

WARTSILA SOUTHERN AFRICA (PTY) LTD
1994/000434/07

WARTSILA SOUTH AFRICA (PTY) LTD
2020/672659/07

This manual has been prepared in terms of the section 51 of the Promotion of Access to Information Act 2 of 2000 and to address the requirements of the Protection of Personal Information Act 4 of 2014.

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1. DEFINITIONS

Client	any natural or juristic person that received or receives services from the Company
Company	Wartsila Southern Africa (Pty) Ltd Wartsila South Africa (Pty) Ltd
Conditions for Lawful Processing	the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPI and in paragraph 12 of this Manual
Data Subject	the person to whom personal information relates
Information Officer	the individual who is identified in paragraph 3 of this manual
Manual	this manual
PAIA	the Promotion of Access to Information Act 2 of 2000
Personal Information	means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—

- a. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- b. information relating to the education or the medical, financial, criminal or employment history of the person;
- c. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- d. the biometric information of the person;
- e. the personal opinions, views or preferences of the person;
- f. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- g. the views or opinions of another individual about the person; and
- h. the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person

Personnel

any person who works for, or provides services to or on behalf of the Company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the

	business of the Company, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers
POPI	the Protection of Personal Information Act 4 of 2013
POPI Regulations	the regulations promulgated in terms of section 112(2) of POPI
Private Body	means— <ol style="list-style-type: none">a natural person who carries or has carried on any trade, business or profession, but only in such capacity;a partnership which carries or has carried on any trade, business or profession; orany former or existing juristic person, but excludes a public body
Processing	means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including— <ol style="list-style-type: none">the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;dissemination by means of transmission, distribution or making available in any other form; ormerging, linking, as well as restriction, degradation, erasure or destruction of information

SAHRC

the South African Human Rights Commission

Any other terms not described herein will have the meaning as ascribed to it in terms of PAIA or POPI.

2. INTRODUCTION

- 2.1. For the purpose of POPI and PAIA, the Company is defined as a private body. In accordance with the Company's obligations in terms of POPI and PAIA, the Company has produced this manual.
- 2.2. This manual sets out all information required by both PAIA and POPI.
- 2.3. This manual also deals with how requests are to be made in terms of PAIA.
- 2.4. This manual also establishes how compliance with POPI is to be achieved.

3. CONTACT DETAILS

Business Name	Wartsila Southern Africa (Pty) Ltd
Registration Number	1994/000434/07
Business Name	Wartsila South Africa (Pty) Ltd
Registration Number	2020/672659/07
Registered Office	PO Box 356, Paarden Eiland, 7420
Postal Address	4 Powerful Street, Paarden Eiland, 7405
Contact Number	021 511 1230
Information Officer	Feroza Cassim
Email address	feroza.cassim@wartsila.com

Background information of the Company can be found at www.wartsila.com and www.wartsila.co.za

4. GUIDE OF SAHRC

- 4.1. A guide to PAIA and how to access information in terms of PAIA has been published pursuant to section 10 of PAIA.
- 4.2. The guide contains information required by an individual who may wish to exercise their rights in terms of PAIA.
- 4.3. Should you wish to access the guide you may request a copy from the Information Officer by submitting **ANNEXURE A**, attached hereto, to the details specified above.
- 4.4. You may also inspect the guide at the Company's offices during ordinary working hours.
- 4.5. You may also request a copy of the guide from Information Regulator at the following details:

Information Regulator:

Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017

Telephone: (010) 023 5200

Website: www.justice.gov.za

Email: PAIACompliance.IR@justice.gov.za

5. LATEST NOTICES IN TERMS OF SECTION 52(2) OF PAIA

- 5.1. At this stage no Notice(s) has / have been published on the categories of records that are available without having to request access to them in terms of PAIA.

6. AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

- 6.1. The Company holds and/or process the following records for the purposes of PAIA and POPI.

6.2. The following records may be requested, however it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.

Products and/or Services:

- Information of Products and Services are available on the Company's website as set out above.

