



PAIA MANUAL

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

**DATE OF COMPILATION: 01/10/2021
DATE OF REVISION: 01/03/2026 v1**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|-----|-------------|--|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “Elysian” | Elysian Compliance & Risk Management |
| 1.4 | “IO“ | Information Officer; |
| 1.5 | “Minister” | Minister of Justice and Correctional Services; |
| 1.6 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.7 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.8 | “Regulator” | Information Regulator; and |
| 1.9 | “Republic” | Republic of South Africa |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;

- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

CIO: Mariska van der Veen

DIO: Philicia Robinson

Postal address: 54 Colonial Blvd, 34 Manie Road, Rietvalleirand, Pretoria, South Africa, 0181

Physical Address: 54 Colonial Blvd, 34 Manie Road, Rietvalleirand, Pretoria, South Africa, 0181

Email: info@elysiancrm.com

Website: www.elysiancrm.com

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

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in English and Afrikaans.
- 4.3. The aforesaid Guide contains the description of
 - 4.3.1. the objects of PAIA and POPIA;
 - 4.3.2. the postal and street address, phone, and electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;
 - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ require Elysian, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by Elysian;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

5. AVAILABILITY OF THE MANUAL

5.1 A copy of the Manual is available-

- 5.1.1 on www.elysiancrm.com,
- 5.1.2 office of Elysian for public inspection during normal business hours;
- 5.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
- 5.1.4 to the Information Regulator upon request.

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

5.2 Information Regulator (South Africa) contact information

Phone number: +27 (0)10 023 5200

E-mail: POPIAComplaints@info regulator.org.za

PAIAComplaints@info regulator.org.za

Website: <https://info regulator.org.za>

6. RECORDS AVAILABLE WITHOUT HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Upon request
Services	General information relating to services	X	
Marketing	Promotional and marketing materials intended for public distribution	X	
Policy Documents	Conflict of Interest Policy Complaints Management Policy PAIA Manual Privacy Notice Information Information Request Forms Terms of Use Information	X	
Company Profile	Company Profile Summary and Management Information	X	
License	Compliance Practice License	X	

7. PROCESSING OF PERSONAL INFORMATION

7.1 Purpose of Processing Personal Information

We process personal information only for purposes that are lawful, reasonable, and necessary to carry out our functions and activities. Personal information is processed in a manner that supports our statutory obligations, operational requirements, and the rights of data subjects.

For the purposes of this Manual, “processing” includes the collection, receipt, recording, organisation, storage, updating, retrieval, use, distribution, disclosure, and/or destruction of personal information.

We process personal information for the following purposes:

a) Provision of Services

Personal information is processed to enable us to:

- provide, manage, and improve our services;
- respond to enquiries, instructions, or service requests;
- administer client relationships and fulfil contractual obligations.

b) Marketing and Communication

Where permitted by law, we process personal information to:

- conduct lawful direct marketing and related promotional activities;
- communicate service updates, offerings, or relevant information;
- manage consent, preferences, and opt-out requests.

c) Business and Operational Requirements

We process personal information to support internal business functions, including:

- internal audit, accounting, financial management, and business planning;
- due diligence processes relating to mergers, acquisitions, joint ventures, restructurings, or other proposed or actual transactions;
- operational analysis, reporting, and organisational development.

d) Legal, Regulatory, and Governance Obligations

We process personal information to:

- comply with applicable legislation, regulatory frameworks, and industry standards;
- manage and resolve legal claims, disputes, or investigations;

- support governance, risk management, and compliance programmes.

e) Website, Digital Platforms, and Technology Use

When individuals interact with our website or digital platforms, we may process information to:

- remember user preferences and improve functionality and user experience;
- monitor website usage metrics, including visitor numbers and pages accessed;
- track entries, submissions, and participation in promotions or online activities;
- ensure the security, integrity, and availability of our digital systems.

7.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers, or identity, numbers, employment status, telephone number, email address, and bank details
Service Providers	names, registration numbers, VAT numbers, address, telephone number, email address, and bank details
Employees	address, qualifications, gender, and race, telephone number, email address, and bank account details

7.3 Legislation applicable to record retention

We retain records as required by relevant legislation, including but not limited to:

ACT	REF
1 Companies Act	71 of 2008
2 Copyright Act	98 of 1978
3 Employment Equity Act	55 of 1998
4 Income Tax Act	95 of 1967
5 Labour Relations Act	66 of 1995
6 Value Added Tax Act	89 of 1991
7 Financial Advisory and Intermediary Services Act	37 of 2002
8 Basic Conditions of Employment Act	75 of 1997
9 Financial Intelligence Centre Act	28 of 2001
10 Electronic Communications and Transactions Act	25 of 2002

11	Promotion of Access of Information Act	2 of 2000
12	Prevention of Organised Crime Act	121 of 1998
13	Protection of Constitutional Democracy against terrorist related activities Act	33 of 2004
14	Protection of Personal Information Act	4 of 2013

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services, FIC, FSCA, PA, and Service Provider
Qualifications for qualification verifications	South African Qualifications Authority, FSCA, PA
Credit and payment history, for credit information	Credit Bureaus
name, address, registration numbers or identity numbers, telephone numbers, email address, and bank details, VAT numbers for identification and verification purposes, fraud prevention, and providing services required	Service providers, partners, FIC, FSCA, PA, South African Police Services

7.5 Planned transborder flows of personal information

Elysian may transfer personal information to foreign countries in the course of conducting its business activities. Such transfers will occur only where they are lawful, necessary, and aligned with the purposes for which the information was originally collected.

