

R&L Architects (Pty) Ltd



PAIA MANUAL

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

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1 Definitions

Term	Definition
CEO	Chief Executive Officer
Client	Any natural or juristic person that received or receives services from the company
Complainant	Any person who lodges a complaint with the Information Regulator
Complaint	(a) A matter reported to the Information Regulator in terms of section 74(1) and (2) of the Act; (b) A complaint referred to in section 76(1)(e) and 92(1) of the Act; (c) A matter reported or referred to the Information Regulator in terms of other legislation that regulates the mandate of the Information Regulator
Conditions for Lawful Processing	The conditions for the lawful processing of personal information as fully set out in chapter 3 of POPI and in section 12 of this manual
Data Subject	The person to whom Personal Information relates
Day	A calendar day, unless the last day of a specified period happens to fall on a Sunday or public holiday, in which case it is calculated exclusive of that Sunday or public holiday (Interpretation Act, 1957 - Act No. 33 of 1957)
DIO	Deputy Information Officer
Information Officer/IO	The individual who is identified herein and legally appointed to ensure compliance with POPIA and PAIA
Manual	This manual
Minister	Minister of Justice and Correctional Services
Office Hours	(a) For the Information Regulator: 08:00–16:00, Monday to Friday (excluding public holidays); (b) For designated offices: 08:00 -16:00
PAIA	The Promotion of Access to Information Act, No. 2 of 2000
Personal Information	Information relating to an identifiable living person, or an identifiable existing juristic person, including but not limited to race, gender, contact info, biometrics, correspondence, opinions, and identifiers
Personnel	Any person who works for or provides services to or on behalf of the company and receives or is entitled to receive remuneration, including permanent, temporary and part-time staff, directors, and contractors
POPI/POPIA	The Protection of Personal Information Act, No. 4 of 2013
POPI Regulations	Regulations promulgated in terms of section 112(2) of POPI
Private Body	(a) A natural person conducting business; (b) A business partnership; (c) A juristic person not being a public body
Processing	Any operation or activity concerning personal information, including collection, storage, dissemination, or destruction
Regulator	Information Regulator established in terms of POPIA
Republic	Republic of South Africa
Signature	Any legally accepted form of signature, including electronic signature where applicable
Writing	As referred to in section 12 of the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002)

2 Purpose of the PAIA Manual

This PAIA Manual is useful for the public to:

- 2.1 The PAIA Manual serves as a public guide to the information held by the organisation and how it can be accessed. It outlines the categories of records available without a formal request, the subjects on which records are maintained, and details of records accessible under other legislation. The manual also provides the official contact details of the Information Officer (IO) and Deputy Information Officer (DIO), who are responsible for assisting the public in exercising their right of access.
- 2.2 The manual further explains how to use the PAIA process and where to obtain the official guide published by the Regulator. It describes whether and how the organisation processes personal information, including the purposes of processing, the categories of data subjects involved, and the recipients (local or international) to whom such information may be supplied. The manual further confirms that appropriate security safeguards are in place to protect the confidentiality, integrity, and availability of personal information.

3 Contact Details for Access to Information Requests

3.1 Information Officer

Name	Seth Alfino
Contact number	(021) 465 9702
Email address	connect@rlarchitects.co.za

3.2 Deputy Information Officer/s

Name	Rachmah Masoet
Contact number	(021) 465 9702
Email address	rachmaha@rlarchitects.co.za
Name	Bianca Josias
Contact number	(021) 465 9702
Email address	biancaj@rlarchitects.co.za

3.3 National or head office

Postal address	P.O. Box 15412 , Vlaeberg , 8018
Physical address	3 rd Floor Park Building, Black River Park , 2 Fir Street, Observatory , 7925
Contact number	(021) 465 9702
Email	connect@rlarchitects.co.za
Website	www.rlarchitects.co.za

4 Guide on how to use PAIA and how to Obtain Access to the Guide

- 4.1 The Information Regulator has published a revised PAIA Guide in terms of section 10(1) of PAIA (as amended). This guide is designed to help any person who wishes to exercise rights under PAIA or POPIA, and it is available in all official languages as well as in braille to ensure accessibility.

4.2 The Guide serves two key purposes:

- 4.2.1. Access to Personal Information (POPIA): It explains how individuals (data subjects) can exercise their rights to request confirmation of whether personal information is held about them, to access that information (including details of third-party recipients), and to request correction, deletion, or destruction of personal information that is inaccurate, outdated, excessive, or unlawfully obtained.
- 4.2.2. Access to Records (PAIA): It provides step-by-step guidance on how to request records from public or private bodies, including the required forms, the process for appeals or complaints, and how to approach a court if necessary.

