. If Hazendal transfers personal information outside of South Africa, Hazendal will make sure that the information is protected in the same way as if it was being used in South Africa. Hazendal will use one of the following safeguards:

8.5.2.1. transfer to another country whose privacy legislation ensures an adequate level of protection of personal information similar or equivalent to South Africa; or

8.5.2.2. put in place a contract with the third-party that means they must protect personal information to the same standards as South Africa.

8.6. **A general description of information security measures to be implemented by Hazendal**

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

8.6.1. Hazendal has implemented the following data security measures (including but not limited to):

8.6.1.1. defined and documented information security policies, procedures, and standards;

8.6.1.2. firewalls in place to control inbound and outbound traffic;

8.6.1.3. regular data backups to safeguard against data loss;

8.6.1.4. data loss prevention technologies and policies;

8.6.1.5. sensitive data is encrypted to prevent unauthorised access;

- 8.6.1.6. robust monitoring, auditing, and reporting capabilities to detect and respond to security incidents;
- 8.6.1.7. utilisation of anti-virus and anti-malware solutions to prevent malicious attacks;
- 8.6.1.8. periodic assessments (vulnerability, penetration test, cyber etc.);
- 8.6.1.9. physical safeguards to protect hardcopies of information;
- 8.6.1.10. VPN to create secure, encrypted connection between remote users and Hazendal's network; and
- 8.6.1.11. security awareness program to ensure that employees remain vigilant and informed about security risks and best practices.

9. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Information is available in terms of certain provisions of the following legislation to the persons or entities specified in such legislation:

- *Administration of Estates Act 66 of 1965*
- *Administrative Adjudication of Road Traffic Offences Act 46 of 1998*
- *Basic Conditions of Employment Act 75 of 1997*
- *Broad Based Black Economic Empowerment Act 53 of 2003*
- *Close Corporations Act 69 of 1984*
- *Companies Act 71 of 2008*
- *Compensation for Occupational Injuries and Health Diseases Act 130 of 1993*
- *Consumer Protection Act 68 of 2008*
- *Electronic Communications and Transactions Act 25 of 2002*
- *Employment Equity Act 55 of 1998*
- *Estate Agency Affairs Act 112 of 1976*
- *Income Tax Act 58 of 1962*
- *Insolvency Act 24 of 1936*
- *Labour Relations Act 66 of 1995*
- *National Credit Act 34 of 2005*
- *National Land Transport Act 5 of 2009*
- *National Road Traffic Act, 93 of 1996*
- *Occupational Health & Safety Act 85 of 1993*
- *Pension Funds Act 24 of 1956*
- *Protection of Personal Information Act 4 of 2013*

- *Road Accident Fund Act 56 of 1996*
- *Skills Development Act 97 of 1998*
- *Skills Development Levies Act 9 of 1999*
- *Stock Exchanges Control Amendment Act 54 of 1995* (and the rules and listing requirements of the JSE Securities Exchange authorised in terms thereof)
- *Unemployment Contributions Act 4 of 2002*
- *Unemployment Insurance Act 63 of 2001*
- *Value Added Tax Act 89 of 1991*

10. CATEGORIES OF RECORDS AVAILABLE UPON REQUEST

- 10.1. Hazendal maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of PAIA.
- 10.2. Please note further that many of the records held by Hazendal are those of third parties, such as customers and employees, and Hazendal takes the protection of third-party confidential information very seriously. For further information on the grounds of refusal of access to a record please see paragraph 11.5 below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated.

Category of records	Records
<p>Internal records</p> <p>The records listed pertain to Hazendal's own affairs</p>	<ul style="list-style-type: none"> • Memoranda and Articles of Association • Financial records • Operational records • Intellectual property • Marketing records • Internal correspondence • Service records • Statutory records • Internal policies and procedures • Minutes of meetings
<p>Personnel records</p> <p>For the purposes of this section, “personnel” means any person who works for or provides services to or on behalf of Hazendal and receives</p>	<ul style="list-style-type: none"> • Any personal records provided to us by our personnel • Any records a third party has provided to us about any of their personnel

Category of records	Records
<p>or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Hazendal. This includes partners, directors, all permanent, temporary and part-time staff as well as consultants and contract workers.</p>	<ul style="list-style-type: none"> • Conditions of employment and other personnel-related contractual and quasi legal records • Employment policies and procedures • Internal evaluation and disciplinary records and • Other internal records and correspondence.
<p>Other third party records</p> <p>Records are kept in respect of other parties, including without limitation joint ventures and consortia to which Hazendal is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to Hazendal.</p>	<ul style="list-style-type: none"> • Personnel, client, or Hazendal records which are held by another party as opposed to being held by Hazendal • Records held by Hazendal pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers
<p>Other records</p>	<ul style="list-style-type: none"> • Information relating to Hazendal • Research information belonging to Hazendal or carried out on behalf of a third party
<p>Tax Records</p>	<ul style="list-style-type: none"> • Tax returns as filed with the South African Revenue Services (SARS) • Correspondence with SARS on various issues – including objections to assessments, rulings obtained etc • Documentation on tax advice and opinions obtained from external counsel
<p>Legal Records</p>	<ul style="list-style-type: none"> • Details of external counsel used by the company (locally and abroad) • Offshore company data sheets • List of current matters