Human Resources:

- Employment Contracts
- Employee benefits
- Personnel records and correspondence
- Training records
- Internal policies
- Information pertaining to share options, share incentives, bonus or profit sharing agreements of each employee
- Pension and provident fund records

Legal:

- Agreements with Clients
- Agreement with Suppliers
- Shareholder agreements
- Partnership agreements
- Licenses and Permits
- Power of Attorneys
- Sale agreements
- Lease agreements

Company Secretarial:

- Memorandum of Incorporation
- Secretarial records
- Tradename registrations
- Trademark registrations

- Company registration documents
- Statutory registers
- Minutes of Shareholder's meetings
- Minutes of Director's meetings
- Register of Directors
- Share Certificates

Financial:

- Accounting records
- Annual reports
- Interim reports
- Auditor details and reports
- Tax returns
- Insurance records

Client:

- Client database
- Credit Applications
- Correspondence with Clients
- Documentation prepared for Clients.
- Invoices, receipts, credit and debit notes

Marketing:

- Published Marketing material

Miscellaneous:

- Internal Correspondence
- Information technology records
- Trade secrets
- Domain name registrations
- Website information
- Asset registers
- Title deeds

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

- 7.1. Basic Conditions of Employment Act, No. 75 of 1997
- 7.2. Companies Act, No. 71 of 2008
- 7.3. Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- 7.4. Competition Act, No. 89 of 1998
- 7.5. Constitution of the Republic of South Africa Act, No. 108 of 1996
- 7.6. Credit Agreement Act, No. 75 of 1980
- 7.7. The Criminal Procedure Act, No. 51 of 1977
- 7.8. Debt Collectors Act, No. 114 of 1998
- 7.9. Deed Registries Act, No. 47 of 1937
- 7.10. Employment Equity Act, No. 55 of 1998
- 7.11. Financial Intelligence Centre Act, No. 38 of 2001
- 7.12. Identification Act, No. 68 of 1997
- 7.13. National Credit Act, No. 34 of 2005
- 7.14. Insolvency Act, No. 24 of 1936
- 7.15. Inspection of Financial Institutions Act, No. 18 of 1998
- 7.16. The Labour Relations Act, No. 66 of 1995
- 7.17. The Long Term Insurance Act, No. 52 of 1998
- 7.18. Pension Funds Act, No. 24 of 1956
- 7.19. Short Term Insurance Act, No. 53 of 1998
- 7.20. Skills Development Levies Act, No. 9 of 1999
- 7.21. Unemployment Insurance Act, No. 63 of 2001
- 7.22. Unit Trust Control Act, No. 54 of 1981
- 7.23. Value Added Tax Act, No. 89 of 1991
- 7.24. Electronic Communication and Transactions Act, No. 25 of 2002
- 7.25. Financial Advisory and Intermediary Service Act, No. 37 of 2002
- 7.26. Patents, Designs and Copyright Merchandise Marks Act, No. 17 of 1941

- 7.27. Income Tax Act, No. 58 of 1962
- 7.28. Occupational Health and Safety Act No. 85 of 1993
- 7.29. Co-operatives Act No. 14 of 2005
- 7.30. Customs and Excise Act No. 91 of 1964
- 7.31. Insider Trading Act No. 135 of 1998
- 7.32. Prevention of Organised Crime Act No. 121 of 1998
- 7.33. Transfer Duty Act No. 40 of 1949
- 7.34. Machinery and Occupational Safety Amendment Act No. 181 of 1993
- 7.35. National Payment Systems Act No. 78 of 1998
- 7.36. National Water Act No. 36 of 1998
- 7.37. Prescription Act No. 68 of 1969
- 7.38. Trademark Act No. 194 of 1993
- 7.39. Intellectual Property Laws Amendment Act No.38 of 1997
- 7.40. Financial Markets Act No. 19 of 2012

8. REQUEST PROCESS

- 8.1. An individual who wishes to place a request must comply with all the procedures laid down in PAIA.
- 8.2. The requester must complete **ANNEXURE B**, which is attached hereto and submit it to the Information Officer at the details specified above.
- 8.3. The prescribed form must be submitted as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail as is stated herein.
- 8.4. The prescribed form must be completed with enough particularity to enable the information officer to determine:
 - 8.4.1. The record(s) requested;
 - 8.4.2. The identity of the requestor;
 - 8.4.3. What form of access is required; and
 - 8.4.4. The Postal address or fax number of the requestor.
- 8.5. The requestor must state that the records are required for the requestor to exercise or protect a right, and clearly state what the nature of the right

is so to be exercised or protected. An explanation of why the records requested is required to exercise or protect the right.