Personal information may be stored or processed on servers located outside the Republic of South Africa. These foreign jurisdictions may not have data-protection laws that provide the same level of protection as those applicable in South Africa.

Where cross-border transfers are required, the organisation will ensure that:

- the recipient is subject to a law, binding corporate rules, or binding agreement that provides an adequate level of protection substantially similar to POPIA;
- or**
- the transfer is necessary for the performance of a contract or for the implementation of pre-contractual measures; **or**
- the data subject has provided **explicit consent** to the transfer after being

informed of the possible risks; **or**

- the transfer is otherwise permitted in terms of POPIA.

By engaging with Elysian and providing personal information, you acknowledge that your information may be processed in a foreign country whose data-protection standards may be less stringent than those in South Africa, and you consent to such processing where required.

7.6 General description of Information Security Measures implemented to ensure the confidentiality, integrity and availability of the information

Elysian is committed to ensuring the confidentiality, integrity, and availability of all personal information in its possession or under its control. We implement appropriate, reasonable technical and organisational measures to prevent loss, damage, unauthorised access, unlawful processing, or disclosure of personal information, in accordance with the requirements of POPIA.

To achieve this, the organisation has adopted the following safeguards:

a) Secure Hosting and Infrastructure

- Our website and related systems are hosted in a secure server environment maintained by a reputable hosting provider.
- The hosting environment employs firewalls, intrusion-prevention mechanisms, and other advanced security technologies designed to protect against unauthorised access and external threats.

b) Access Controls

- Access to personal information is restricted to authorised personnel who require such access to perform their duties.
- User access rights are managed on a need-to-know and role-based basis, and access is revoked when no longer required.

c) Technical Security Measures

- Anti-virus, anti-malware, and endpoint-protection solutions are deployed and updated regularly.
- Data encryption is used where appropriate to protect personal information during transmission and storage.
- System monitoring tools are utilised to detect suspicious activity and potential vulnerabilities.

d) Organisational and Procedural Safeguards

- Employees handling personal information are trained on data-protection obligations and internal security protocols.
- Policies and procedures are in place to govern the secure handling, storage,

and disposal of personal information.

e) Business Continuity and Disaster Recovery

- Disaster recovery and backup procedures are implemented to ensure the continued availability and integrity of personal information in the event of system failures, cyber incidents, or other disruptions.
- Regular testing and review of these procedures are conducted where appropriate.

8. UPDATING OF THE MANUAL

Elysian will, on a regular basis, update this manual.

9. DATA ACCURACY

Elysian takes all reasonable steps to ensure that the personal information in its possession is accurate, complete, relevant, and up to date, as required by the Protection of Personal Information Act, 2013 (POPIA). Maintaining accurate information is essential for the purposes for which the information is processed and for the protection of data-subject rights.

To support this obligation:

a) Updating of Personal Information

From time to time, we may request that data subjects review and update their personal information to ensure continued accuracy and completeness. Data subjects may update their information by:

- accessing their online account (where applicable);
- contacting us via email; or
- contacting us telephonically.

b) Identity Verification

To protect personal information and prevent unauthorised access, we will take reasonable steps to **verify the identity** of any person requesting access to, or correction of, personal information. Access or amendments will only be granted once we are satisfied that the request is lawful and that the identity of the requester has been properly authenticated.

10. ACCESS REQUEST

There are two different types of requests:

1. Personal requests

Is a requester who is seeking access to a record that relates to their personal information.

2. Other requests

Is a requester who is seeking access to a record that relates to a third party.

The requester must fulfil the prerequisite requirements for access in terms of PAIA before Elysian will consider a request for access to records.

If a public body lodges a request for access, the public body must be acting in the best interests of the public and provide details of the public interest that it is seeking to protect.

To obtain access to Elysian's records under PAIA, a requester must follow these steps:

- **Submit a formal request:** Complete the prescribed PAIA request **FORM 2** included in this manual and submit it to Elysian's Information Officer via email at info@elysiancrm.com. The request must comply with PAIA's procedural requirements.
- **Provide required details:** Ensure the request form contains sufficient detail to identify the specific record(s) being requested, proof of the requester's identity, the preferred form of access (e.g. paper copy, electronic copy, or inspection), and the requester's postal or email address for correspondence.
- **State the purpose (Right exercised or protected):** Indicate which right you seek to exercise or protect by obtaining the information and explain why the requested record is necessary for exercising or protecting that right (PAIA requires this information for requests to private bodies).
- **If applicable – third-party or representative requests:** If you are making the request on behalf of someone else, clearly state this and provide proof of your authority or capacity to act for that person (for example, a power of attorney).
- **Pay the prescribed fee:** Pay the required request fee (if applicable) and any other applicable fees. Elysian will not begin processing and may withhold a record until the prescribed fee is paid in full. Refer to **FORM 3** below for a list of applicable fees.

