

# PAIA MANUAL

**Cyclist Investments (Pty) Ltd**

Registration Number: 2025/143791/07

**("Cyclist Investments")**

**PAIA MANUAL IN TERMS OF SECTION 51 OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT, ACT NO. 2 OF 2000 ("THE ACT")**

**TABLE OF CONTENTS**

<b>1. List of Acronyms and Abbreviations</b>	3
<b>2. Introduction</b>	4
<b>3. Contact Details</b>	4
<b>4. Availability and Purpose of this PAIA Manual</b>	4
<b>5. The Act and Section 10 Guide</b>	5
<b>6. Applicable Legislation</b>	6
<b>7. Schedule of Records</b>	7
<b>8. Grounds for Refusal of Access to Records</b>	10
<b>9. Form of Request</b>	12
<b>10. Prescribed Fees</b>	12
<b>11. Remedies Available when a Request is Denied</b>	13
<b>12. Processing of Personal Information</b>	13
<b>13. Availability of the Manual</b>	15
<b>ANNEXURE A</b>	17
<b>ANNEXURE B</b>	21

## PAIA MANUAL

### 1. List of Acronyms and Abbreviations

Abbreviation	Full Form
<b>CEO</b>	Chief Executive Officer
<b>CSD</b>	Central Securities Depository
<b>DIO</b>	Deputy Information Officer
<b>FAIS</b>	Financial Advisory and Intermediary Services Act 37 of 2002
<b>FIC</b>	Financial Intelligence Centre
<b>FICA</b>	Financial Intelligence Centre Act 38 of 2001
<b>FSP</b>	Financial Services Provider
<b>FSCA</b>	Financial Sector Conduct Authority
<b>IO</b>	Information Officer
<b>JSE</b>	Johannesburg Stock Exchange Limited
<b>KYC</b>	Know Your Customer
<b>PAIA</b>	Promotion of Access to Information Act No. 2 of 2000 (as amended)
<b>PEP</b>	Politically Exposed Person
<b>POPIA</b>	Protection of Personal Information Act No. 4 of 2013
<b>Regulator</b>	Information Regulator
<b>SARS</b>	South African Revenue Service

## 2. Introduction

Cyclist Investments is a private company duly registered in terms of the laws of the Republic of South Africa.

## 3. Contact Details

Company Details	
Name:	Cyclist Investments (Pty) Ltd
Head:	Vaughan Henkel
Physical Address:	5 Villa Lucia,61 Wilton Avenue, Bryanston, Gauteng, 2191
Postal Address:	5 Villa Lucia,61 Wilton Avenue, Bryanston, Gauteng, 2191
E-mail:	Vaughan.henkel@cyclistinvestments.co.za
Website:	www.cyclistinvestments.co.za
IO Details	
Name:	Vaughan Henkel
Contact number:	+27 83 259 4443
E-mail:	Vaughan.henkel@cyclistinvestments.co.za

## 4. Availability and Purpose of this PAIA Manual

This PAIA Manual is published on the Cyclist Investments’ website, or alternatively, a copy may be requested from Cyclist Investments’ Information Officer, which copy may also be inspected at the Cyclist Investments’ physical address outlined in paragraph 2 above.

The primary purpose of this PAIA Manual is to facilitate requests for access to information held by Cyclist Investments, which requests shall be made in accordance with the prescribed procedures and at the prescribed rates provided for in paragraphs 8 and 9 of this PAIA Manual. In addition to the above, the further purposes of this PAIA Manual are to describe the records held by Cyclist Investments and to clearly articulate the grounds upon which access to any such records may be refused.

## 5. The Act and Section 10 Guide

The Act grants a requester access to records of a private body, subject to the record being necessary for the exercise or protection of any right(s). Should a public body lodge a request for access to records, the public body must be acting in the public interest.

Requests in terms of the Act shall be made in accordance with the prescribed procedures and at the prescribed rates provided. The forms and rates are dealt with in paragraphs 8 and 9 of this Manual.

Requestors are referred to the Guide on how to use the Act, which Guide can be found in Chapter 3 and Section 10 of the Act. The said Guide has been amended and updated in an easily comprehensible form and manner by the Regulator in order to assist the Requestor to use the Act.

The Guide can also be obtained:

Upon request to Cyclist Investments' Information Officer by completing FORM 1: REQUEST FOR A COPY OF THE GUIDE, which form can be downloaded from the website of the Information Regulator here: <https://inforegulator.org.za/paia-forms/>

A copy of the Guide is also available at the office of the Information Regulator in English, for public inspection during normal office hours.

