

THIS MANUAL WAS PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 ("PAIA") AND TO ADDRESS REQUIREMENTS OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 ("POPI")

This manual applies to **Alpha Pharm (Pty) Ltd**

Registration number: **1972/000895/07**

(the "Company")

Registered office address:

15 Pine Street

Bloemfontein

9301



Table of Contents

1 Introduction	4
Nature Of Business	4
Contact Details	4
2 Guide Of The South African Human Rights Commission	5
3 Access To Records Held By The Company	6
Request Procedure	6
Decision	6
4 Fees	8
5 Categories Of Records Held By The Company: Section 51(1)(E)	9
Companies Act Records	9
Financial Records	9
Tax Records	9
Personnel Documents and Records	9
6 Processing Of Personal Information	10
Purpose of Processing.....	10
Categories of Data Subjects and of their Personal Information	10
Categories of Recipients for Processing the Personal Information	10
Actual or Planned Trans border Flows of Personal Information.....	11
General Description of Information Security Measures	11
7 Remedies Available If Request for Information Is Refused	12
Internal Remedies	12
External Remedies	12
8 List of Applicable Legislation	13

9 Availability Of The Manual..... 14

10 Approval 14

11 Appendix 1: Prescribed Form C To Be Completed By A Requester15



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1 Introduction

The Promotion of Access to Information Act, 2 of 2000 (the "PAIA") was enacted on 3 February 2000 and Section 51 of PAIA gives third parties the right to approach private bodies and the government to request information held by them, which is required in the exercise and/or protection of any rights. On request, the private body or government is obliged to release such information unless PAIA expressly states that the records containing such information may or must not be released.

This manual informs requestors of procedural and other requirements which a request must meet as prescribed by PAIA. This manual provides an outline of the type of records and the personal information the Company holds, and explains how to access, or object to, personal information held by the Company, or request correction of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act, 4 of 2013 ("POPI").

This manual complies with the requirements of section 10 of POPI and recognises that upon commencement of POPI, that the appointed Information Regulator will be responsible to regulate compliance with PAIA and POPI and their regulations by public and private bodies.

PAIA and POPI give effect to every individual's constitutional right of access to information held by private sector or public bodies, if the record or personal information is required for the exercise or protection of any rights.

This manual is published on the Company website at www.alphasvr.co.za or alternatively, a copy can be requested from the Information Officer appointed by the Company (see contact details below).

Nature Of Business

The Company acts as a wholesaler of pharmaceutical products. The Company owns and franchises retail pharmacies which form part of the largest national group of independent community pharmacies.

This manual is relevant and has application for the major subsidiaries of the Company as set out in the list below.

In this manual, any reference to "Alpha Pharm" or "Company" includes any of the entities as listed below:

1. AlphaScript (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2017/503126/07;
2. Alpha Stats (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2018/019318/07'
3. Rosina Murray Incorporated an incorporation established in accordance with the laws of



- South Africa with registration number: 2019/175739/21;
4. Allied Drug Company (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1966/011114/07;
 5. Alpha Pharm Corporate Retail (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1970/005492/07;
 6. Monument Pharmacy (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1978/000534/07;
 7. Zeedan (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2017/507145/07;
 8. LB Halgreen Associates (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1997/014957/07;
 9. Alpha Pharm Bwell Pharmacy (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2018/200535/07;
 10. Cocksedge and Paruk (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2018/482703/07;
 11. Extra Dimensions 1418 (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2018/432937/07;
 12. FM Coetzee Apteek (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2018/548329/07;
 13. Ansfriere Pharmacy (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1960/002242/07;
 14. Sandringham Pharmacy (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2018/596707/07;
 15. Jeffrey M Sack (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2019/066284/07;
 16. Chinns Pharmacy (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2019/112565/07;
 17. Park Pharmacy Edenvale (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2019/403807/07;
 18. Mannering and Butow (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2019/449552/07;
 19. Orlimix (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2014/167393/07;
 20. Alpha Pharm (KZN) (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1956/001970/07;