4.3 In addition, the Guide offers:

- 4.3.1. An overview of the objectives of PAIA and POPIA.
- 4.3.2. Contact details of Information Officers (IOs) and Deputy Information Officers (DIOs).¹
- 4.3.3. Manner and form of a request for access to a record of a public body and private body.²
- 4.3.4. Guidance on compiling or accessing PAIA Manuals.³
- 4.3.5. Information on voluntary disclosures of records, prescribed access fees, and applicable regulations.⁴
 - 4.3.1.1 How to lodge an internal appeal, a complaint with the Regulator or apply to court for a against a decision by the IO of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body.
- 4.3.6. Insight into how PAIA has been amended following the implementation of POPIA.

4.4 The guide can also be obtained:

- 4.4.1 Upon request to the IO: [Request for a Copy of the Guide from an Information Officer \[Regulation 3\]](#)
- 4.4.2 From the website of the Regulator: www.inforegulator.org.za
- 4.4.3 From the offices of the Regulator: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg OR by email: enquiries@inforegulator.org.za

4.5 A copy of the guide is also available in the following three official languages, for public inspection during normal office hours:

- 4.5.1 English.
- 4.5.2 Afrikaans.
- 4.5.3 Zulu.

5 Latest Notices in terms of Section 52(2) of PAIA

¹ Section 56(a) of POPIA - Every public and private body must, in line with section 17 of PAIA, appoint as many Deputy Information Officers as needed to carry out the duties and responsibilities set out in section 55(1) of POPIA.

² In terms of PAIA, access to records of a public body (section 11) or a private body (section 50) must be granted if the requester meets PAIA's procedural requirements, the request is necessary for exercising or protecting a right (in the case of private bodies), and no grounds for refusal in Chapter 4 apply.

³ In terms of sections 14 and 51 of PAIA, the Information Officer of every public and private body must update and publish their PAIA manual at least once every 12 months.

⁴ In terms of PAIA, public and private bodies must keep their PAIA manuals (sections 14 and 51) and notices (sections 15 and 52) updated and published at least once every 12 months. When access to a record is granted, the notice must also state any access fee payable by the requester (sections 22 and 54). In addition, the Information Regulator must update and publish the official PAIA Guide at least once every two years (section 92(1)).

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

6 Availability of Certain Records in terms of PAIA

6.1 Categories of records of the company which are available without a person having to request access:

Category of Records	Types of the Record	Available on Website	Available on Request
PAIA Manual	Company's current PAIA Manual	X	X
Company overview	Company profile, business activities, contact details	X	X
Policies (public-facing)	Privacy policy, website cookies policy	X	X
Legal disclosures	Consumer protection notices, disclaimers, terms and conditions	X	X
Public marketing materials	Brochures, product offerings, service updates, company newsletters, media releases	X	X
POPIA and PAIA awareness training certificates	Company's attendance registers on training of POPIA and PAIA	-	X
Public tender or supplier information (if applicable)	Supplier registration forms, B-BBEE (Broad-Based Black Economic Empowerment) certificate (public documents)	-	X
Contact information for IO	Name, designation, email address, contact number	-	X

6.2 Description of the records/subjects of the company which are available in accordance with any other legislation:

Category of Records	Applicable Legislation	Department/ Subject Area
Memorandum of Incorporation, company registration documents, minutes of board meetings, share register	Companies Act, 71 of 2008	Corporate Governance
Employment contracts, employee attendance records, payroll information, leave records	Basic Conditions of Employment Act, 75 of 1997	Human Resources (HR)
Disciplinary records, grievance procedures, union agreements, Commission for Conciliation, Mediation and Arbitration (CCMA) documentation	Labour Relations Act, 66 of 1995	HR
Employment Equity (EE) plans, EE reports, committee meeting minutes	Employment Equity Act, 55 of 1998	HR