## 6. Applicable Legislation

Cyclist Investments keeps information/documents in accordance with the following legislation (please note that this is not an exhaustive list):

Number	Act	Reference
1.	Companies Act	No. 71 of 2008
2.	Promotion of Access to Information Act	No. 2 of 2000
3.	Protection of Personal Information Act	No. 4 of 2013
4.	Financial Advisory and Intermediary Services Act (FAIS)	No. 37 of 2002
5.	Financial Intelligence Centre Act (FICA)	No. 38 of 2001
6.	Financial Sector Regulation Act	No. 9 of 2017
7.	Income Tax Act	No. 58 of 1962
8.	Tax Administration Act	No. 28 of 2011
9.	Value Added Tax Act	No. 89 of 1991
10.	Employment Equity Act	No. 55 of 1998
11.	Basic Conditions of Employment Act	No. 75 of 1997
12.	Labour Relations Act	No. 66 of 1995
13.	Occupational Health and Safety Act	No. 85 of 1993
14.	Pension Funds Act (if applicable)	No. 24 of 1956
15.	Securities Services Act (transitional, replaced by FSR Act)	No. 36 of 2004

## 7. Schedule of Records

A formal request for access to the following records must be made to Cyclist Investments' Information Officer, as these records are not generally available (please note that this is not an exhaustive list):

Subject on which the body holds records	Categories of Records
<b>Corporate Governance &amp; Administration</b>	Memorandum of Incorporation, Company registration certificates (CK documents), Board resolutions and minutes, Shareholder registers and proxies, Statutory returns to CIPC, Policies and procedures (governance framework), Directors' declarations and disclosures.
<b>Financial Management &amp; Reporting</b>	Annual financial statements (audited and management accounts), General ledgers and subsidiary ledgers, Banking records and bank statements, Debtor and creditor statements, Tax returns (income tax, VAT, PAYE), Audit reports (internal and external), Budgets, forecasts, and financial models.
<b>Investment Management &amp; Advisory</b>	Client investment portfolios and holdings, Investment mandates and advisory agreements, Asset allocation records, Investment policy statements, Performance reports and attribution analysis, Transaction confirmations and contract notes, Custodian and broker agreements, Valuations and fair value determinations.
<b>Compliance, Risk Management &amp; Regulatory</b>	Financial Services Provider (FSP) license and renewals, Fit and Proper assessments for Key Individuals and Representatives, FICA documentation (KYC/AML records, CDD, EDD), Compliance monitoring and testing reports, Risk assessments and risk register, Regulatory correspondence (FSCA, FIC, SARS), Internal audit reports, Suspicious Transaction Reports (STRs—note: confidential under section 29 FIC Act), Complaints register and Ombud escalations.
<b>Human Resources</b>	Employment contracts and terms of employment, Personnel files and CV records, Leave, attendance, and performance records, Disciplinary and grievance records, Training and development records (including CPD for FSPs), Payroll and remuneration records, Employment Equity plans and reports, Occupational health and safety records.
<b>Client Relations &amp; Distribution</b>	Client agreements and mandates, Client communication and correspondence, Complaints and complaints resolution records, Marketing materials and client presentations, Records of advice provided (FAIS section 3(2)(a) requirements).

Subject on which the body holds records	Categories of Records
<b>Third-Party &amp; Service Provider Management</b>	Service provider contracts (administrators, custodians, auditors), Supplier agreements and terms, Professional indemnity insurance policies, Software licenses and SaaS agreements, Due diligence on outsourced service providers (FAIS Board Notice 194 compliance).
<b>Information Technology &amp; Security</b>	IT policies and procedures, System documentation and network diagrams, Disaster recovery and business continuity plans, Cybersecurity protocols and incident logs, User access logs and audit trails, Data backup records.
<b>Legal &amp; Litigation</b>	Legal opinions and advisory memoranda, Litigation files and court documents, Contractual agreements (general commercial agreements), Intellectual property registrations (trademarks, if applicable), Insurance claims files.

### Categories of Records Available Without a Formal PAIA Request

Records of a public nature which are in the public domain, such as those displayed on our website, may be accessed without the need to submit a formal application.

