

PAIA MANUAL

RMED Online (Pty) Ltd T/A RecoMed

2013/089029/07

IN ACCORDANCE WITH THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF
2000

PROMOTION OF ACCESS TO INFORMATION MANUAL	2
2. ABOUT RECOMED	2
3. CONTACT DETAILS	2
4. INFORMATION REGULATORS GUIDE	3
5. OBJECTIVES OF THIS MANUAL	3
6. ENTRY POINT FOR REQUESTS	3
7. AUTOMATICALLY AVAILABLE INFORMATION	3
8. INFORMATION AVAILABLE IN TERMS OF POPIA	4
8.1. <i>Categories of data subjects and personal information collected by Recomed.</i>	4
8.2. <i>The purpose of processing personal information</i>	5
8.3. <i>The recipients or categories of recipients to whom the personal information may be supplied.</i>	6
8.4. <i>Planned transborder flows of personal information.</i>	6
8.5. <i>General description of information security measures to be implemented by Recomed.</i>	6
9 INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION	6
10 CATEGORIES OF RECORDS AVAILABLE UPON REQUEST	6
11 REQUEST PROCEDURE	8
11.1. <i>Completion of the prescribed form</i>	8
11.2. <i>Proof of identity</i>	8
11.3. <i>Payment of the prescribed fees</i>	8
11.4. <i>Timelines for consideration of a request for access</i>	9
11.5. <i>Grounds for refusal of access and protection of information</i>	9
12 REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS	9
13 AVAILABILITY OF THIS MANUAL	10

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

Effective date: 01 December 2023

PAIA Manual - Page 1 of

29

Version 2022.01

PROMOTION OF ACCESS TO INFORMATION MANUAL

1. PREAMBLE

The Promotion of Access to Information Act, 2000 ("PAIA") came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester can show that the record is required for the exercise or protection of any rights and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.

Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such a private body and stipulates the minimum requirements that the manual has to comply with.

This Manual constitutes RecoMed's PAIA manual. This Manual is compiled following section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("POPIA"), which gives effect to everyone's Constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making to regulate the flow of personal information and to provide for matters concerned therewith.

This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

2. ABOUT RECOMED

Recomed (Registration number 2013/089029/07)

3. CONTACT DETAILS

Name of Private Body:	Recomed
Designated Information Officer:	Tasleem Williams
Email address of Information Officer:	privacy@recomed.co.za
Contact Number:	0764633590
Postal Address:	Floor 4 - 21 Dreyer Street, Claremont, Cape Town
Street Address:	Floor 4 - 21 Dreyer Street, Claremont, Cape Town

Disclaimer:

The contents of this document should only be used for and by RecoMed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

4. INFORMATION REGULATORS GUIDE

An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated Guide are available from the Information Regulator free of charge. Any request for public inspection of the Guide at the office of the Information Officer or a request for a copy of the Guide from the Information Officer must substantially correspond with Form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to Annexure C.

5. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

- to provide a list of all records held by the RecoMed.
- to set out the requirements about who may request information in terms of PAIA as well as the grounds on which a request may be denied.
- to define the manner and form in which a request for information must be submitted, and
- to comply with the additional requirements imposed by POPIA.

6. ENTRY POINT FOR REQUESTS

PAIA provides that a person may only make a request for information if the information is required for the exercise or protection of a legitimate right.

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

The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.

The Information Officer will facilitate the liaison with the internal team on all of these requests.

All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details in paragraph 3 above.

7. AUTOMATICALLY AVAILABLE INFORMATION

Disclaimer:

The contents of this document should only be used for and by RecoMed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

Information that is obtainable via the RecoMed website about RecoMed is automatically available and need not be formally requested in terms of this Manual.

The following categories of records are automatically available for inspection, purchase, or photocopying:

- Category 1 (Example – Press Release)
- Category 2 (Example – Brochures)
- Category 3 (Example – Publications)
- Category 4 (Example – Marketing or other materials)

8. INFORMATION AVAILABLE IN TERMS OF POPIA

In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by RecoMed will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected. Please also refer to the RecoMed Privacy Statement ([RecoMed Privacy Policy](#)) for further information.

