

PAIA MANUAL

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

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“CEO”	Chief Executive Officer
1.2	“DIO”	Deputy Information Officer
1.3	“G&B”	Garlicke and Bousfield Inc
1.4	“IO“	Information Officer
1.5	“IR”	Information Regulator
1.6	“Minister”	Minister of Justice and Correctional Services
1.7	“PAIA”	Promotion of Access to Information Act No. 2 of 2000
1.8	“POPIA”	Protection of Personal Information Act No.4 of 2013
1.9	“Regulator”	Information Regulator

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 of 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 HELD BY G&B

3.1. Chief Information Officer

Name: Sandrisha Rajbunsie
Tel: 031 570 5300
Email: sandrisha.rajbunsie@gb.co.za

3.2. Deputy Information Officer

Name: Graeme Palmer
Tel: 031 570 5300
Email: graeme.palmer@gb.co.za

3.3. Access to Information general contacts

Email: info@gb.co.za

3.4. National or Head Office

Postal Address: P.O Box 1219, Umhlanga Rocks 4320
Physical Address: 7 Torsvale Crescent
La Lucia Ridge Office Estate
Umhlanga
4320

Email: info@gb.co.za

Website: www.gb.co.za

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 each of the official languages and in braille.

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 fax number and, if available, 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.

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

- 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-
 - 4.3.6.1. an internal appeal
 - 4.3.6.2. to 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 requiring a public body and private body, respectively, 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 a public body and private body, respectively.

c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

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

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.

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained:

4.5.1. upon request to the Information Officer.

4.5.2. from the website of the Regulator (<https://www.inforegulator.org.za/>).

4.5.3. From the office of the Information Regulator:

JD House
27 Stiemens Street
Braamfontein
2001

4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1. Afrikaans and Isizulu

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. CATEGORIES OF RECORDS OF G&B WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS.

There are certain categories of records that are automatically available for viewing as it is obtainable on G&B’s website or can be requested telephonically or via email without following a formal request process.

A list of these automatically available records can be found by clicking on the following link below:

<https://www.gb.co.za/wp-content/uploads/2024/10/Automatic-Availibility-of-certain-Records.pdf>

6. DESCRIPTION OF THE RECORDS OF G&B WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

6.1. Garlicke & Bousfield keeps records in accordance with the following legislation. This is not an exhaustive list:

Category of Records	Applicable Legislation
<ul style="list-style-type: none"> • death and estate reporting documentation • will and testamentary documents • estate administration documents • Liquidation and distribution of accounts • Heir and beneficiary documentation • Tax and compliance documentation • legal fees and costs • correspondences and notices • estate closure documents 	Administration of Estates Act 66 of 1965
<ul style="list-style-type: none"> • Court documentation 	Insolvency Act 24 of 1936

<ul style="list-style-type: none"> • Trustee/curator documentation • Creditor claims documentation • Estate administration documentation • Asset sale and realisation documents • Correspondence and notices • Tax and compliance documentation • Legal fees and costs 	
<ul style="list-style-type: none"> • Pension fund registration and compliance documents • Member/staff related documentation • Trustee and administrator documentation • Pension fund contributions and financial records • Legal and dispute resolution documents • Governance and compliance documents • Tax and regulatory documents 	Pension Funds Act 24 of 1956
<ul style="list-style-type: none"> • Income and financial records • Tax returns and supporting documents • Correspondence with SARS 	Income Tax Act 58 of 1962

<ul style="list-style-type: none"> • Financial Records for the firm • Employee related tax documentation • Tax deduction and exemption documentation • Trust account documentation • third party contracts and agreements 	
<ul style="list-style-type: none"> • Client related documents • Transactional documents • SARB approvals and exchange control documentation • property transactions involving foreigners or foreign currency • tax and compliance documentation • trust account records • litigation documents related to foreign exchange or currency matters 	<p>Currency and Exchanges Act 9 of 1933</p>
<ul style="list-style-type: none"> • Building plans approvals • Compliance certificates • Contractual agreements • Property title documents • Health and safety compliance documents • Insurance and warranty documents • Litigation documents 	<p>National Building Regulations and Building Standards Act 103 of 1977</p>