Category of Records	Applicable Legislation	Department/ Subject Area
Tax returns, IRP5 certificates, Pay-As-You-Earn (PAYE) records, employee tax submissions	Income Tax Act, 58 of 1962	Finance
Workplace Skills Plans (WSPs), annual training reports, learnership agreements	Skills Development Act, 97 of 1998	Training and Development
Unemployment Insurance Fund (UIF) contribution records, declarations, employee benefit claim records	Unemployment Insurance Act, 63 of 2001	HR
Health and safety audits, incident reports, risk assessments, safety committee records	Occupational Health and Safety Act, 85 of 1993	Occupational Health and Safety
Value-Added Tax (VAT) returns, input/output tax records, SARS correspondence	Value-Added Tax Act, 89 of 1991	Finance
Workers Compensation Assistance (WCA) claims, injury-on-duty reports, compensation records	Compensation for Occupational Injuries and Diseases Act, 130 of 1993	Occupational Health and Safety
B-BBEE certificates, ownership and supplier development records	Broad-Based Black Economic Empowerment Act, 53 of 2003	Supply Chain Management (SCM)
Client contracts, complaint records, marketing disclaimers, product/service terms and conditions	Consumer Protection Act, 68 of 2008	Client Services/Marketing
Data subject consent forms, privacy notices, PAIA Manual, operator agreements, processing activity records	Protection of Personal Information Act, 4 of 2013	Legal and Compliance
PAIA Manual, access request logs, training records	Promotion of Access to Information Act, 2 of 2000	Legal and Compliance
Know Your Customer (KYC) documents, client identification and verification records	Financial Intelligence Centre Act, 38 of 2001 (if applicable)	Client Services/Finance
Electronic communications policies, e-signature consents, website terms and conditions	Electronic Communications and Transactions Act, 25 of 2002	Information Technology (IT)
Document retention and disposal schedules, archive logs	National Archives and Records Service Act, 43 of 1996	Records Management
Trademark registrations, copyright documentation, patent applications, licensing agreements	Trade Marks Act, 194 of 1993; Copyright Act, 98 of 1978; Patents Act, 57 of 1978; Designs Act, 195 of 1993	Legal / Intellectual Property
Licensing records, compliance reports, risk management frameworks, audit reports	Financial Sector Regulation Act, 9 of 2017; Banks Act, 94 of 1990; Insurance Act, 18 of 2017 (if applicable)	Compliance / Risk / Finance
IT security policies, system access logs, incident response records, data breach notifications	Cybercrimes Act, 19 of 2020; POPIA	Information Technology (IT) / Security

Category of Records	Applicable Legislation	Department/ Subject Area
Supplier contracts, procurement policies, bid adjudication records, tender submissions	Preferential Procurement Policy Framework Act, 5 of 2000; Public Finance Management Act, 1 of 1999 (if applicable)	Supply Chain Management (SCM)
Other industry-specific licences, registrations, or statutory records	Any other applicable legislation regulating the company's sector	Relevant Department

- 6.3 The company keeps certain records as required by PAIA and POPIA:
- 6.3.1 PAIA records: PAIA Manual, official guides, submission records, and awareness training materials.
- 6.3.2 POPIA records: Information Officer registration certificate, data breach records, retention records, and awareness training materials.
- 6.3.3 Other relevant information may also be made available on request.
- 6.4 The tabulated records may be requested; however, it should be noted that there is no guarantee that the request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.

7 Request Process

An individual who wishes to place a request must comply with all the procedures laid down in PAIA:

7.1. Initiating the request

- 7.1.1. Use the prescribed form
- All requests must be made on the prescribed form (**Form 2 – Request for Access to Record [Regulation 7]**) - [Request for Access to Record \[Regulation 7\]](#)
 - Additional prescribed forms include:
 - **Form 2 – Request for Correction or Deletion** (section 24 of POPIA). This form is used by a data subject to request the correction of inaccurate, outdated, incomplete, irrelevant, or misleading personal information, and/or the deletion or destruction of personal information that is no longer necessary or unlawfully obtained, in accordance with Section 24(1) of POPIA. It ensures that responsible parties maintain accurate and lawful records of personal data. - [Request for Correction of Deletion of Personal Information or Deletion of Record of Personal Information](#)
 - **Form 3 – Application for a Code of Conduct** (section 61 of POPIA). This form is used by an industry body, profession, or class of entities to apply for the issuance of a Code of Conduct under Section 61(1)(b) of POPIA. It allows industries to self-regulate how personal information is processed within their sector, in line with the conditions for lawful processing. - [Application for the Issue of a Code of Conduct](#)
 - **Form 4 – Request for Consent for Direct Marketing** (section 69 of POPIA). This form enables a responsible party to formally request a data subject's consent to receive direct marketing communications via unsolicited electronic means (e.g., SMS, email), as required under Section 69(2) of POPIA. It ensures that individuals have control over whether and how they are marketed to. - [Application for the Consent of a Data Subject for the Processing of Personal Information for the Purpose of Direct Marketing](#)
 - **Form 5 – Complaint Regarding Interference with Personal Information**. This form (Information) allows a data subject or complainant to submit a complaint to the Regulator concerning unlawful interference with personal information; or a

determination made by an adjudicator under POPIA. It provides an avenue for recourse and investigation in cases of non-compliance with data protection obligations. - [Complaint Regarding Interference with the Protection of Personal Information for the Purpose of Direct Marketing](#)