8.1. Categories of data subjects and personal information collected by RecoMed.

Employees

- Name and contact details.
- Identity number and identity documents including passports.
- Employment history and references
- Employee number
- Banking and financial details
- Details of payments to third parties (deductions from salary)
- Employment contracts
- Employment equity plans
- Remuneration/salary records
- Performance appraisals
- Disciplinary records
- Leave records.
- Training records
- Qualifications
- Parental status
- Marital status
- Disability status

Consumers and prospective consumers

- Postal and/or street address
- Title and name
- Contact numbers and/or e-mail address
- Identity or passport number
- Browsing habits and click patterns on RecoMed websites.

Disclaimer:

The contents of this document should only be used for and by RecoMed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

Vendors /suppliers /other businesses

- Name and contact details.
- Identity and/or company information and directors' information
- Banking and financial information
- Information about products or services
- Other information not specified, reasonably required to be processed for business operations.

8.2. The purpose of processing personal information

For consumers:

- Performing duties in terms of any agreement with consumers
- Operate and manage consumers' accounts and manage any application, agreement, or correspondence consumers may have with Recomed.
- Communicating (including direct marketing) with consumers by email, SMS, letter, telephone, or in any other way about Recomed's products and services, unless consumers indicate otherwise.
- To form a view of consumers as individuals and to identify, develop or improve products, that may be of interest to consumers.
- Carrying out market research, business, and statistical analysis
- Performing other administrative and operational purposes including the testing of systems
- Complying with Recomed's regulatory and other obligations
- Any other reasonably required purpose relating to the Recomed business.

For prospective consumers:

- Verifying and updating information
- Direct marketing
- Any other reasonably required purpose relating to the processing of a prospect's personal information reasonably related to Recomed's business.

For employees:

- The same purposes as for consumers (above)
- Verification of applicant employees' information during the recruitment process
- General matters relating to employees:
 - Pension
 - Medical aid
 - Payroll
 - Disciplinary action
 - Training
- Any other reasonably required purpose relating to the employment or possible employment relationship.

For vendors /suppliers /other businesses:

- Verifying information and performing checks.
- Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties.
- Payment of invoices.
- Complying with Recomed's regulatory and other obligations; and
- Any other reasonably required purpose relating to Recomed's business.

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

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

- Any firm, organisation, or person that Recomed uses to collect payments and recover debts or to provide a service on its behalf.
- Any firm, organisation, or person that/who provides Recomed with products or services.
- Any person who Recomed has reason to believe to be a data subject's/consumer's parent, carer or helper where he/she is unable to handle his/her own affairs because of mental incapacity or other similar issues.
- Any payment system Recomed uses.
- Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where Recomed has a duty to share information.
- Third parties to whom payments are made on behalf of employees.
- Financial institutions from whom payments are received on behalf of data subjects.
- Any other operator not specified.
- Employees, contractors, temporary staff, and Agents.

8.4. Planned transborder flows of personal information.

- Storing information electronically; and
- Making use of third-party service providers to fulfill a business function on behalf of the Recomed.

8.5. General description of information security measures to be implemented by Recomed.

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

9 INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

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

- *Basic Conditions of Employment Act 75 of 1997*
- *Broad-Based Black Economic Empowerment Act 53 of 2003*
- *Companies Act 61 of 1973*
- *Consumer Protection Act 68 of 2008*
- *Electronic Communications Act, 36 of 2005*
- *Protection of Personal Information Act 4 of 2013*
- *Promotion of Access to Information Act 2 of 2000*
- *Value Added Tax Act 89 of 1991*
- *Such other legislation as may from time to time be applicable.*

10 CATEGORIES OF RECORDS AVAILABLE UPON REQUEST

Recomed maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this manual does not imply that a request for access to such records would be honored. All access requests will be evaluated on a case-by-case basis under the provisions of PAIA.

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

Please note further that many of the records held by Recomed are those of third parties, such as clients and employees, and Recomed takes the protection of third-party confidential information very seriously. In particular, where Recomed may act as a professional advisors to clients, many of the records held are confidential and others are the property of the client and not of Recomed. For further information on the grounds of refusal of access to a record please see paragraph 11.5 below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated.

Category of records	Records
Internal records The records listed pertain to Recomed's own affairs	<ul style="list-style-type: none"> • Memoranda and Articles of Association • Financial records • Operational records • Intellectual property • Marketing records. • Internal correspondence. • Service records. • Statutory records. • Internal policies and procedures. • Minutes of meetings.
Personnel records For the purposes of this section, "personnel" means any person who works for or provides services to or on behalf of Recomed and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Recomed. This includes partners, directors, all permanent, temporary, and part-time staff as well as consultants and contract workers.	<ul style="list-style-type: none"> • Any personal records provided to us by our personnel. • Any records a third party has provided to us about any of their personnel. • Conditions of employment and other personnel-related contractual and quasi legal records. • Employment policies and procedures. • Internal evaluation and disciplinary records; and • Other internal records and correspondence.
Client-related records	<ul style="list-style-type: none"> • Contracts with the client and between the client and other persons;
Other third-party records Records are kept in respect of other parties, including without limitation joint ventures and consortia to which Recomed may be a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to Recomed.	<ul style="list-style-type: none"> • Personnel, client, or Recomed records which are held by another party as opposed to being held by Recomed and • Records held by Recomed pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers.

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

Other records	<ul style="list-style-type: none"> • Information relating to Recomed; and • Research information belonging to Recomed or carried out on behalf of a third party.
----------------------	--

11 REQUEST PROCEDURE

11.1. Completion of the prescribed form

- Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations and should be specific in terms of the record requested. Please refer to Annexure A.
- A request for access to information that does not comply with the formalities as prescribed by PAIA will be returned to you.
- POPIA provides that a data subject may, upon proof of identity, request Recomed to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
- POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Recomed must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.
- POPIA provides that a data subject may object, at any time, to the processing of personal information by Recomed, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Annexure E and submit it to the Information Officer at the postal or physical address, facsimile number, or electronic mail address set out above.
- A data subject may also request Recomed to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully; or destroy or delete a record of personal information about the data subject that Recomed is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number, or electronic mail address set out above on the form attached hereto as Annexure F.

11.2. Proof of identity

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

11.3. Payment of the prescribed fees

There are two categories of fees which are payable:

- The request fee: R140.00
- The access fee: This is calculated by taking into account reproduction costs, search, and preparation costs, as well as postal costs. These fees are set out in Annexure B.

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

- Section 54 of PAIA entitles Recomed to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Annexure B of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to Annexure D.
- When a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

11.4. Timelines for consideration of a request for access

- Requests will be processed within 30 (thirty) days unless the request contains considerations that are of such a nature that an extension of the time limit is needed.
- The Information Officer will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with Form 3 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.
- Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

11.5. Grounds for refusal of access and protection of information

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

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

Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law, or (ii) there is an imminent and serious public safety or environmental risk, and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

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

12 REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

If the Information Officer decides to grant you access to the particular record, such access must be

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

granted within 30 (thirty) days of being informed of the decision.

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. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

13 AVAILABILITY OF THIS MANUAL

Copies of this Manual are available for inspection, free of charge, at the offices of RecoMed and at www.recomed.co.za

Disclaimer:

The contents of this document should only be used for and by RecoMed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

Requests can be submitted either via post or e-mail: privacy@recomed.co.za
and should be addressed to the Information Officer.

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 and surname: _____

Identity number: _____

Capacity in which request is made, when made on behalf of another person:

Postal address: _____

Street address: _____

Email address: _____

Contact numbers:

Telephone number (business): _____

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

Facsimile: _____

Cellular number: _____

PARTICULARS OF RECORD REQUESTED

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.)