Category of Records	Types of Records	Available on Website	Available Upon Request
<b>Company Information</b>	PAIA Manual, Company Registration Certificate (CK1), Memorandum of Incorporation (public extracts)	✓	✓
<b>Regulatory Licenses</b>	Financial Services Provider (FSP) License details (license number, category, key individuals—public information only), FAIS disclosure and conflicts of interest policy (compliant disclosure version)	✓	✓
<b>Marketing and Product Information</b>	Investment product brochures, service offerings, fee schedules, company profile and background	✓	
<b>Client Resources</b>	Complaints handling procedure, general terms and conditions, privacy notice, customer communication templates	✓	✓
<b>Public Statutory Documents</b>	Annual financial statements (if required to be filed publicly under Companies Act section 30), notices of annual general meetings	✓	✓



## 8. Grounds for Refusal of Access to Records

Upon receipt of a formal request for access to records, Cyclist Investments will be required to consider such a request in light of the provisions of Section 50 of the Act. Subject to such consideration, Cyclist Investments will be required to either grant such a request or refuse such a request. Should Cyclist Investments refuse access to a particular record, such refusal will be subject to Cyclist Investments' interpretation of the various prescribed grounds for refusal as outlined in Chapter 4 of the Act, as tabled below:

Ground(s) for Refusal	Description and Explanation of Ground(s) for Refusal
Mandatory protection of the privacy of a third party who is a natural person  [Section 63 of the Act]	Cyclist Investments may refuse access to a record if the disclosure of that record would involve the unreasonable disclosure of personal information relating to a third party, including a deceased individual.
Mandatory protection of the commercial information of third party  [Section 64 of the Act]	Cyclist Investments may refuse a request for access to a record if the record comprises of, or is constituted by, the following information relating to a third party – <ul style="list-style-type: none"> <li>• Trade secrets of a third party;</li> <li>• Financial, commercial, scientific or technical information, other than Trade secrets, of a third party, which, if disclosed, is likely to cause harm to the commercial or financial interests of the third party;</li> <li>• Information which has been supplied in confidence by a third party, the disclosure of which could reasonably be expected to place the third party at a disadvantage in contractual or other negotiations or is likely to prejudice the third party in commercial competition.</li> </ul>
Mandatory protection of certain confidential information of a third party  [Section 65 of the Act]	Cyclist Investments may refuse access to a record which, if disclosed, would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement or contractual relationship.
Mandatory protection of safety of individuals and protection of property  [Section 66 of the Act]	Cyclist Investments may refuse a request for access to a record if its disclosure could reasonably be expected to endanger the life or physical safety of an individual, or if its disclosure would be likely to prejudice or impair the security of: <ul style="list-style-type: none"> <li>• a building, structure or system, including but not limited to a computer or communication system, a means of transport or any other property;</li> <li>• method(s), system(s), plans or procedures for the protection of an individual in accordance with a witness protection scheme, the safety of the public, or any part of the public or the security of property.</li> </ul>

<p>Mandatory protection of records privileged from production in legal proceedings</p> <p>[Section 67 of the Act]</p>	<p>Cyclist Investments may refuse a request for access to a record if the record is privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege.</p>
<p>Commercial information of Private Body</p> <p>[Section 68 of the Act]</p>	<p>Cyclist Investments may refuse a request for access to a record if the record contains (or comprises of):</p> <ul style="list-style-type: none"> <li>• Trade secrets of the Private Body;</li> <li>• Financial, commercial, scientific or technical information, other than Trade secrets of the Private Body, the disclosure of which would be likely to cause harm to the commercial or financial interests of the Private Body;</li> <li>• Information, the disclosure of which could reasonably be expected to put the Private Body at a disadvantage in contractual or other negotiations or prejudice the Private Body in commercial competition;</li> <li>• A computer programme (as defined in section 1(1) of the Copyright Act 98 of 1978 as amended) owned by the Private Body, except insofar as it is required to give access to a record to which access is granted in terms of the Act.</li> </ul>
<p>Mandatory protection of the research information of third parties, and protection of the research information of private body</p> <p>[Section 69 of the Act]</p>	<p>Cyclist Investments may refuse a request for access to a record if the record contains information about research being or to be carried out by or on behalf of a third party/Private Body, the disclosure of which would be likely to expose the third party/Private Body, a person that is (or will be) carrying out the research on behalf of the third party/Private Body, or the subject matter of the research to serious disadvantage.</p>
<p>Records that cannot be found or do not exist</p> <p>[Section 23 of the Act]</p>	<p>Should there be reasonable grounds to believe that the requested record cannot be found or does not exist, then and in such event, Cyclist Investments will inform the requestor in the form of an affidavit that it is not possible to give access to such record.</p>

## 9. Form of Request

To facilitate the processing of your request, kindly:

- Use the prescribed Form 2, as provided for in **Annexure A**;
- Address your request to the Information Officer.
- Provide sufficient details to enable Cyclist Investments to identify:
  - The record(s) requested.
  - The requestor (and if an agent is lodging the request, proof of capacity and the necessary Power of Attorney).
  - The form of access required.
  - The postal address or e-mail address of the requester in (which postal address must be situated within the Republic of South Africa).
- If the requester wishes to be informed of the decision in any other manner in addition to written confirmation, the manner and particulars of such manner.
- The right which the requester is seeking to exercise or protect, with an explanation of the reason the record is required to exercise or protect such right.
- The Information Officer will respond to a request in the format of Form 3, as listed in **Annexure B**. The said Form is used to report the outcome of a request as well as information regarding the required fees payable, if applicable.
- The prescribed forms can also be downloaded from the Information Regulator's website here: <https://inforegulator.org.za/paia-forms/>

## 10. Prescribed Fees

The following prescribed fees will apply to requests for information (other than personal requests):

- A requester is required to pay the prescribed fee of R50.00 before a request will be processed.
- If the preparation of the record requested requires more than the prescribed 6 (six) hours, a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- Records may be withheld until the above-prescribed fees have been paid.

## **11. Remedies Available when a Request is Denied**

### **10.1 Internal Remedies**

There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. If a request is denied and the requester is dissatisfied with the Information Officer's decision, the requester will be required to exercise such external remedies at their disposal if a request for information is refused.

### **10.2 External remedies**

A requester or a third party who is dissatisfied with an Information Officer's refusal to disclose information or the disclosed information may, within 30 (thirty) days of notification of the decision, apply to a court with appropriate jurisdiction or contact the Information Regulator for relief.

### **10.3 Time Afforded to Cyclist Investments**

Cyclist Investments is required to, within 30 (thirty) days of receipt of a request, decide whether to grant or decline the request and, if required, provide the requester with reasons to that effect. The 30 (thirty) day period stipulated above may be extended for a further period of not more than 30 (thirty) days if the request is for a large amount of information, or the request requires an extensive search for information which cannot reasonably be obtained within the originally stipulated 30 (thirty) day period. In circumstances contemplated above, Cyclist Investments will notify the requester in writing should an extension be sought.

## **12. Processing of Personal Information**

### **12.1 Purpose of Processing Personal Information**

For a financial services entity, processing purposes should include:

- Investment management and portfolio administration
- Client onboarding and Know Your Customer (KYC)/Anti-Money Laundering (AML) compliance under the Financial Intelligence Centre Act (FICA)
- Contractual performance and service delivery
- Financial reporting and statutory record-keeping
- Compliance with FICA, Tax Administration Act, FAIS, and Companies Act obligations
- Risk management, fraud prevention, and cybersecurity
- Communication with clients, service providers, and regulatory authorities

- Legal obligations and regulatory reporting to FSCA, FIC, and SARS

## 12.2 Categories of Data Subjects and Personal Information Processed

Category of Data Subject	Personal Information that may be Processed
Clients/Investors	Full names, ID/passport numbers, residential and postal addresses, contact details (email, telephone), tax reference numbers, bank account details, financial information, investment portfolios, source of wealth/funds documentation, politically exposed person (PEP) status, risk profile assessments
Service Providers/Contractors	Business names, registration numbers, VAT numbers, contact details, banking details, tax clearance certificates, B-BBEE certificates, trade secrets, contractual agreements, performance evaluations
Employees/Directors	Full names, ID numbers, residential addresses, contact details, qualifications, employment history, salary and remuneration details, tax information, performance evaluations, disciplinary records, criminal record checks, and credit checks (for positions of trust)

## 12.3 Recipients or Categories of Recipients

Category of Personal Information	Recipients or Categories of Recipients
Identity verification and AML/CFT compliance	Financial Intelligence Centre (FIC), South African Police Services (SAPS), Department of Home Affairs
Tax and regulatory compliance	South African Revenue Service (SARS), Financial Sector Conduct Authority (FSCA), Prudential Authority
Financial transactions and custody	Banks, payment processors, investment platforms, Central Securities Depository (CSD), JSE Limited
Professional services	External auditors, legal advisors, compliance consultants, actuaries
Credit assessment	Credit bureaus (where applicable for credit-related products)
Regulatory reporting	Companies and Intellectual Property Commission (CIPC), National Treasury (where applicable)

## 12.4 Transborder Flows of Personal Information

Cyclist Investments may transfer personal information outside the Republic of South Africa for the following purposes: (a) cloud-based data storage services with servers located in the European Union (adequate data protection under POPIA section 72(1)(b)); (b) international investment reporting systems in the United States, governed by contractual data protection clauses compliant with POPIA section 72(1)(c). All transborder transfers are subject to written agreements ensuring adequate protection comparable to POPIA standards.

