



Chapman's Peak Drive

Entilini Operations (RF) (Pty) Ltd
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P.O. Box 26170, Hout Bay, 7872

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www.chapmanspeakdrive.co.za
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Promotion of Access to Information Act (PAIA) Manual

for

Entilini Operations (RF) (Pty) Ltd (Private Body)

Prepared and compiled on 2023-08-16 in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 (as amended) in respect of Entilini Operations (RF) (Pty) Ltd.

Registration number: 2003/002559/07

Update: 2023-08-16



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1. INTRODUCTION

- 1.1. This Manual has been prepared in accordance with section 51 of the Act and is aimed at assisting potential requesters in requesting access to information (documents or records) from Entilini Operations (RF) (Pty) Ltd, its subsidiaries and associates as contemplated under the Act. The names of the relevant subsidiaries and associates are annexed hereto and marked "Annexure A".
- 1.2. The Manual may be amended from time to time and as soon as any amendments have been affected, the latest version of the Manual will be made available on Entilini Operations (RF) (Pty) Ltd's website and at its offices.
- 1.3. The definitions provided in this Manual are solely for the purpose of this Manual and are not to be taken as applicable to the Act.

2. THE ACT

The Promotion of Access to Information Act, No 2 of 2000 ("The Act" or "PAIA") was enacted on 3 February 2000, giving effect to the right of access to any information held by Government, as well as any information held by another person who is required for the exercising or protection of any rights. This right is entrenched in the Bill of Rights in the Constitution of South Africa. Where a request is made in terms of The Act, the body to which the request is made is not obliged to release the information, except where The Act expressly provides that the information may or must be released. The Act sets out the requisite procedural issues attached to such request.

3. PURPOSE OF THE MANUAL

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of The Act in order for them to exercise their rights in relation to public and private bodies.

Section 9 of The Act, however, recognizes that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance



And in a manner that balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This PAIA Manual assist you to-

- 3.1 check the categories of records held by Entilini Operations (RF) (Pty) Ltd which are available without a person having to submit a formal PAIA request;
- 3.2 have a sufficient understanding of how to make a request for access to a record of Entilini Operations (RF) (Pty) Ltd, by providing a description of the subjects on which Entilini Operations (RF) (Pty) Ltd holds records and the categories of records held on each subject;
- 3.3 know the description of the records of Entilini Operations (RF) (Pty) Ltd which are available in accordance with any other legislation;
- 3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer(s) who will assist you with the records you intend to access;
- 3.5 know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- 3.6 know if Entilini Operations (RF) (Pty) Ltd processes personal information and the purpose of processing of personal information;
- 3.7 know the description of the categories of data subjects and the information or categories of information relating thereto;
- 3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9 know if Entilini Operations (RF) (Pty) Ltd plans 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
- 3.10 know whether Entilini Operations (RF) (Pty) Ltd has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.



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4. CONTACT DETAILS:

Information Officer:
Greg Coelen

Physical Address:
Chapmans Peak Toll Plaza, Chapmans Peak Drive, Hout Bay, 7806

Telephone No:
(021) 791 8220

E-mail:
gcoelen@chapmanspeakdrive.co.za

Deputy Information Officer:

GENERAL INFORMATION:

Name of Private Body:
Entilini Operations (RF) (Pty) Ltd

Registration No:
2003/002559/07

Physical Address (or principal place of business):
Chapmans Peak Toll Plaza, Chapmans Peak Drive, Hout Bay, 7806

Telephone No:
(021) 791 8220

E-mail:
gcoelen@chapmanspeakdrive.co.za

Website:
www.chapmanspeakdrive.co.za



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

- 5.1. 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.
- 5.2. The Guide is available in each of the official languages and in braille.
- 5.3. The aforesaid Guide contains the description of-
 - 5.3.1. the objects of PAIA and POPIA;
 - 5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 5.3.2.1 the Information Officer of every public body, and
 - 5.3.2.2 every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;
 - 5.3.3 the manner and form of a request for-
 - 5.3.3.1 access to a record of a public body contemplated in Section 11 of PAIA; and
 - 5.3.3.2 access to a record of a private body contemplated in Section 50 of PAIA;
 - 5.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 5.3.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;
 - 5.3.6 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-

5.3.6.1 an internal appeal;

5.3.6.2 a complaint to the Regulator; and

5.3.6.3 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;

5.3.7 the provisions of Sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.3.8 the provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

5.3.9 the notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and

5.3.10 the regulations made in terms of Section 92 of PAIA.