- 8.6. The request for access will be dealt with within 30 days from date of receipt, unless the requestor has set out special grounds that satisfies the Information Officer that the request be dealt with sooner.
- 8.7. The period of 30 days may be extended by not more than 30 additional days, if the request is for a large quantity of information, or the request requires a search for information held at another office of the Company and the information cannot be reasonably obtained within 30 days. The information officer will notify the requestor in writing should an extension be necessary.
- 8.8. The requestor will be informed in writing whether access to the records have been granted or denied. If the requestor requires a reason for the decision the request must be expressed in the prescribed form, the requestor must be further stated what particulars of the reasoning the requestor requires.
- 8.9. If a requestor has requested the records on another individual's behalf, the requestor must submit proof of the capacity the requestor submits the request in, to the satisfaction of the information officer.
- 8.10. Should the requestor have any difficulty with the form or the process laid out herein, the requestor should contact the Information Officer for assistance.
- 8.11. An oral request can be made to the Information Officer should the requestor be unable to complete the form due to illiteracy or a disability. The Information Officer will complete the form on behalf of the requestor and provide a copy of the form to the requestor.

9. GROUNDS FOR REFUSAL

- 9.1. The following are grounds upon which the Company may, subject to the exceptions in Chapter 4 of PAIA, refuse a request for access in accordance with Chapter 4 of PAIA:

- 9.1.1. Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable
- 9.1.2. Mandatory protection of the commercial information of a third party, if the Records contain:
 - 9.1.2.1. Trade secrets of that third party;
 - 9.1.2.2. Financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
 - 9.1.2.3. Information disclosed in confidence by a third party to The Company, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;
- 9.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 9.1.4. Mandatory protection of the safety of individuals and the protection of property;
- 9.1.5. Mandatory protection of Records that would be regarded as privileged in legal proceedings;
- 9.1.6. Protection of the commercial information of the Company, which may include:
 - 9.1.6.1. Trade secrets;
 - 9.1.6.2. Financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the Company;
 - 9.1.6.3. Information which, if disclosed, could put the Company at a disadvantage in contractual or other negotiations or prejudice the Company in commercial competition; and/or
 - 9.1.6.4. Computer programs which are owned by the Company, and which are protected by copyright and intellectual property laws;
- 9.1.7. Research information of the Company or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and

- 9.1.8. Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

10. REMEDIES SHOULD A REQUEST BE REFUSED

- 10.1. The Company does not have an internal appeal procedure in light of a denial of a request, decisions made by the information officer is final;
- 10.2. The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 days of notification of the decision for appropriate relief.

11. Fees

- 11.1. Current employees of Wartsila will not be required to pay any fees for requesting this information.
- 11.2. The following fees shall be payable upon request by a requestor that is not currently an employee of Wartsila's:

Request fee	R140.00
(payable on every request)	
Photocopy of an A4 page or part thereof	R2.00
Printed copy of an A4 page or part thereof	R2.00
Hard copy on flash drive	R40.00
(flash drive to be provided by requestor)	
Hard copy on a compact disc	R40.00
(compact disc to be provided by requestor)	
Hard copy on a compact disc	R60.00

(compact disc to be provided by the Company)	
Transcription of visual images per A4 page	As per quotation of service provider
Copy of visual images	As per quotation of service provider
Transcription of an audio record per A4 page	R24.00
Copy of an audio record on flash drive (flash drive to be provided by requestor)	R40.00
Copy of an audio on a compact disc (compact disc to be provided by requestor)	R40.00
Copy of an audio on a compact disc (compact disc to be provided by the Company)	R60.00
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	R145.00
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 (cannot exceed total cost)	R435.00
Postage, email or any other electronic transfer	Actual expense, if any.