Category of records	Records
	<ul style="list-style-type: none"> • Details of legal proceedings • General legal correspondence
Supply Chain Records	<ul style="list-style-type: none"> • Policies and procedures manuals • Purchasing agreements • Material catalogue for stock items • Supply contract vendor list
Treasury Records	<ul style="list-style-type: none"> • Correspondence • Mandates and resolutions • Service contracts • Facility letters • Transitional records
Finance Records	<ul style="list-style-type: none"> • Vendor invoices • Remittance advices • Accounts receivable • Banking records • Management and monthly accounts, quarterly and annual financial statements • External audit reports and records • Annual budgets • Accounting policies and procedures • Guarantees, undertakings, subordinations, bonds and similar liabilities

10.3. Many records held by Hazendal involve third parties, such as business partners and employees. Hazendal is committed to protecting third-party confidential information. For details on the grounds for refusing access to records, refer to paragraph 11.5 below. Requests for access to third-party records will be reviewed with care. Please ensure that your requests are well-justified.

11. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

11.1. Requests for access and correction (completing prescribed form)

11.1.1. Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations and should be specific in terms of the record requested. The form can be accessed via the following link: [InfoRegSA-PAIA-Form02-Reg7.pdf \(inforegulator.org.za\)](https://www.inforegulator.org.za/InfoRegSA-PAIA-Form02-Reg7.pdf).

- 11.1.2. A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.
- 11.1.3. POPIA provides that a data subject may, upon proof of identity, request Hazendal to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
- 11.1.4. POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Hazendal must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- 11.1.5. Grounds for refusal of a requester's request to access a record are set out in PAIA and are discussed below.
- 11.1.6. POPIA provides that a data subject may object, at any time, to the processing of personal information by Hazendal, on reasonable grounds relating to his/her/its particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above. The form can be accessed via the following link: [FORM-1-OBJECTION-TO-THE-PROCESSING-OF-PERSONAL-INFORMATION.pdf \(inforegulator.org.za\)](#).
- 11.1.7. A data subject may also request Hazendal to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that Hazendal is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- 11.1.8. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on. The form can be accessed via the following link: [FORM-2-REQUEST-FOR-CORRECTION-OR-DELETION-OF-PERSONAL-INFORMATION-OR.pdf \(inforegulator.org.za\)](#).

11.2. **Proof of identity**

Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

11.3. **Payment of the prescribed fees**

11.3.1. There are two categories of fees which are payable:

11.3.1.1. The request fee: R140.00

11.3.1.2. The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in Annexure A .

11.3.2. Section 54 of PAIA entitles Hazendal to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Annexure B of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.

11.3.3. Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

11.4. **Timelines for consideration of a request for access**

11.4.1. Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

11.4.2. The Information Officer will inform the requester of the decision, and the fees payable (if applicable on a form that corresponds substantially with Form 3 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. The form can be accessed via the following link: [Form-3-PAIA.pdf](#).

11.4.3. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

11.5. **Grounds for refusal of access and protection of information**

11.5.1. There are various grounds upon which a request for access to a record may be refused. These grounds include:

- 11.5.1.1. the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- 11.5.1.2. the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- 11.5.1.3. if disclosure would result in the breach of a duty of confidence owed to a third party;
- 11.5.1.4. if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- 11.5.1.5. if the record was produced during legal proceedings, unless that legal privilege has been waived;
- 11.5.1.6. if the record contains trade secrets, financial or sensitive information or any information that would put Hazendal (at a disadvantage in negotiations or prejudice it in commercial competition); and/or
- 11.5.1.7. if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Hazendal.

11.5.2. **Mandatory Disclosure**

According to Section 70 of PAIA, Hazendal must disclose a record if:

- 11.5.2.1. it would reveals a serious contravention of, or failure to comply with the law; or
- 11.5.2.2. there is an imminent and serious public safety or environmental risk; and
- 11.5.2.3. the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

11.5.3. If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

12. **AVAILABILITY OF THIS MANUAL**

Copies of this Manual are available for inspection, free of charge, at the offices of Hazendal at Hazendal Wine Estate, Bottelary Road, Stellenbosch, South Africa and on our website at <https://www.hazendal.co.za/>.

Annexure A FEES IN RESPECT OF PRIVATE BODIES

FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on; (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
5.	For a transcription of visual images	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

Description		Rand
1	The fee for a copy of the manual as contemplated in regulation 9(2)(c) - for every photocopy of an A4-size page or part thereof.	1,10
2	The fees for reproduction referred to in regulation 11(1) are as follows:	
(a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)	For a copy in a computer-readable form on -	
(i)	portable storage device	7,50

(ii)	compact disc	70,00
(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)	For a copy of visual images	60,00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii)	For a copy of an audio record	30,00
3	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	50,00
4	The access fees payable by a requester referred to in regulation 11(3) are as follows:	
4.1(a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
(c)	For a copy in a computer-readable form on -	
(i)	portable storage device	7,50
(ii)	compact disc	70,00
(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)	For a copy of visual images	60,00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii)	For a copy of an audio record	30,00
(f)	To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	
4.2	For purposes of section 54(2) of the Act, the following applies:	
(a)	Six hours as the hours to be exceeded before a deposit is payable; and	
(b)	one third of the access fee is payable as a deposit by the requester.	
4.3	The actual postage is payable when a copy of a record must be posted to a requester.	