21. Alpha Pharm east Cape (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1949/034831/07;
22. Alpha Pharm East Cape Properties (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1965/010286/07;
23. Alpha Pharm Western Cape (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2005/030816/07;
24. Alpha Pharm Distributors (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1990/000426/07;
25. Allied Pharmaceuticals Limited a limited liability company established in accordance with the laws of South Africa with registration number: 1978/001740/06;
26. Plupart Investment Holdings (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1898/004741/07;
27. Akkerdal (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1990/002364/07;
28. Alpha Pharm Technologies (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2005/023809/07;
29. 15 Radnor Street Investments (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 2008/0071681/07;
30. Alpha Pharm Retail Promotions (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1968/004999/07;
31. L F Wood and Associates (Pty) Ltd a company established in accordance with the laws of South Africa with registration number: 1947/026901/07.

This manual of Alpha Pharm (Pty) Ltd is available to view and its premises: Ground Floor, Block D, 66 Corporate Office Park, Cnr Lenchen and Von Willich Avenues, Centurion.

Contact Details

Name of Company: Alpha Pharm (Pty) Ltd

Duly Authorised Persons:

Chairman of Company: Lynton Mervyn Hilliard-Lomas

Information Officer: Nico Walter Shelver

Physical Address: 15 Pine Street

Bloemfontein

9301



Postal Address: P.O. Box 2161

Bloemfontein

9300

Telephone Number: 012 643 5840

Email address: nic.shelver@alphapharm.co.za

Website: www.alphasvr.co.za

A handwritten signature or set of initials, possibly 'SM', located in the bottom right corner of the page.

2 Guide of Human Rights Commission / Information Regulator

Guides to PAIA and POPI are available from the South African Human Rights Commission. These guides contain such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPI.

Any enquiries regarding these guides and their contents should be directed to:

In terms of PAIA:

The South African Human Rights Commission:

PAIA Unit (the Research and Documentation
Department)

Postal address: Private Bag 2700, Houghton, 2041

Telephone: +27 11 484-8300

Fax: +27 11 484-7146/7

Website:
www.sahrc.org.za

E-mail:
PAIA@sahrc.org.za

Alternatively and in terms of POPI:

Its successor:

The Information Regulator (South Africa)

Address: SALU Building, 316 Thabo Sehume Street, Pretoria

Information Regulator: Ms. Mmamoroke Mphelo

Tel: 012 406 4818

Fax: 086 500 3351

inforeq@justice.gov.za

3 Access To Records Held By The Company

Records held by the Company may be accessed on request only once the requirements for access have been met. A requester is any person making a request for access to a record of the Company and in this regard, PAIA distinguishes between two types of requesters:

Personal Requester

A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of PAIA and applicable law, the Company will provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by the Company.

Other Requester

This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, the Company is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of PAIA. The prescribed fee for reproduction of the information requested will be charged by the Company.

Request Procedure

A requester must comply with all the procedural requirements contained in PAIA relating to a request for access to a record. A requester must complete the prescribed form attached hereto in Appendix 1 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 or the electronic mail address stated herein. The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify:

- The record or records requested;
- The identity of the requester;
- What form of access is required; and
- The postal address or fax number of the requester.

A requester must state that he or she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.

The Company will process a request within 30 (thirty) days, unless the requestor has stated special reasons which would satisfy the Information Officer that circumstances dictate that the this time period not be complied with.

The requester shall be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she



must state the manner and the particulars so required. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the 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 to the Information Officer.

Decision

The Company will, within 30 (thirty) days of receipt of a request, decide whether to grant or decline a request and give notice with reasons (if required) to that effect. The 30 (thirty) day period within which the Company has to decide whether to grant or refuse a request, may be extended for a further period of not more than 30 (thirty) 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 (other than the head office) and the information cannot reasonably be obtained within the original 30 (thirty) day period. The Information Officer will notify the requester in writing should an extension be necessary.