12. POPI

12.1. Conditions for lawful processing:

12.1.1. POPI has eight conditions for lawful processing and includes:

- 12.1.1.1. Accountability
- 12.1.1.2. Processing limitation
- 12.1.1.3. Purpose specification
- 12.1.1.4. Further processing limitation
- 12.1.1.5. Information quality
- 12.1.1.6. Openness
- 12.1.1.7. Security safeguards
- 12.1.1.8. Data subject participation

12.1.2. The Company is involved in the following types of processing:

- 12.1.2.1. Collection
- 12.1.2.2. Recording
- 12.1.2.3. Organization
- 12.1.2.4. Structuring
- 12.1.2.5. Storage
- 12.1.2.6. adaptation or alteration
- 12.1.2.7. retrieval
- 12.1.2.8. consultation
- 12.1.2.9. use
- 12.1.2.10. disclosure by transmission
- 12.1.2.11. dissemination or otherwise making available
- 12.1.2.12. alignment or combination
- 12.1.2.13. restriction
- 12.1.2.14. erasure
- 12.1.2.15. destruction

12.1.3. The Company processes information for the following purposes:

- 12.1.3.1. to fulfil agreements in relation to its employees;
- 12.1.3.2. to provide services to its Clients in accordance with terms agreed to by the Clients;

- 12.1.3.3. to undertake activities related to the provision of services, such as
 - 12.1.3.3.1. to fulfil domestic legal, regulatory and compliance requirements
 - 12.1.3.3.2. to verify the identity of Customer representatives who contact the Company or may be contacted by The Company;
 - 12.1.3.3.3. for risk assessment, information security management, statistical, trend analysis and planning purposes;
 - 12.1.3.3.4. to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes;
 - 12.1.3.3.5. to enforce or defend the Company or the Company affiliates' rights;
 - 12.1.3.3.6. to manage the Company's relationship with its clients, which may include providing information to its clients and its clients affiliates about the Company's and the Company affiliates' products and services;
 - 12.1.3.4. the purposes related to any authorised disclosure made in terms of agreement, law or regulation;
 - 12.1.3.5. any additional purposes expressly authorised by the Company's client;
 - 12.1.3.6. any additional purposes as may be notified to the Client or Data Subjects in any notice provided by the Company.
- 12.2. The Company processes personal information the following categories of Data Subjects:
- 12.2.1. Juristic persons –
 - 12.2.1.1. Corporate clients
 - 12.2.1.2. Suppliers
 - 12.2.2. Natural persons –
 - 12.2.2.1. Individuals
 - 12.2.2.2. Staff
 - 12.2.2.3. Clients

12.2.2.4. Suppliers

12.3. The Company process the following categories personal information:

- 12.3.1. Client profile information;
- 12.3.2. Bank account details;
- 12.3.3. Payment information;
- 12.3.4. Client representatives;
- 12.3.5. Names;
- 12.3.6. Email Addresses;
- 12.3.7. Telephone numbers;
- 12.3.8. Facsimile numbers;
- 12.3.9. Physical addresses;
- 12.3.10. Tax numbers;
- 12.3.11. Identity Numbers;
- 12.3.12. Passport Numbers;

12.4. Recipients of Personal Information:

- 12.4.1. The Company, the Company's affiliates, their respective representatives

12.5. When making authorised disclosures or transfers of personal information in terms of Section 72 of POPI, personal information may be disclosed to recipients in countries that do not have the same level of protection for personal information as South Africa does.

12.6. The following Security measures are implemented by the Company:

12.7. The Company implements numerous Security measures to protect personal information that is stored electronically and physically.

12.7.1.1. The Company ensures that appropriate security measures are taken and updates these measures on a regular basis.

12.7.1.2. The Company have also implemented various policies for additional security for personal information stored both physically and electronically.

12.7.2. The personal information that is stored physically is protected as follows:

- 12.7.2.1. Where physical records of the data exist, such records will be stored in a secure area that can be 'locked-away' as to avoid a breach of the personal information.
- 12.7.2.2. Such physical data records will be 'locked-away' and secured when not in use.
- 12.8. The Company may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the Protection of Personal Information Act No.4 of 2013.
- 12.9. Objection to the processing of personal information by a data subject:
 - 12.9.1. Section 11(3) of POPI and regulation 2 of the POPI regulations provides that a data subject may, at any time object to the processing of their personal information in the prescribed form attached to this manual as annexure "B".
- 12.10. Request for correction or deletion of personal information:
 - 12.10.1. Section 24 of POPI and regulation 3 of the POPI regulations provides that a data subject may request for their personal information to be corrected and/or deleted in the prescribed form attached hereto as **ANNEXURE "C"**.