<ul style="list-style-type: none"> • Copyright ownership and registration documents • License agreements and permissions • Infringement and enforcement documents • Agreements • Copyright duration and renewal records • Copywrite compliance and regulatory documents 	<p>Copyright Act 61 of 1978</p>
<ul style="list-style-type: none"> • registration and compliance documents • trust account records • client onboarding documents • fee agreements and billing records • disciplinary and professional conduct documents • Legal practitioner and CPD records • Client files ad legal records • Employee and staffing records • Correspondence with the LPC • Pro Bono and community service documents 	<p>Legal Practice Act 28 of 2014</p>
<ul style="list-style-type: none"> • Registration and levy compliance documents • Levy calculation and declaration documents 	<p>Regional Services Councils Act 109 of 1985</p>

<ul style="list-style-type: none"> • Financial records related to levy payments • Correspondence with the Regional services council • Audit and Compliance records 	
<ul style="list-style-type: none"> • Trust deeds • Letters of authority' • Amendments to Trust Deed • Trust, registration and correspondence with the Master • Accounting and Financial records • Records of trust property • Beneficiary documentation • Trust administration documents • Compliance documents • Tax records • Trustee appointment and removal records • Winding up documents 	Trust Property Control Act 57 of 1988
<ul style="list-style-type: none"> • VAT registration documents • Tax invoices • Purchase records and input VAT documentation • VAT returns and payments • VAT reconciliations and working papers • VAT adjustments and special transactions 	Value Added Tax Act 89 of 1991

<ul style="list-style-type: none"> • Client files and contract related to VAT services • Financial records related to VAT • SARS correspondences • Record of non-vatable transactions 	
<ul style="list-style-type: none"> • Health and Safety policy documents • Risk Assessments • Health and Safety appointment documents • Health and safety training • Incident reporting and investigation • Emergency Preparedness documents • Inspection and maintenance records • PPE issuance records • Health and safety audit documents • Records of health and safety meetings • Certificates and approvals • Occupational health and medical surveillance records 	Occupational Health and Safety Act 85 of 1993
<ul style="list-style-type: none"> • COIDA Registration documents • Return of earnings • Employee records • Incident and accident reports 	Compensation for Occupational Injuries and Diseases Act 130 of 1993

<ul style="list-style-type: none"> • Occupational diseases records • Claims documentation • Employee and time off compensation documents • Occupational health and safety committee documentation • Legal and dispute resolution documents 	
<ul style="list-style-type: none"> • Trademark application and registration documents • Trademark search reports • Trademark renewal documents • Assignment and licensing agreements • Opposition and dispute documents • Trademark infringement and enforcement documents • Client instructions and correspondence • Financial and billing records • Advertising and use documentation • Trademark portfolio management records 	<p>Trademarks Act 194 of 1993</p>
<ul style="list-style-type: none"> • Employment contracts • Disciplinary records • Grievance procedures 	<p>Labour Relations Act 66 of 1995</p>

<ul style="list-style-type: none"> • Workplace policies and procedures • Dispute resolution documents • Dismissals and terminations • Employment equity and affirmative action records • Leave records • Performance management and appraisal records • Training and skills development records • Retrenchment documentation • Health and safety committee and incident records • Employee representation and consultation documents 	
<ul style="list-style-type: none"> • Employment contracts • Employee attendance records • leave records • salary records • notice of termination/resignation • disciplinary records • working hours and rest periods • employment equity and affirmative action 	<p>Basic Conditions of Employment Act 75 of 1997</p>