5.4 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.

5.5 The Guide can also be obtained-

5.5.1 upon request to the Information Officer;

5.5.2 from the website of the Information Regulator (<https://info regulator.org.za/>).

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



6. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

No notice in terms of Section 52(2) of the Act, regarding the categories of records of Entilini Operations (RF) (Pty) Ltd which are available without request, has been published.

The information regarding Entilini Operations (RF) (Pty) Ltd is accessible at www.chapmanspeakdrive.co.za without request. The website contains various categories of information relating to Entilini Operations (RF) (Pty) Ltd.

7. RECORDS OF THE PRIVATE BODY

This clause serves as a reference to the records that Entilini Operations (RF) (Pty) Ltd holds in order to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereunder.

Categories of Data Subject	Personal Information Processed
Clients / Prospective Clients: Natural Persons	Names; contact details; physical and postal Addresses; identification numbers; financial information; nationality; confidential correspondence.
Clients / Prospective Clients: Juristic Persons	Names of contact persons; name of legal entity; physical / postal addresses and contact details; financial information; registration number; founding documents and related information; authorised signatories; information of connected parties
Contracted Service Providers / Vendors	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; authorised signatories; BEE Certificates.
Employees / Potential Employees / Contracted staff members	Gender; marital status; race; age; language; identity number; physical and postal addresses and contact details; Banking Details ; pregnancy status; educational information, employment history, medical history, criminal history, opinions



8. RECORDS REQUIRED IN TERMS OF LEGISLATION

Records are kept in accordance with legislation applicable to Entilini Operations (RF) (Pty) Ltd, which includes but is not limited to, the following –

- Basic Conditions of Employment Act, No. 75 of 1997;
- Broad-based Black Economic Empowerment Act 53 of 2003;
- Companies Act, No. 71 of 2008;
- Compensation for Occupational Injuries and Health Diseases Act, No. 130 of 1993;
- Consumer Protection Act, 68 of 2008;
- Electronic Communications Act, 36 of 2005;
- Electronic Communications and Transactions Act 25 of 2002;
- Employment Equity Act, No. 55 of 1998;
- Income Tax Act, No. 95 of 1967;
- Labour Relations Act, No. 66 of 1995;
- Occupational Health & Safety Act, No. 85 of 1993;
- Promotion of Access to Information Act, No. 2 of 2000;
- Protection of Personal Information Act no. 4 of 2013;
- Skills Development Act, No. 97 of 1998;
- Skills Development Levies Act, No. 9 of 1999;
- Unemployment Contributions Act, No. 4 of 2002;
- Unemployment Insurance Act, No. 63 of 2001;
- Value Added Tax Act, No. 89 of 1991.

Reference to the above-mentioned legislation shall include subsequent amendments and secondary legislation to such legislation.



9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

- Record keeping purposes;
- Compliance purposes;
- Staff administration and job applicants;
- Service delivery purposes;
- Handling complaints;
- Health and Safety purposes;
- Monitor access, secure and manage our premises and facilities;
- Help improve quality of services;
- To administer legal contractual purposes;
- To recover debt;
- To transact with suppliers.

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

9.2.1 Human resources

- Personal records of the personnel
- Employments contracts
- Medical Aid records
- Pension fund and retirement benefit records
- Disciplinary records
- Salary records
- Training Records
- Correspondence relating to personnel
- Attendance & Leave records
- UIF Returns
- Internal policies and procedures
- Payroll
- Salary and wage register
- Expense accounts
- Workmen's compensation documents

9.2.2 Secretarial

- Memorandum of Incorporation
- Minutes of the Board of Directors
- Shareholder agreements

- Company Register
- Records relating to the appointment of directors/auditors
- Share Certificates & Register
- Resolutions
- Minute Book
- Proxy Forms
- Company forms lodged with the Registrar in terms of the Companies Act

9.2.3 Financial and administration

- VAT Records
- PAYE records
- Fixed asset register
- Banking records
- UIF Records
- Management reports
- Invoices
- Debtors and creditors information
- Annual financial statements
- Books of account
- Sales invoices with supporting documentation
- Purchase orders
- Income tax returns
- Costing records

9.2.4 Information Management and Technology

- Services Level Agreements
- Equipment Register
- Policies, Procedures and guidelines
- Licensing agreements

9.2.5 Marketing and communication

- Marketing strategies
- Communications strategies
- Agreements
- Brochures, Newsletters and Advertising materials

9.2.6 Operations

- Access control records
- Archival Administration Documentation

- Insurance (insurance arrangements, policies and claims)
- Asset register
- BEE Statistics

9.2.7 Safety Records

- Safety manuals
- Occupational Health and Safety records
- Records of incidents in the workplace

9.2.8 Customer/Clients and third parties related records

- Contracts with Clients;
- All records provided by the Client to us or to a third party acting for or on behalf of Entilini Operations (RF) (Pty) Ltd;
- Records, reports, designs and the like generated by Entilini Operations (RF) (Pty) Ltd for their Clients;
- Records generated pertaining to the Client, including transactional records;
- Correspondence with Clients and third parties;
- Other information relating to, or held on behalf of Clients.

9.2.9 Insurance Records

- Short term insurance schedules and claim reports;
- Insurance policies taken out for the benefit of Entilini Operations (RF) (Pty) Ltd and its employees.

9.2.10 Immovable and Movable Property

- Agreements of lease of immovable property occupied by Entilini Operations (RF) (Pty) Ltd;
- Credit sale agreements and/or hire purchase agreements;
- Other agreements for the purchase, ordinary sale, conditional sale or hire of assets.

9.2.11 Information Technology

- Computer software, support and maintenance agreements;
- Other documentation pertaining to computer systems and computer programmes held by Entilini Operations (RF) (Pty) Ltd.

9.2.12 Other records

- Legal proceedings records;
- Security agreements, guarantees and indemnities;
- Agreements with suppliers;



- Confidentiality and/or non-disclosure agreements;
- Any other relevant agreements.

9.2.13 System Documentation

- Products;
- Templates;
- Resources.

9.2.14 Personnel records

Personnel refers to any person who works for or provides services to or on behalf of Entilini Operations (RF) (Pty) Ltd and receives or is entitled to receive any form of remuneration and any other person who assists in carrying out or conducting the business of Entilini Operations (RF) (Pty) Ltd. This includes, without limitation, directors, executives, non-executives, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to Entilini Operations (RF) (Pty) Ltd by our personnel;
- Any records a third party has provided to Entilini Operations (RF) (Pty) Ltd regarding any of its personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Employment policies and procedures;
- Internal evaluation records; and
- Other internal records and correspondence

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

Auditors;
Security Service Providers;
Information Security Service Providers;

9.4 Planned transborder flows of personal information

Not applicable

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



Entilini Operations (RF) (Pty) Ltd is committed to developing appropriate safeguards to make sure that personal data is kept secure and confidential and is protected against reasonably anticipated threats to its security or integrity, and against unauthorised access or use that might result in substantial harm or inconvenience to data subjects.

Reasonable technical and organisational measures are implemented for the protection of personal information processed by Entilini Operations (RF) (Pty) Ltd. Entilini Operations (RF) (Pty) Ltd continuously implements and monitors technical and organisational security measures to protect personal information against unauthorised access as well as accident or willful manipulation, loss, or destruction.

10. REQUEST PROCEDURE FOR OBTAINING INFORMATION

Access to records held by Entilini Operations (RF) (Pty) Ltd

Records held by Entilini Operations (RF) (Pty) Ltd may be accessed by request only once the prerequisites for access have been met.

The requester must fulfil the prerequisites for access in terms of The Act, including the payment of a requested access fee.