PAIA provides for two types of fees, namely:

1. a request fee, which will be a standard fee; and
2. an access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs.

11. DECISION

Elysian shall, within 30 business days commencing on the first business day following receipt of a valid PAIA request and payment of any applicable request fee, decide whether to grant or refuse access to the requested record. The requester will be notified of the

outcome via email and, where applicable, reasons for the decision will be provided.

Where access to the requested record is granted, the requester will be required to pay a prescribed access fee for the search, preparation, reproduction and/or provision of the record. Such access fee shall be payable prior to the commencement of the process of obtaining and providing the requested information. This 30-business-day period may only be extended or shortened in exceptional circumstances as permitted under the Act.

The 30-business-day period may be extended by a further period not exceeding 30 business days in instances where:

- The request involves a large volume of information, or
- Consultation is required within different divisions of Elysian, or with another private body, and
- The information cannot reasonably be obtained within the original period.

Should an extension be necessary, Elysian will notify the requester using the contact method specified above.

12. APPEALS PROCEDURE

12.1 Internal procedure: Elysian does not have internal appeal procedures. As such, the decision made by the information officer is final, and the requester will have to exercise external remedies at their disposal if the request for information is refused and the requester is not satisfied with the answer supplied by the information officer.

12.2 External appeal: A requester who is dissatisfied with an information officer's refusal to disclose information may, within 180 days of notification of the decision, apply to the Information Regulator for relief. The requester may also submit a court application within 30 days of the notification of Elysian's refusal decision. The court may then review the matter and, if justified, order that the requested record be made available or grant other appropriate relief in accordance with PAIA.

All appeals should be initiated promptly. By following this procedure, requesters ensure compliance with PAIA and enable Elysian to handle access requests and any appeals in an efficient, lawful manner.

Where a requester submits a complaint to Elysian and the requester is not satisfied with the outcome, or if the complaint is not resolved, the requester may lodge a complaint with the National Financial Ombud Scheme (NFO).

12.3 Third-party records

Where a requester has requested access to information of a third-party, the third-party concerned must be given 21 days:

- to make representations to refuse access; or
- to give written consent for the disclosure of the record to the requester.

12.4 Records not found

If all reasonable steps have been taken to find a record and such record cannot be found or the record does not exist, then Elysian will notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.

The affidavit or affirmation will provide a full account of all the steps taken to find the record or determine its existence, including details of all communications by us with every person who conducted the search. The above notice will be regarded as a decision to refuse a request for access.

13. FORM 2 | REQUEST FOR ACCESS TO RECORD [REGULATION 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

Once completed, kindly email the form to: info@elysiancrm.com

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:		Tel (w)	
	Cell:			

Full names of person/entity on whose behalf request is made (<i>if applicable</i>):	
Identity Number/Registration Number	
Postal Address	
Street Address	
E-mail Address	
Contact Number(s)	

PARTICULARS OF RECORD REQUESTED	
<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 continue on a separate page and attach it to this form. All additional pages must be signed.)</i>	
Description of record or relevant part of the record:	

Reference number, if available	
Any further particulars of record	
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS	
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>	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	

Postal services to postal address	
Postal services to street address	
Courier service to street address	
E-mail of information	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record Requested is required for the exercise or protection of the aforementioned right:	

FEES

- a) *A request fee must be paid before the request will be considered.*
- b) *You will be notified of the amount of the access fee to be paid.*
- c) *The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption*

Reason

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

Postal address	Email address	Alternative electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20_____.

Signature of Requester /

Person on whose behalf request is made

14. 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.

Reference number: _____

To: _____

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 this document.	
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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)	

Your request has been approved/ denied for the following reasons:

1. FEES PAYABLE WITH REGARDS TO YOUR REQUEST

Item	Cost per A4-size page or part thereof/item	Number of pages/ items	Total
Request	R140.00		
Photocopy	R2.00		
Printed copy	R2.00		
For a copy in a computer-readable form on:			
(i) Flash drive			
– To be provided by requestor	R40.00		
(ii) Compact disc			
– If provided by requestor	R40.00		
– If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive			
– To be provided by requestor	R40.00		
(ii) Compact disc			
– If provided by requestor	R40.00		
– If provided to the requestor	R60.00		

Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

2. DEPOSIT PAYABLE (IF SEARCH EXCEEDS SIX HOURS)

Yes No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:			
Name of bank:			
Name of account holder:			
Type of account:			
Account number:			
Branch code:			
Reference number:			
Submit proof of payment to:			

Signed at _____ this _____ day of _____ 20_____.

*Signature of Requester /
 Person on whose behalf request is made*