4 Fees

PAIA provides for two types of fees:

A request fee, (which will be a standard fee) and an access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs where applicable. When a request is received by the Information Officer of the Company, the Information Officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request. If a search for the record is necessary and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations 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 fee or 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 request form. If a deposit has been paid in respect of a request for access, which is refused, then the information officer shall repay the deposit to the requester.



5 Categories Of Records Held By The Company: Section 51(1) (E)

For the purposes of this section, "Personnel" refers to 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 of conducting the business of the Company. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers. "Customer" refers to any natural or juristic entity that receives services from the Company.

Personnel Records

- Personal records provided by personnel
- Records provided by a third party relating to personnel
- Condition of employment and other personnel-related contractual and quasi-legal records
- Internal evaluation records and other internal records
- Correspondence relating to personnel
- Training schedules and material

Customer Related Records

- Record provided by a customer to a third party acting for or on behalf of the Company
- Records provided by a third party
- Records generated by or within the Company relating to its customers, including transactional records

Private Body Records

- Operational records
- Databases
- Information Technology



- Marketing records
- Documents of incorporation
- Memorandum of Incorporation
- Minutes of Board of Directors meetings
- Records relating to the appointment of Directors / auditor / secretary / public officer and other officers
- Share Register and other statutory registers

Financial Records

- Annual Financial Statements
- Tax Returns
- Accounting Records
- Banking Records
- Bank Statements
- Electronic banking records
- Asset Register
- Rental Agreements
- Invoices

Tax Records

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
 - o VAT
 - o Skills Development Levies



- UIF

Workmen's Compensation

Internal Correspondence

- Product records
- Statutory records
- Internal policies and procedures

Other Party Records

- Personnel, customer or private body records which are held by another party, as opposed to the records held by the Company itself.
- Records held by the Company pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.
- The Company may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to the Company.

It is important to note that the accessibility of the records may be subject to the grounds of refusal set out in this manual. Amongst other, records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to normal requirements, before the Company will consider access.

RECORDS AVAILABLE WITHOUT REQUEST TO ACCESS IN TERM OF PAIA

Records of a public nature, typically those disclose on the Company website and in its various annual reports, may be accessed without the need to submit a formal application.

Other non-confidential records, such as statutory records maintained at CIPC may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

REFUSAL OF ACCESS TO RECORDS

A private body such as the Company is entitled to refuse a request for information. The main grounds for the Company to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party who is a natural person or a deceased person or a juristic person, as included in POPI, which would involve the unreasonable disclosure of personal information of that natural juristic person;



- Mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreement, comply with the provisions of POPI;
- Mandatory protections of the commercial information of a third party if the records contain:
 - Trade secrets of the third party;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - Information disclosed in confidence by a third party to the Company, 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 an agreement;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which would be regarded as privileged in legal proceedings;

The commercial activities of the Company may include trade secrets, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the Company; information which, if disclosed could put the Company at a disadvantage in negotiations or commercial competition; research information of the Company of a third party, if its disclosure would disclose the identity of the Company, the researcher or the subject matter of the research and would place the research at serious disadvantage.

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

All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.

If a request record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice shall be regarded as a decision to refuse a request for access to the record concerned for the purpose of PAIA. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

6 Processing Of Personal Information

Alpha Pharm (Pty) Ltd takes the privacy and protection of personal information very seriously and will only process personal information in accordance with the current South African privacy and POPI. Accordingly, the relevant personal information privacy principles relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion) will be applied to any personal information processed by Alpha Pharm (Pty) Ltd.