7.1.2. Requests not submitted on the prescribed form may be rejected.

7.1.3. Assistance in the request process:

- If a requester is illiterate or disabled, they may make the request orally to the IO, who must complete the prescribed form on their behalf and provide them with a copy (section 18(3) of PAIA).
- The IO must provide reasonable assistance to any requester who requires help in completing the form or understanding the procedure.

7.2. Particulars of the Request

7.2.1. The request must provide sufficient detail to enable the IO to identify and process it. This includes:

- A clear description of the record(s) requested.
- Full identity of the requester, with proof of identity where required.
- The preferred form of access (inspection, copy, electronic copy, etc.).
- The requester's contact details (postal, physical, fax or email).
- A statement that the record is required to exercise or protect a right, specifying the nature of that right and explaining why the record is necessary.
- If a request is made on behalf of another person, proof of authorisation must be attached.

7.3. Submission of Requests

7.3.1. The completed form, together with proof of payment of the prescribed request fee (if applicable), must be submitted to the Information Officer (IO) at the Company.

7.3.2. Requests may be lodged by:

- Hand delivery to the physical address provided in this Manual;
- Postal delivery to the Company's registered address;
- Fax; or
- Email to the address of the IO or DIO.

7.3.3. Where applicable, the IO may require a deposit in terms of section 22(2) of PAIA where search and preparation is expected to be time-consuming.

7.4. Fees and Timeframes for Response

7.4.1. Requests will be processed and responded to within 30 (thirty) calendar days of receipt.

7.4.2. In terms of section 26 of PAIA, the IO may extend this period once, by up to 30 additional days, if:

- The request involves a large number of records;
- Consultation with third parties is required; or
- The records are located in another office and cannot reasonably be obtained within 30 days.

7.4.3. If an extension is required, the requester will be notified in writing, with reasons for the extension.

7.4.4. A request fee may be charged for non-personal requests.

7.4.5. If the search and preparation of the record will exceed six (6) hours, the requester may be required to pay a deposit of up to one-third of the estimated fee.

7.4.6. Access will only be granted once all required fees have been paid.

7.5. Outcome of Request

- 7.5.1. The IO will notify the requester in writing, using **Form 3 - [Outcome of Request and of Fees Payable \[Regulation 8\]](#)**, of the decision to grant or refuse access.
- 7.5.2. If access is granted, the notice will:
- Specify the form of access; and
 - State the applicable access fees payable before access is given.
- 7.5.3. If access is refused, the notice will set out the grounds for refusal as provided in Chapter 4 of PAIA.

7.6. Appeals and Complaints

- 7.6.1. If access is refused or deemed refused (i.e. no decision within the prescribed period), the requester may:
- Lodge an internal appeal (for public bodies); or
 - Refer the matter to the Information Regulator or approach a court of law (for private bodies).
- 7.6.2. The Regulator can be contacted using the details provided in this Manual.

8 Grounds for Refusal

In terms of Chapter 4 of PAIA, the company may refuse a request for access to records on the following grounds (unless an exception applies):

- 8.1 **Privacy of individuals** - To protect the personal information of a third party (including deceased persons) where disclosure would be unreasonable.
- 8.2 **Commercial interests of third parties** - Records may be refused if they contain:
- Trade secrets;
 - Financial, commercial, scientific, or technical information, where disclosure could cause harm; or
 - Information provided in confidence, where disclosure could disadvantage or prejudice the third party in negotiations or competition.
- 8.3 **Confidentiality agreements** - Information that is protected under a contract or agreement with a third party.
- 8.4 **Safety and security** - Records that could endanger the life, health, or safety of a person, or the protection of property.
- 8.5 **Legal privilege** - Records that would be privileged from disclosure in legal proceedings.
- 8.6 **Commercial interests of the company** - Records may be refused if they contain:
- Trade secrets;
 - Financial, commercial, scientific, or technical information that could harm the company's interests;
 - Information that could prejudice the company in negotiations or competition; or
 - Proprietary computer programs protected by copyright or intellectual property law.
 - A computer program, owned by R and L Architects (Pty) Ltd and protected by copyright.
- 8.7 **Research information** – The research information of R and L Architects (Pty) Ltd or a third party, if its disclosure would reveal the identity of R and Architects (Pty Ltd, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 8.8 **Frivolous or unreasonable requests** - Requests that are clearly frivolous, vexatious, or that would cause an unreasonable burden on company resources.