<ul style="list-style-type: none"> • medical certificates and sick leave documentation • employee personal information • severance pay records • training and skills development • UIF records • Client service and correspondence records 	
<ul style="list-style-type: none"> • Employment Equity Plan • Employment equity reports • Workforce profile and demographics • Affirmative action measures • Training and development records • Consultation and communication records • Discrimination complaints and resolutions • Monitoring and evaluation reports • Employment equity committee records • EEA Policies and procedures • Employee survey feedback 	<p>Employment Equity Act 55 of 1998</p>
<ul style="list-style-type: none"> • Merger and Acquisition documents • Anti-competitive practices and documentation 	<p>Competition Act 89 of 1998</p>

<ul style="list-style-type: none"> • Consultation and advisory records • Competition commission correspondence • Client litigation documents 	
<ul style="list-style-type: none"> • Workplace Skills Plan • Annual Training Report • Skill development levy payment documentation • Employee Training records • YES Programme Candidates agreements and records • Training Provider Information • Employee Skills Audit Reports • Correspondences with SETAs • Employee Development Policies • Employee feedback and skills improvement assessments 	Skills Development Act 97 of 1998
<ul style="list-style-type: none"> • SARS related documents • Skills Development levy returns • Payroll records • Workplace skills plan • Financial records such as SDL calculations 	Skills Development Levies Act 9 of 1999
<ul style="list-style-type: none"> • Client agreements • Debt collection mandates • Power of attorney 	Debt Collectors Act 114 of 1998

<ul style="list-style-type: none"> • Debt collection correspondences • Payment and Financial records • Debtor's personal information • Debtors credit history • Court orders and judgements • Summons and Notices 	
<ul style="list-style-type: none"> • Legal opinions and advisory documents • Medical scheme dispute documentation • Contracts and agreements • Benefit and claim documents • Employee benefit schemes and contributions 	<p>Medical Schemes Act 131 of 1998</p>
<ul style="list-style-type: none"> • Client identification and verification documents such as ID's, proof address • Client source of wealth and source of funds • Beneficial ownership documents • Customer due diligence documents such as risk profile of the client • Transactional records • Regulatory Reports submitted to the FIC • Training records 	<p>Financial Intelligence Centre Act 38 of 2001</p>

<ul style="list-style-type: none"> • Employee and client sanction screening • Employee screening for honesty and integrity 	
<ul style="list-style-type: none"> • Client identification and verification documents • Customer due diligence documents • Asset forfeiture reports • Reports and correspondence with Law enforcement • Audit Reports • Regulatory Compliance Reports submitted to the FIC 	Prevention of Organised Crime Act 121 of 1998
<ul style="list-style-type: none"> • UIF Registration confirmation • Employee records • Payroll UIF contribution records • Employee termination records • Communication with the Department of employment and labour 	Unemployment Insurance Act 63 of 2001 and Unemployment Insurance Contributions Act 4 of 2002
<ul style="list-style-type: none"> • Email correspondences • Electronic meeting records • Electronic agreements and contracts • Instant messaging records such as work WhatsApp and teams. 	Electronic Communications and Transactions Act 25 of 2002

<ul style="list-style-type: none"> • Electronically signed contracts and agreements • Digital certificate records where electronic signatures are used • Client instructions and authorisations • Website terms and conditions • Privacy policy • Website user consent records • Data retention and security policies • Records of electronic disputes or litigation 	
<ul style="list-style-type: none"> • Credit agreements • Client records for credit and debt related matters • Legal proceedings and dispute documents • Court orders and judgements • Debt collection documents 	National Credit Act 34 of 2005
<ul style="list-style-type: none"> • Memorandum of Incorporation • Company registration documents • Shareholder agreements • Board resolutions • Shareholder resolutions • Minutes of board meetings • Director Appointment and Resignations 	Companies Act 71 of 2008

<ul style="list-style-type: none"> • Share register • Share certificates • Annual Returns • Annual Financial statements • Clients' liquidation and winding up documents • Client company registration documents • Clients' contracts and agreements 	
<ul style="list-style-type: none"> • Service level agreements drafted for clients • Standard terms and conditions drafted for clients • Clients Mediation and arbitration agreements • Legal proceedings documentation 	Consumer Protection Act 68 of 2008
<ul style="list-style-type: none"> • Tax returns • Income statements • Financial Statements • Bank Statements • Invoices and receipts • Payment and refund records • Tax clearance certificates • Correspondence with SARS • Information on the legal opinions and tax advice provided to clients 	Tax Administration Act 28 of 2011