Purpose of Processing

The Company processes personal information for a variety of purposes, including but not limited to the following:

- To provide or manage any information, products and/or services requested by data subjects;
- To help identify data subjects when they contact the Company;
- Rendering service according to instructions given by clients
- Maintain customer records;
- Recruitment purposes;
- Employment purposes;
- Travel purposes;
- General administration, financial and tax purposes;
- Legal and contractual purposes;
- Health and safety purposes;
- Monitor access, secure and manage our premises and facilities;
- Transact with suppliers and business partners;
- Help us improve the quality of our products and services;
- Help us recover debts;
- Carry out analysis and customer profiling;



- Identify other products and services which might be of interest to data subjects and to inform them about our products and services;

Categories of Data Subjects and their Personal Information

The Company may possess records relating to suppliers, shareholders, contractors service providers, staff, customers and clients:

**For the sake of clarity – Customer shall mean the customer of the pharmacy and clients shall mean Alpha Pharm’s clients.*

Categories of Data Subjects	Personal Information Processed
Customers and potential customers – Juristic Persons / Entities	Customer personal information including, <i>inter alia</i> , Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Customers – Natural Persons	Customer personal information including, <i>inter alia</i> , Names; identity number; contact details; physical and postal addresses; Tax related information; confidential correspondence.
Clients and potential clients – Juristic Persons / Entities	Client’s personal information including, <i>inter alia</i> , Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Clients – Natural Persons	Client’s personal information including, <i>inter alia</i> , Names; identity number; contact details; physical and postal addresses; Tax related information; confidential correspondence.
Intermediary / Advisor	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.

Contracted Service Providers	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Employees / Directors	Employees personal information such as: Gender, Pregnancy; Marital Status; Colour, Age, Language, Education information; Banking details; Employment History; ID number; Physical and Postal address; Contact details; Criminal checks; Well-being; Disability; Training records; Health and Safety records; payroll records; time and attendance records
Suppliers	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.
Job applicants	Curriculum vitae and application forms; criminal checks; background checks.

Recipients or Categories of Recipients with whom Personal Information is shared

The Company may supply the Personal Information to service providers who render the following services:

- Capturing and organising of data;
- Storing of data;
- Sending of emails and other correspondence to clients
- Conducting due diligence checks;
- Administration of the Collective Investment Schemes;

We do not share the personal information of our data subjects with any third parties except if:

- We are obliged to do so for legal or regulatory purposes;
- We are involved in the prevention of fraud, loss, bribery or corruption;

- They perform services and process personal information on our behalf;
- This is required to provide or manage any information, products and/or services to data subjects;
- Needed to help us improve quality of our products and services.

Actual or Planned Trans border Flows of Personal Information

The Company will only transfer personal information across South Africa borders if the relevant business transactions or situation requires trans-border processing, and will do so only in accordance with South African legislative requirements; or if the data subject consents to transfer of their personal information to third parties in foreign countries.

General Description of Information Security Measures

The Company employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include:

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control;
- Secure setup of hardware and software making up the IT infrastructure;
- Outsourced Service Providers who process Personal Information on behalf of the Company are contracted to implement security controls.



7 Remedies Available If Request for Information Is Refused

Internal Remedies

The Company does not have internal appeal procedures. As such, the decision made by the information officer pertaining to a request is final, and requestors will have to exercise such external remedies at their disposal if a request is refused, and the requestor is not satisfied with the response provided by the information officer.

External Remedies

A requestor that is dissatisfied with the information officer's refusal to disclose information may within 30 (thirty) days of notification of the decision, apply to a court for relief. Likewise, a third party dissatisfied with the information officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a court for relief. For purposes of PAIA, courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.



8 List of Applicable Legislation

Records of the Company's and other legal entities in which the Company has a direct controlling interest or an indirect controlling interest through its subsidiaries may be kept by or on behalf of the Company in accordance with the following legislation (some of which legislation may not be applicable to the Company), as well as with other legislation that may apply to the Company and/or its subsidiaries from time to time:

Basic Conditions of Employment Act 57 of 1997

Broad-Based Black Economic Empowerment Act 53 of 2003 Companies Act 71 of 2008

Business Act 71 of 1991

Companies Act 71 of 2008

Compensation for Occupational Injuries and Diseases Act 130 of 1993 Copyright Act 98 of 1978