9 Remedies Should a Request be Refused

- 9.1 If the company does not have an internal appeal procedure in light of a denial of a request, decisions made by the IO is final.
- 9.2 The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 (one-hundred-and-eighty) days of notification of the decision for appropriate relief.

10 Fees

The following fees shall be payable upon request by a requestor:

Details	Fee
Request fee (payable on every request)	R140.00 once-off
Photocopy of an A4 page or part thereof	R2.00 per page
Printed copy of an A4 page or part thereof	R2.00 per page
Hard copy on flash drive (flash drive to be provided by requestor)	R40.00 once-off
Hard copy on a compact disc (compact disc to be provided by requestor)	R40.00 once-off
Hard copy on a compact disc (compact disc to be provided by the company)	R60.00 once-off
Transcription of visual images per A4 page	As per quotation of service provider
Copy of visual images	As per quotation of service provider
Transcription of an audio record	R24.00 per A4 page
Copy of an audio record on flash drive (flash drive to be provided by requestor)	R40.00 once-off
Copy of an audio on a compact disc (compact disc to be provided by requestor)	R40.00 once-off
Copy of an audio on a compact disc (compact disc to be provided by the company)	R60.00 once-off
Base/starting rate to search for and prepare the record for disclosure	R145.00 per hour for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation (cannot exceed R435.00 per request)
Rate to search for and prepare the record for disclosure	R435.00 per hour for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation (cannot exceed total cost)
Postage, email or any other electronic transfer	Actual expense, if any

11 Processing of Personal Information

11.1 The company processes personal information in accordance with the conditions for lawful processing as set out in the Protection of Personal Information Act, 4 of 2013 ("POPIA"). Personal information is processed only for legitimate business purposes, which may include (but are not limited to):

11.1.1 Employment-related purposes: Recruitment, administration of employment contracts, payroll, benefits, training, and compliance with labour laws.

11.1.2 Client and supplier management: Entering into and performing contracts, maintaining relationships, processing payments, and responding to queries or complaints.

11.1.3 Legal and compliance obligations: Compliance with statutory and regulatory requirements, record keeping, audits, and reporting.

11.1.4 Security and risk management: Protecting company property, monitoring access, preventing fraud, and ensuring the safety of staff, clients, and visitors.

11.1.5 Marketing and communication: Providing information about products or services, subject to obtaining the necessary consent under POPIA.

11.2 The company ensures that personal information is processed lawfully, reasonably, and only for the purposes for which it was collected and takes appropriate steps to protect the confidentiality and integrity of such information.

11.3 Description of the categories of data subjects and of the information or categories of information relating thereto:

11.3.1. The company processes personal information relating to various categories of data subjects. The categories of data subjects, and the types of personal information that may be processed in respect of each, include (but are not limited to) the following:

Categories of Data Subjects	Personal Information that may be Processed
Customers / Clients	Names, contact details (address, email, phone number), identification numbers, registration numbers (for companies), financial information (including bank details and payment history), and records of communications or transactions.
Employees	Personal details (name, identity number, contact details, demographic information), employment records (contracts, attendance, performance, training), qualifications, payroll and tax information, and information required for compliance with labour legislation.
Job Applicants	Names, contact details, curriculum vitae, qualifications, employment history, and references.
Suppliers / Service Providers	Business details (name, registration number, VAT number, address), contact details of representatives, financial and banking information, contractual records, and trade information.
Shareholders / Directors	Names, identity numbers, contact details, shareholding details, and records required in terms of the Companies Act.
Website Users / Visitors	Contact details provided through online platforms, IP addresses, browsing activity, and cookies where applicable.
General Public / Other Stakeholders	Any information voluntarily provided in the course of engagements, correspondence, or enquiries, limited to what is necessary for business or legal purposes.