SIGNATURE INFORMATION

OFFICER:  _____

DATE: 28/02/2022

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

I,

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

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

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

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.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

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

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
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 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			

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

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	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

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

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

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

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer



INFORMATION REGULATOR (SOUTH AFRICA)

*Ensuring protection of your personal information
and effective access to information*

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200

Email: PAIAComplaints@infoRegulator.org.za

COMPLAINT FORM

FORM 5

[Regulation 10]

NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@infoRegulator.org.za or complete online complaint form available at <https://www.justice.gov.za/infoereg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them:**
 - a. Copy of the form to the Body requesting access to records;
 - b. The Body's response to your complaint or access request;
 - c. Any other correspondence between you and the Body regarding your request;
 - d. Copy of the appeal form, if your complaint relate to a public body;
 - e. The Body's response to your appeal;
 - f. Any other correspondence between you and the Body regarding your appeal;
 - g. Documentation authorizing you to act on behalf of another person (if applicable);
 - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

- Complainant Personally
- Representative of Complainant
- Third Party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Have you applied to Court for appropriate relief regarding this matter?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

FOR INFORMATION REGULATOR'S USE ONLY	
Received by: (Full names)	
Position	
Signature	
Complaint accepted	Yes <input type="checkbox"/> No <input type="checkbox"/>
Reference Number	
Date stamp	

Postal address	Facsimile	Other electronic communication (Please specify)

PART A PERSONAL INFORMATION OF COMPLAINANT	
Full Names	
Identity Number	
Postal Address	
Street Address	
E-Mail Address	
Contact numbers	Tel. (B) <input type="text"/> Facsimile <input type="text"/> Cellular <input type="text"/>

PART B REPRESENTATIVE INFORMATION <i>(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)</i>	
Full Names of Representative	
Nature of representation	
Identity Number / Registration Number	
Postal Address	
Street Address	
E-mail Address	
Contact Numbers	Tel. (B) <input type="text"/> Facsimile <input type="text"/> Cellular <input type="text"/>

PART C THIRD PARTY INFORMATION <i>(Please attach letter of authorisation)</i>	
Type of Body	Private <input type="checkbox"/> Public <input type="checkbox"/>
Name of Public / Private Body	
Registration Number (if any)	
Name, Surname and Title of person authorised to lodge a complaint	
Postal Address	
Street Address	
E-mail Address	

Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
PART D				
BODY AGAINST WHICH THE COMPLAINT IS LODGED				
Type of body	Private	<input type="checkbox"/>	Public	<input type="checkbox"/>
Name of public / private body				
Registration number (if any)				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
Reference Number given (if any)				
PART E				
COMPLAINT				
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i>				
Date on which request for access to records submitted.				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.				
Have you attempted to resolve the matter with the organisation?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, when did you receive it? (Please attach the letter to this application.)				
Did you appeal against a decision of the information officer of the public body?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				
PART F				
DETAILED TYPE OF ACCESS TO RECORDS				
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>				
Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful.			<input type="checkbox"/>
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.			<input type="checkbox"/>

Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	<input type="checkbox"/>
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>	<input type="checkbox"/>
	<i>The tender or payment of a deposit.</i>	<input type="checkbox"/>
Repayment of the deposit (Section 22(4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	<input type="checkbox"/>
Disagree with time extension (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	<input type="checkbox"/>
Form of access denied (Section 29(3) or 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	<input type="checkbox"/>
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	<input type="checkbox"/>
	<i>Extension period has expired and no response was received.</i>	<input type="checkbox"/>
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>	<input type="checkbox"/>
No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	<input type="checkbox"/>
Partial access to record (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	<input type="checkbox"/>
Fee waiver (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	<input type="checkbox"/>
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	<input type="checkbox"/>
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	<input type="checkbox"/>
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	<input type="checkbox"/>
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	<input type="checkbox"/>
Other (Please explain)		
PART G EXPECTED OUTCOME		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.

The information in this Complaint Form is true to the best of my knowledge and belief.

I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party