The requester must comply with all the procedural requirements contained in The Act relating to the request for access to a record.

The requester must complete the prescribed Form 2 (Annexure B) and submit same 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 address as stated herein.

The prescribed form must be filled in with enough particulars to at least enable the Information Officer to identify –

- The record or records requested;
- The identity of the requester,
- Which form of access is required, if the request is granted;
- The postal address or fax number or email address of the requester.

The requester must state that they require the information in order to exercise or



protect a right, and clearly state what the nature of the right to be exercised or protected is. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

Entilini Operations (RF) (Pty) Ltd will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed Form because of illiteracy or disability, such a person may make the request orally.

11. FEES

When the Information Officer receives the request, such Officer shall, by notice, require the requester to pay the prescribed request fee (if any), before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer shall withhold a record until the requester has paid the Fees as indicated.

A requester, whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.



If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

The fees applicable to a request for information are set out in Annexure A hereto.

The requester must pay the prescribed fee before any further processing can take place.

12. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION

The main grounds for Entilini Operations (RF) (Pty) Ltd to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
 - o Trade secrets of that third party;
 - o Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
 - o Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of confidential information of the protection of property;
- Mandatory protection of records that would be regarded as privileged in legal proceedings;
- The commercial activities of Entilini Operations (RF) (Pty) Ltd which may include:
 - o Trade secrets of Entilini Operations (RF) (Pty) Ltd
 - o Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Entilini Operations (RF) (Pty) Ltd ;
 - o Information which, if disclosed could put Entilini Operations (RF) (Pty) Ltd at a disadvantage in negotiations or commercial competition;
 - o A computer program, owned by Entilini Operations (RF) (Pty) Ltd and protected by copyright.
- The research information of Entilini Operations (RF) (Pty) Ltd or a thirdparty, if its



disclosure would reveal the identity of Entilini Operations (RF) (Pty) Ltd, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

13. DECISION

Entilini Operations (RF) (Pty) Ltd will within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The requester shall be informed whether access has been granted or denied in the form of Form 3 (Annexure C). If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30 day period within which Entilini Operations (RF) (Pty) Ltd has to decide whether to grant or refuse the request, may be extended for further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of Entilini Operations (RF) (Pty) Ltd and the information cannot reasonably be obtained within the original 30 day period. Entilini Operations (RF) (Pty) Ltd will notify the requester in writing should an extension be sought.

AVAILABILITY OF THE MANUAL

This manual is available for perusal at Entilini's administrative offices as well as its website, www.chapmanspeakdrive.co.za.

Signed by: _____

Date: _____



ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by

Item	Description	Amount
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced.
6.	For a copy of visual images	Will depend on quotation from service provider.
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00
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. Not to exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.



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ANNEXURE B: 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.

Table with 2 columns and 5 rows: PERSONAL INFORMATION, Full Names, Identity Number, Capacity in which request is made, Postal Address, Street Address.



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



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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	

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	



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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer



ANNEXURE B: FORM 3

OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

Note:

- 1. If your request is granted the—
(a) amount of the deposit, (if any), is payable before your request is processed; and
(b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Table with 2 columns: Description of request and a blank box for response.

OR

2. You requested:

Table with 2 columns: Description of request and a blank box for response.



4. Fees payable with regard to your request:

Item	Description	Amount	Number of pages/items	Total:
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
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. Not to exceed a total cost of	R 145.00 R 435.00		



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Web

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Info@chapmanspeakdrive.co.za

Table with 5 columns and 3 rows. Row 1: 10. Deposit: If search exceeds 6 hours | One third of the amount per request calculated in terms of items 2 to 8. | | | |. Row 2: 11. Postage, email or any other electronic transfer | Actual expense, if any. | | | |. Row 3: TOTAL: | | | | |.

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

Yes checkbox

Yes

No checkbox

No

Table with 4 columns: Hours of search, Amount of deposit (calculated on one third of total amount per request), and two empty columns.

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 No.:
Submit proof of payment to:

Signed at _____ this _____ day of _____ 20 _____

Information officer