12 The Recipients or Categories of Recipients to whom the Personal Information may be Supplied

- 12.1 Personal information held by the company may be disseminated to third parties only when lawful and necessary for business, contractual, or regulatory purposes. Categories of personal information and possible recipients include (but are not limited to):

Category of Personal Information	Recipients or Categories of Recipients
Identity numbers, names, and contact details	Government departments, regulatory authorities, law enforcement agencies (e.g. South African Police Service), and auditors where legally required, South African Council Architectural Professional / South African Institute of Architects
Qualifications and professional history	Verification agencies, the South African Qualifications Authority (SAQA), professional bodies, SEESA or recruitment service providers.
Credit and payment history	Registered credit bureaus, financial institutions, and debt collection agencies (where applicable).
Tax and payroll records	South African Revenue Service (SARS), pension/provident fund administrators, and employee benefit providers.
Health and safety information	Medical aid providers, occupational health practitioners, and the Department of Labour (where required).
Contractual and business information	Insurers, legal advisors, auditors, consultants, secretarial office and suppliers or service providers engaged by the company.
Digital and IT records	Cloud service providers, IT support vendors, and data security providers, subject to data protection safeguards.

13 Planned Transborder Flows of Personal Information

- 13.1 The company may, where necessary and lawful, transfer or store personal information outside the Republic of South Africa. This could include, for example, the use of secure cloud-based service providers or international business partners. Where no transborder transfer is required, personal information will continue to be stored and processed within South Africa.
- 13.2 Any cross-border transfer of personal information will only take place in accordance with section 72 of POPIA, which requires that:
- 13.2.1 The recipient country, organisation, or international organisation is subject to a law, binding agreement, or corporate rules that provide an adequate level of protection; or
- 13.2.2 The transfer is necessary for the performance of a contract, with the consent of the data subject, or for another lawful reason recognised by POPIA.

14 Availability of the PAIA Manual at the Company

- 14.1 A copy of the manual is available:
- 14.1.1 On the website or at any head office for public inspection during normal business hours;
- 14.1.2 To any person upon request and upon the payment of a reasonable prescribed fee; and
- 14.1.3 To the Information Regulator upon request.
- 14.2 A fee for a copy of the manual, as contemplated in the Regulations, shall be payable per each A4-size photocopy made.

15 Objection to the Processing of Personal Information by a Data Subject

- 15.1 Any person ("data subject") has the right to object to the processing of their personal information in terms of section 11(3) of POPIA.
- 15.2 An objection must be made on **Form 1 – [Objection to the Processing of Personal Information](#)** or a similar form. This is free of charge and can be sent by hand, post, fax, email, SMS, WhatsApp, or any other convenient method.
- 15.3 When personal information is collected, the company must inform the data subject of their right to object.
- 15.4 If an objection is made by phone, the company must record it electronically and provide a copy or written transcript to the data subject on request, at no cost.

16 Request for Correction/Deletion of Personal Information or Destruction/Deletion of Record of Personal Information

- 16.1 A data subject has the right, under section 24 of POPIA, to request the correction, destruction, or deletion of their personal information at any time and free of charge.
- 16.2 Correction or deletion may be requested if the personal information is:
 - 16.2.1 Inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or unlawfully obtained; or
 - 16.2.2 No longer lawfully permitted to be kept by the company.
- 16.3 Requests must be made using **Form 2 – [Request for Correction of Deletion of Personal Information or Deletion of Record of Personal Information](#)** or a similar form. This can be submitted free of charge by hand, post, fax, email, SMS, WhatsApp, or any other convenient method.
- 16.4 If a request is made by phone, the company must record it electronically and provide a copy or written transcript to the data subject on request, at no cost.
- 16.5 The company must respond within 30 days of receiving the request and notify the data subject in writing of the outcome and any action taken.

17 Applicable Forms

PAIA Forms

- Form 01:** [Request for a Copy of the Guide from an Information Officer \[Regulation 3\]](#)
- Form 02:** [Request for Access to Record \[Regulation 7\]](#)
- Form 03:** [Outcome of Request and of Fees Payable \[Regulation 8\]](#)
- Form 05:** [Complaint Form \[Regulation 10\]](#)
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- Form 5:** [Complaint Regarding Interference with the Protection of Personal Information for the Purpose of Direct Marketing](#)

18 Updating of the Manual

The head of the company will update this manual on a regular basis.

Name of IO	Seth Alfino
Title of the head of the body	Director