<ul style="list-style-type: none"> • PAIA Manual • Record of information requests and responses • Information Officer appointment records • Employee records • Client contracts • Third party agreements • Financial records • Section 32 PAIA report 	<p>Promotion of Access to Information Act 2 of 2000</p>
<ul style="list-style-type: none"> • POPIA Policy • Personal Information Impact assessments • Privacy Policy • Data Retention and Disposal Policy • Data Breach Response Plan • Information Officer Appointment records • POPIA Training records • Data processing agreements • Cross Border data transfer agreements • Data subject access requests • Security Policies • Data breach notifications • Client and employee notification • POPIA Audits and compliance review reports 	<p>Protection of Personal Information Act 4 of 2013</p>

<ul style="list-style-type: none"> • Legal advice and/or opinions given to clients on POPIA • Correspondences with the Information Regulator 	
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7. DESCRIPTION OF THE SUBJECTS ON WHICH G&B RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY G&B

Subjects on which G&B holds records	Categories of Records
Company secretarial and legal records	<ul style="list-style-type: none"> • Memorandum of incorporation • Annual financial statements • Records relating to appointment of directors and auditors • Statutory registers and records • Minute book of directors'/shareholders' meetings and resolutions • Contracts and agreements
Financial Records	<ul style="list-style-type: none"> • Electronic accounting records • Taxation records • Asset registers • Annual financial statements • Banking records (relating to business and trust accounts held) • Invoices • Bank statements • Supplier records
Operational Documents and Records	<ul style="list-style-type: none"> • Operating procedure Manuals • Internal phone lists • Address lists

	<ul style="list-style-type: none"> • Company policies • Directives to staff • Minutes of meetings • General housekeeping information • Commercial contracts • Employment contracts • Employment equity report • Skills development report • Vehicle registration documents; Cellular phone registration documents including RICA. • Access Control Records • CCTV records
<p>Human Resources including internal policies and procedures.</p>	<ul style="list-style-type: none"> • Garlicke & Bousfield employee records • Personal information relating to past, present and prospective employees • Directors' insurance policies • Rules and regulations relating to the pension fund and/or provident fund • Information relating to Garlicke & Bousfield marketing, business plans, systems and procedures • Requisitions, permits, licences, authorisations, approvals, applications, consents required for the day to day running of Garlicke & Bousfield • Records relating to information technology (hardware, software and data collection and storage)

	<ul style="list-style-type: none"> • Rules and regulations relating to the Medical Aid and Provident Fund • Marketing records • Employee records • Employment contracts • Payroll records • G&B POPIA Policy • G&B Risk Management and Compliance Programme. • Employment equity records • UIF records • Medical aid records • Provident Fund records • Legal services • Client matter/trust records
Client records	<ul style="list-style-type: none"> • FICA Information • Client personal information • Investment Mandates • Legal services
Information Technology (IT)	<ul style="list-style-type: none"> • IT contracts and operational records • Asset and policy records
Library and Research Centre	<ul style="list-style-type: none"> • External publications • Internal publications • Reference work • Periodicals • Research files and articles.

8. PROCESSING OF PERSONAL INFORMATION

8.1. Personal information shall be processed only for specific, explicitly defined and legitimate reasons and the data subject must be informed of these reasons prior to collecting or recording the information. This Manual can be read in conjunction with

G&B's POPIA Policy which specifically deals with how the firm processes personal information.