Description of record or relevant part of the record:

Reference number, if available:

Any further particulars of record:

TYPE OF RECORD

(Mark with an "X")

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	

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

FORM OF ACCESS**(Mark with an "X")**

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 or 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**(Mark with an "X")**

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>	

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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.

Indicate which right is to be exercised or protected:

Explain why the record requested is required for the exercise or protection of the aforementioned right:

FEES

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

Reason:

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

Postal address:

Facsimile:

Electronic communication (Please specify):

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

Signed at _____ this _____ day of _____ 20____

Signature of Requester/Person on behalf of whom request is made

FOR OFFICIAL USE	
Reference number:	
Request received by: <i>(state rank, name and surname of information officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	
<hr/> <i>Signature of information officer</i>	

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

ANNEXURE B
FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> If provided by requestor If provided to the requestor 	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotations from the service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotations from the service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> If provided by requestor If provided to the requestor 	R40.00 R40.00 R60.00
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 the amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

REQUEST FOR A COPY OF THE GUIDE
[Regulation 3]

Requests can be submitted either via post or e-mail: privacy@recomed.co.za and should be addressed to the Information Officer.

TO: The Information Officer

(Address)

I, _____ (full names) in my capacity as:

Mark with "X"

☐

Information Officer

☐

Other

Name of public/private body (if applicable): _____

Postal address: _____

Street address: _____

Email address: _____

Contact numbers:

Telephone number (business): _____

Cellular number: _____

Facsimile: _____

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

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

Language (mark with an "X")		No. of copies	Language (mark with an "X")		No. of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			IsiXhosa	
	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

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Requests can be submitted either via post or e-mail: privacy@recomed.co.za and should be addressed to the Information Officer.

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 the registered address of [] (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 are liable for the fees prescribed in Annexure B.	
--	--

OR

2. You requested:

Printed copies of the information (including copies of an 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)	

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

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:

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

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 <ul style="list-style-type: none"> 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	Service to be outsourced. Will depend on quotations from the Service provider.		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> If provided by requestor If provided to the requestor 	R40.00 R40.00 R60.00		
Postage, e-mail or any other electronic transfer	Actual costs		
TOTAL			

Deposit payable (if search exceeds six hours):

☐

Yes

☐

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

The amount must be paid into the following Bank account:

Name of bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch code: _____

Reference number: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Signature of Information Officer

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF
THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS
RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 2]**

Requests can be submitted either via post or e-mail: privacy@recomed.co.za and should be addressed to the Information Officer.

Note:

1. ***Affidavits or other documentary evidence as applicable in support of the objection may be attached.***
2. ***If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.***
3. ***Complete as is applicable.***

A DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject:

Unique Identifier/ Identity Number

Residential, postal or business address:

Code ()

Contact number(s):

Fax number/ E-mail address:

B DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ registered name of responsible party:

Residential, postal or business address:

Code ()

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

Contact number(s):

Fax number/ E-mail address:

C REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)
(Please provide detailed reasons for the objection)

Signed at _____ this _____ day of _____ 20 _____

Signature of Data Subject/Designated Person

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR
DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE
PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS
RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**

[Regulation 3]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark with an "X"

Request for:

☐

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject:

Unique Identifier/ Identity Number

Residential, postal or business address:

Code ()

Contact number(s):

Fax number/ E-mail address:

B DETAILS OF RESPONSIBLE PARTY

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

Name(s) and surname/ Registered name of responsible party:

Residential, postal or business address:

Code ()

Contact number(s):

Fax number/ E-mail address:

C INFORMATION TO BE CORRECTED/DELETED/ DESTRACTED/ DESTROYED

D REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY;

AND/OR

REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.

(Please provide detailed reasons for the request)

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

Signed at _____ this _____ day of _____ 20 _____

Signature of Data Subject/Designated Person

Disclaimer:

The contents of this document should only be used for and by Recomed and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.