## 12.5 General Description of Information Security Measures

### Technical Measures:

- Encryption of data in transit (TLS/SSL) and at rest (AES-256 or equivalent)
- Multi-factor authentication (MFA) for system access
- Firewalls, intrusion detection systems (IDS), and intrusion prevention systems (IPS)
- Regular vulnerability assessments and penetration testing
- Secure backup procedures with off-site storage and disaster recovery protocols
- Role-based access controls (RBAC) and least privilege principles
- Audit trails and logging of access to personal information

### Organisational Measures:

- Mandatory staff training on POPIA, PAIA, and information security policies
- Confidentiality and non-disclosure agreements with employees and third-party service providers
- Incident response and data breach notification procedures (section 22 of POPIA)
- Regular review and update of security policies aligned with ISO 27001 or similar frameworks
- Physical security controls (access control systems, CCTV, secure document storage)
- Secure destruction of records containing personal information (shredding, degaussing)
- Background checks for employees in positions with access to sensitive data.

## 13. Availability of the Manual

### 13.1 A copy of this Manual is available:

- a) On Cyclist Investments' website: [www.cyclistinvestments.co.za](http://www.cyclistinvestments.co.za);
- b) At the head office of Cyclist Investments, 5 Villa Lucia, 61 Wilton Avenue, Bryanston, Gauteng, 2191, for public inspection during normal business hours (Monday to Friday, 09:00 to 17:00, excluding public holidays);
- c) To any person upon request and upon payment of a reasonable prescribed fee as per Annexure B (reproduction costs); and
- d) To the Information Regulator upon request.

- 13.2 A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations, shall be payable per each A4-size photocopy made.
  - 13.3 Electronic copies (PDF format) may be provided by email free of charge, subject to verification of the requester's identity and email address.
-

**ANNEXURE A**

**FORM 2  
REQUEST FOR ACCESS TO RECORD**

[Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If the request is made on behalf of another person, proof of such authorisation (Power of Attorney), must be attached to this form.

TO: The Information Officer

Information Officer:
Address:
Email:
Telephone 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 the request is made (when made on behalf of another person)							
Postal Address							
Street Address							
E-mail Address							
Contact Numbers	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; padding: 2px;">Tel:</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Facsimile:</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Cellular:</td> <td style="padding: 2px;"></td> </tr> </table>	Tel:		Facsimile:		Cellular:	
Tel:							
Facsimile:							
Cellular:							
Full names of person on whose behalf request is made (if applicable)							

Identity Number		
Postal Address		
Street Address		
E-mail Address		
Contact Numbers	Tel:	
	Facsimile:	
	Cellular:	
<b>PARTICULARS OF RECORD REQUESTED</b>		
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. <i>(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		
<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, vide recordings, computer-generated images, sketches, etc)		
Record consists of recorded words or information which can be reproduced in sound		
Record is held on a computer or in an electronic, or machine-readable form		
<b>FORM OF ACCESS</b>		
<i>(Mark the applicable box with an "X")</i>		
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)		
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)		
Transcription of soundtrack (written or printed document)		
Copy of record on flash drive (including virtual images and soundtracks)		

Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	
<b>MANNER OF ACCESS</b>	
<i>(Mark the applicable box with an "X")</i>	
Personal inspection of the record at the registered address of a public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on a computer or in an electronic or machine-readable form)</i>	
Postal services to the postal address	
Postal services to a 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  <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 requestor 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:	
<b>FEES</b>	
<p><i>a) A request fee must be paid before the request will be considered.</i></p> <p><i>b) You will be notified of the amount of the access fee to be paid.</i></p> <p><i>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.</i></p> <p><i>d) If you qualify for exemption from the payment of any fee, please state the reason for the exemption</i></p>	
Reason	

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

Postal Address	Facsimile	Electronic Communication (Please specify)

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

\_\_\_\_\_  
Signature of Requestor/person on whose behalf the request is made

**FOR OFFICIAL USE ONLY**

<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

**ANNEXURE B**

**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 Annexure B.	
--	--

**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:

**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 · To be provided by requestor ii) Compact disc · If provided by requestor · If provided to the requestor	R40.00  R40.00 R60.00		
For a transcription of visual images per A4-size page Copy of visual images	Service to be outsourced. Will depend on the quotation of the service provider		
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record: iii) Flash drive · To be provided by requestor iv) Compact disc · If provided by requestor · If provided to the requestor	R40.00  R40.00 R60.00		
Postage, e-mail or any other electronic transfer:	Actual Costs		
<b>TOTAL:</b>			

**5.** Deposit payable (if search exceeds six hours):

Yes  No

Hours of search		Amount of deposit ( <i>calculated on one third of total amount per request</i> )	
-----------------	--	--	--

(Bank details will be provided upon receipt of a Request for access to Record)

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

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