8.2. 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
Employees	<ul style="list-style-type: none"> • Name and surname, address, race and gender, marital status and emergency contact details (extending to family) • ID numbers • Contact number/s • Insurance information such as dependants • Employee remuneration / salary information & financial information, including garnishees and other statutory deductions, SARS Information. • Banking details • Special information such as religion and biometric information • Vehicle Registration details for parking • Medical Aid and health status information, including special personal information (extending to family) • Pension / Provident information (extending to family) • Photos, voice recording, CCTV footage, biometric data and reporting methods attached to these.
Clients	<ul style="list-style-type: none"> • Name and Surname • ID numbers • Address • Contact number/s

	<ul style="list-style-type: none"> • Company registration information • SARS income tax number and VAT registration number • Shareholder information • Source of wealth and source of income • Banking details • Personal information about a matter they are seeking our services for. • Contracts • agreements
Suppliers/ Third Parties	<ul style="list-style-type: none"> • Identification details such as ID numbers, passport, drivers' licences • CCTV images • contracts • Banking Details • BBBEE scorecards • Agreements • Tax certificates • Addresses • Company registration information

8.3. 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	Third Party Verification Company or SAPS
Qualification for qualification verifications	Third Party Verification Company or SAQA
Name, surname and ID number for FICA Screening	Financial Intelligence Centre (FIC)
Name and confirmation of pay date	On receipt of legal documentation, garnishee

	Orders
All aforementioned employee personal information and special personal information (purpose-specific only and extending to family)	<ul style="list-style-type: none"> • Department of Labour - Unemployment Fund, Workman's compensation (COID / RMA), Employment Equity reporting, Covid-19 TERS • Medical Aid service providers • Auditors, external business consultants, BBBEE auditors
Identity number, names, employment history, associations and memberships (purpose specific) for credit, recruitment or criminal checks, with prior consent of the employee or prospective employee	<ul style="list-style-type: none"> • South African Police Services • Other accredited bodies • Credit Bureaus • Any legally authorized external bodies

8.4. Planned Transborder flows of personal information

Insofar as the transborder flow of information is concerned, the firm does not transfer personal information outside of South Africa, except where required in certain matters and where the firm has the client's express permission to do so, save when acting in terms of a Court Order or any other legal requirement to do so. Where a client's personal information is transferred outside of South Africa, the firm will seek to ensure that there are laws or rules in place to ensure adequate levels of protection, subject to the proviso that it is obliged to comply with any Court Order or other lawful process requiring it to disclose that information.

8.5. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The firm employs the following technology and security measures to ensure the confidentiality and integrity of personal information:

- firewalls.

- virus protection software and update protocols.
- logical and physical access controls.
- secure setup of hardware and software making up the IT infrastructure.
- any outsourced service providers who process personal information on behalf of the firm are contracted to implement security controls.

9. AVAILABILITY OF THE MANUAL

9.1. A copy of the Manual is available:

- 9.1.1. on G&B's website www.gb.co.za
- 9.1.2. at our office for public inspection during normal business hours.
- 9.1.3. to any person upon request and upon the payment of a reasonable and prescribed fee and
- 9.1.4. to the Regulator on request

9.2. A fee for the copy of the Manual as contemplated in Annexure B of the PAIA Regulations shall be payable per each A4 photocopy size.

9.3. Fees payable by the requestor in terms of **Annexure B of the PAIA Regulations**

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black and white copy 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: <ul style="list-style-type: none"> (i) Flash drive (to be provided by requestor) (ii) Compact disk <ul style="list-style-type: none"> • If provided by the requestor • If provided to the requestor 	R40.00 R40.00 R60.00

5.	For a transcription of visual images per A4 size page	Service to be outsourced, will depend on quotation form service provider
6.	Copy of visual images	
7.	Transcription of an audio record, per A4 size page	R24.00
8.	Copy of an audio record on: <ul style="list-style-type: none"> (i) Flash drive (to be provided by the Requestor) (ii) Compact disk <ul style="list-style-type: none"> • If provided by the 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 items of items 2 and 8.
11.	Postage, email, or any other electronic transfer	Actual expense, if any.

10. UPDATING OF THE MANUAL

The Information Officer will on a regular basis update this manual

Issued by

Sandrisha Rajbunsie
Information Officer