Competition Act 71 of 2008

Constitution of the Republic of South Africa 2008

Copyright Act 98 of 1978

Currencies and Exchanges Act 9 of 1993

Debt Collectors' Act 114 of 1998

Designs Act 195 of 1993

Electronic Communications Act 36 of 2005

Electronic Communications and Transactions Act 25 of 2002

Employment Equity Act 55 of 1998

Financial Intelligence Centre Act 38 of 2001

Financial Institutions (Protection of Funds) Act 28 of 2001 Financial Services Board Act 97 of 1990



Financial Advisory and Intermediary Services Act of 2002

Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972

Health Professions Council of South Africa

Identification Act 68 of 1997

Income Tax Act 58 of 1962

Insolvency Act 24 of 1936

Inspection of Financial Institutions Act 80 of 1998 Labour Relations Act 66 of 1995

Intellectual Property Laws Amendment Act 38 of 1997

Labour Relations Act 66 of 1998

Lease of Land Act 18 of 1969

Medical Schemes Act 131 of 1998

Medicines and Related Substances Act 101 of 1965

National Road Traffic Act 93 of 1996

National Credit Act 34 of 2005

Nursing Act 33 of 2005 and Regulations Regarding the Scope of Practice of Nurses and Widwives

Occupational Health and Safety Act 85 of 1993

Patents Act 57 of 1956

Pension Funds Act 24 of 1956

Pharmacy Act 53 of 1974

Prescription Act 68 of 1969

Prevention of Organised Crime Act 121 of 1998

Promotion to Access to Information Act 2 of 2000

Protection of Personal Information Act 4 of 2013

Road Transportation Act 74 of 1977



Regulation of Interception of Communications and Provision of Communication-Related
Rules Relating to Good Pharmacy Practice
Information Act 70 of 2002
Prevention and Combating of Corrupt Activities Act 12 of 2004
Protected Disclosures Act 26 of 2000
Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of
2004
Skills Development Levies Act 97 of 1998
Securities Transfer Tax Act 25 of 2007
Securities Transfer Tax Administration Act 26 of 2007
South African Nursing Council
South African Pharmacy Council
Taxation Laws Amendment Act 7 of 2010
Trade Marks Act 194 of 1993
Trust Property Control Act 57 of 1988
Unemployment Insurance Act 30 of 1966
Unemployment Insurance Contributions Act 4 of 2002
Value Added Tax Act 89 of 1991



It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in the manual.

9 Availability Of The Manual

The manual is available for inspection, on reasonable prior notice, at the office of the Company free of charge. Copies of the manual of the Company are also available from the SAHRC.

10 Approval

ASSENTED TO ON BEHALF OF THE COMPANY ON THIS 26 DAY OF March 2020.



Lynton Mervyn Hilliard-Lomas



11 Appendix 1: Prescribed Form C To Be Completed By A Requester

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 10]

A. Particulars of private body

B. Particulars of person requesting access to the record

- | | |
|-----|---|
| (a) | The particulars of the person who requests access to the record must be given below. |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) | Proof of the capacity in which the request is made, if applicable, must be attached. |

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:



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

C. Particulars of person on whose behalf request is made

This section must be completed *ONLY* if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

D. Particulars of record

- (a) 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.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

- 1 Description of record or relevant part of the record:
- 2 Reference number, if available:
- 3 Any further particulars of record:



E. Fees

- (a) A request for access to a record, other *than* a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be *notified* of the amount required to be paid as the request fee.
- (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 for exemption from payment of fees:

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

F. Form of access to record

Disability:	Form in which record is required
Form in which record is required:	
Mark the appropriate box with an X.	
NOTES:	
(a) Compliance with your request in the specified form may depend on the form in which the record is available.	
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.	
(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.	

1. If the record is in written or printed form:

	copy of record*		inspection of record
2. If record consists of visual images This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)			
	view the images		copy of the images"
			transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
	listen to the soundtrack audio cassette		transcription of soundtrack* written or printed document
4. If record is held on computer or in an electronic or machine-readable form:			
	printed copy of record*		printed copy of information derived from the record"
			copy in computer readable form* (stiffy or compact disc)
'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.			YES NO

G Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record.

Signed at _____ this _____ day of _____
20____.

SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE