

MEDHOLD GROUP (PTY) LIMITED

REGISTRATION NUMBER: 2017/430224/07

ACCESS TO INFORMATION MANUAL

This document has been compiled in accordance with Section 51 of the Promotion of Access to Information (Act No. 2 of 2000) (PAI Act), herein after referred to "PAI Act", any reference to "section", or "sub section", is a reference to a section in the PAI Act.

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1. AN INTRODUCTION TO PAIA AND POPIA

- 1.1. The Promotion of Access to Information Act, (Act No. 2 of 2000) ("**PAI Act**") came into operation on 9 March 2001, which, *inter alia*,
 - 1.1.1 seeks to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, to enable them to exercise or protect their rights;
 - 1.1.2 sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA manual;
 - 1.1.3 obliges both public and private bodies to compile a PAIA manual, which PAIA manual sets out how a person, who is desirous of requesting certain information which he/she/it believes he/she/it has a right to, may go about requesting such information.
- 1.2 Where a person is desirous of obtaining information from a public and/or private body, in terms of PAIA, then such person must make a request for this by following the laid-out procedure and using the prescribed forms, described under the public and/or private body's PAIA Manual.
- 1.3 On receipt of the request, the body receiving the request must decide if it is able to provide the requested information to the requester in accordance with the provisions of PAIA.
- 1.4 The Protection of Personal Information Act, (Act No. 4 of 2013) ("**POPIA**"), which largely commenced on 1 July 2020, gives effect to a person's rights to privacy, including the rights to data privacy, and which Act, in accordance with this objective, describes and prescribes a series of conditions which have to be met when personal information is processed and used by another person, which conditions establish the minimum requirements for the processing of personal information.
- 1.5 POPIA amends certain provisions of PAIA, balancing the need for access and to information against the need to ensure the protection of personal information.
- 1.6 POPIA has established the office of the Information Regulator who will oversee and ensure that POPIA and PAIA are complied with by all persons, including individuals, and public and private entities in South Africa.

2. RIGHT OF ACCESS TO RECORDS: SECTION 50(1) (a-c)

2.1 Company Information will only be distributed to a requester subject to Section 50 of the Promotion of Access to Information Act 2 of 2000 (PAI Act). Consequently, information will only be provided if all the below conditions are met:

- 2.1.1. the record(s) so requested is/are required for the exercise or protection of any right(s), and
- 2.1.2. the requestor complies with the procedural requirements of the PAI Act relating to a request for the access to that record, and
- 2.1.3. access to that record is not refused in terms of Section 63 - 70 of the PAI Act, subject to any consents or waivers of such protections.

2.2. Sections 63 - 70 of the PAI Act address the following:

S.63: Mandatory protection of privacy of third party who is a natural person.

S.64: Mandatory protection of commercial information of a third party.

S.65: Mandatory protection of certain confidential information of a third party.

S.66: Mandatory protection of safety of individuals, and protection of property.

S.67: Mandatory protection of records privileged from production in legal proceedings.

S.68: Commercial information of private body.

S.69: Mandatory protection of research information of third party, and protection of research information of private body.

S.70: Mandatory disclosure in public interest.

3. CONTACT INFORMATION – HEAD OF PRIVATE BODY & INFORMATION OFFICER: SECTION 51(1)(a)

Postal Address: PO Box 320, Isando, 1600

Physical/street Address: 68 Rigger Road, Spartan, Kempton Park, 1619

Telephone Number: + 27 11 966 0600

Information Officer: c.baird@medhold.co.za

Head of Private Body: m.stephens@medhold.co.za

4. GUIDE TO THE USE OF THE PAI ACT: SECTION 51(1)(b)

(with reference to Section 10 of the PAI Act)

A Guide has been compiled in terms of Section 10 of the PAI Act by the Information Regulator of South Africa. It contains information required by a person wishing to exercise any right, contemplated by PAI Act. It is available in all the official languages of South Africa.

The Guide is available for inspection, *inter alia*, at the offices of the Information Regulator of South Africa at its Head Office: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg 2191 and on its website at <https://info regulator.org.za/paia/>

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

At this stage no notice/s has/have been published on the categories of records that are automatically available without a person having to request access in terms of the PAI Act.

6. RECORDS KEPT IN TERMS OF RELEVANT LEGISLATION: SECTION 51(1)(d)

Records available in terms of other legislation are as follows:

- Labour Relations Act (No. 66 of 1995)
- Employment Equity Act (No. 55 of 1998)
- Basic Conditions of Employment Act (No. 75 of 1997)
- Compensation for Occupational Injuries and Disease Act (No. 130 of 1993)
- Companies Act (No. 71 of 2008)
- Unemployment Insurance Act (No. 63 of 2001)
- Value Added Tax Act (No. 89 of 1991)
- Income Tax Act (No. 58 of 1962)
- Skills Development Act (No. 9 of 1999)

7. INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST

All information contained in the public area of our website is automatically available, subject to the terms of our website disclaimer, without the need for the formal PAIA process.

8. SUBJECTS AND CATEGORIES OF RECORDS NOT AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 51(1)(e) OF THE PIA ACT

The following information and records identified by the headings and/or departments listed below, are not automatically available and access to these records must be requested in the prescribed manner as described in this Manual.

8.1. Companies Act and Trust Property Control Records

- Documents of Incorporation
- Memorandum of Incorporation
- Memorandum and Articles of Association
- Minutes of Trustees', Board of Directors' Meetings and General Meetings
- Trust Deeds
- Written Resolutions
- Records relating to the appointment of directors/auditor/secretary/public officer and other officers
- Share Register and other Statutory Registers
- Other Statutory Records

8.2. Financial records

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

8.3. Income 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:
 - Value Added Tax
 - Regional Services Levies
 - Skills Development Levies
 - Unemployment Insurance Fund
 - Workmen's Compensation

8.4. Personnel documents and records

- Employment Contracts
- Employment Policies and Procedures
- Employment Equity Plan
- Personal records provided by personnel
- Medical Aid records
- Pension Fund records
- Disciplinary records

- Salary records
- SETA records
- Disciplinary codes
- Leave records
- Training records
- Operating Manuals
- Training Manuals

9. PERSONAL INFORMATION

- 9.1 The type of personal information that we process will depend upon the purpose for which it is collected, for instance: credit applications, applications for employment, FIC Act Customer Due Diligence surveys, agent or sub distributor applications. We will disclose why the personal information is being collected and will process the personal information for that purpose only, which is done under our specific and detailed processing notices housed on our website.
- 9.2. Personal information collected may potentially be shared with the following categories of recipients:
- Management
 - Employees
 - Sub-Contractors
 - Stakeholders and Shareholders
- 9.3. Personal information that we process may be shared with our international subsidiaries, associate entities or third-party suppliers with whom we conduct business or whose products or services we use, including cloud services hosted outside South Africa. Personal information may also be disclosed where we have a legal right or duty to do so. Compliance with POPIA and our confidentiality and privacy requirements will be a condition of contract with external parties as far as possible.
- 9.4. Medhold employs appropriate measures to prevent loss of personal information, unlawful access to and processing of personal information or unauthorised destruction of personal information. These measures include security firewalls, virus protection software, logical and physical access control, secure IT infrastructure setup and security controls implemented by outsourced service providers.
- 9.5. Listed below are the types of personal information that may be processed by us, including the category of data subject that it belongs to. The information provided under this section refers to broad categories of information. This list is not exhaustive.
- 9.5.1. Natural Person Clients: names, contact details, physical and postal address, date of birth, ID number, tax related information, nationality, gender and confidential correspondence.
- 9.5.2 Juristic Clients: 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 and ultimate beneficial owners.

- 9.5.3. Foreign Clients: names, contact details, physical and postal address, financial information, date of birth, passport number, tax related information, nationality, gender, confidential correspondence, registration number, founding documents, authorised signatories, beneficiaries and ultimate beneficial owners.
- 9.5.4. 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 and ultimate beneficial owners.
- 9.5.5. 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 and ultimate beneficial owners.
- 9.5.6. Employees/Directors/Potential Personnel/Shareholders/Volunteers/Employees' family members/Temporary Staff: gender, pregnancy, marital status, race, age, language, education information, financial information, employment history, ID number, next of kin, children's name, gender, age, school, grades, physical and postal address; contact details, opinions, criminal behaviour and/or criminal records, well-being, trade union membership, external commercial interests and medical information.
- 9.5.7. Website end-users/application end-users: names, electronic identification data, i.e. IP address, log-in data, cookies, electronic localisation data, cell phone details and GPS data.

10. PROCESS OF REQUEST FOR ACCESS TO RECORDS: SECTION 51(1)(e)

- 10.1. The requester must complete Form 2 and submit the form together with the requisite fee to the Information Officer of the private body.
- 10.2. The applicable form must be submitted to the Information Officer of the private body to his physical or postal address and email address.
- 10.3. The form must:
 - 10.3.1. provide sufficient particulars to enable the Information Officer of the private body to identify the requester, and
 - 10.3.2. provide sufficient particulars to enable the Information Officer of the private body to identify the record/s requested, and
 - 10.3.3. indicate which form of access is required, and
 - 10.3.4. specify a physical, postal or email address of the requester within the Republic of South Africa, and
 - 10.3.5. identify the right that the requester is seeking to exercise or protect, and

- 10.3.6. provide an explanation of why the requested record is required for the exercise or protection of that right, and
- 10.3.7. if, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be informed in that other manner, and
- 10.3.8. if, the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Information Officer of the private body, as well as provide sufficient particulars to enable the Information Officer of the private body to identify the person on which the requester is acting.

11. PRESCRIBED FEES: SECTION 54

- 10.1. The fees applicable and payable by a requestor, other than a personal requester and subject to any notice per Section 54(8), in terms of the Act are as follows:
 - S.54(1): Request fee
 - S.54(6): Reproduction fee
 - S.54(7): Access fee
- 10.2. The fees payable are in accordance with the fees published by the Department of Justice and Constitutional Development from time to time. Fee structures are available on the website of the Information Regulator of South Africa at <https://info regulator.org.za/paia/> (part of Form 3).
- 10.3. Deposits may be requested in accordance with Section 54(2), (subject to limits set from time to time), should the time required to complete the request exceed the prescribed hours as set by the PAI Act for completing such request, subject to applicable exemptions.
- 10.4. Records requested may be withheld until the requestor concerned has paid the applicable fees.

12. OTHER APPLICABLE SECTIONS

The below Sections of the PAI Act are documented and are applied in accordance with compliance standards where applicable.

S.55: Records that cannot be found or do not exist

S.56: Decision on request and notice thereof

S.57: Extension of period to deal with request

S.58: Deemed refusal of request

S.59: Severability

S.60: Forms of access

S.61: Access to health or other records



C. D. Baird

Information Officer

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer
 Medhold Group (Pty) Ltd
 68 Rigger Road
 Spartan
 Kempton Park
 1619

I,

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

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

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

Manner of collection (*mark with "x"*):

Personal collection	Postal address	Electronic communication
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester _____

FORM 2
REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer
Medhold Group (Pty) Ltd
68 Rigger Road
Spartan
Kempton Park
1619

E-mail address: c.baird@medhold.co.za

Mark with an "X"

Request is made in my own name person.

Request is made on behalf of another

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

Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS
(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

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

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

Postal Address	Physical Address	Electronic Communication

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

FORM 5

COMPLAINT FORM

(Regulation 10)

NOTE:

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

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT
(Mark with an “X”)

- Complainant Personally
- Representative of Complainant
- Third Party

PREREQUISITES				
Did you submit a request (PAIA Form) for access to records of a Public or Private Body?	Yes		No	
Has 30 days lapsed form the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedures against a decision of the Information Officer of a Public or Private Body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR INFORMATION REGULATOR'S USE ONLY			
Received by: (Full names)			
Position:			
Signature:			
Complaint accepted:	Yes		No
Reference Number:			
Date Stamp			

PREFERRED METHOD OF COMMUNICATION (PLEASE MARK WITH AN "X")			
Postal Address		Electronic Communication (Please specify)	
PART A PERSONAL INFORMATION OF COMPLAINANT			
Full Names			
Identity Number			
Postal Address			
Street Address			
Email address			
Contact Numbers	Home		Business
	Cellular		
PART B REPRESENTATIVE INFORMATION			
(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)			
Full Names of Representative			
Nature of representation			
Identity Number/Registration Number			
Postal Address			
Street Address			
Email address			
Contact Numbers	Home		Business
	Cellular		

PART C				
THIRD PARTY INFORMATION				
(Please attach letter of authorisation)				
Type of Body	Public		Private	
Name of Public/Private Body				
Registration Number (if any)				
Name, Surname and Title of person authorised to lodge a complaint				
Postal Address				
Street Address				
Email address				
Contact Numbers	Home		Business	
	Cellular			
PART D				
BODY AGAINST WHICH COMPLAINT IS LODGED				
Type of Body	Public		Private	
Name of Public/Private Body				
Registration Number (if any)				
Name, Surname and Title of person you dealt with at the Public or Private Body to try and resolve your complaint or request for access to information				
Postal Address				
Street Address				
Email address				
Contact Numbers	Home		Business	
	Cellular			
Reference Number supplied (if any)				
PART E				
COMPLAINT				
Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the Public or Private Body for response and possible resolution)				
Date on which the request for access to records was submitted				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a Private Body				

Have you attempted to resolve the matter with the organisation?	Yes		No	
If yes, when did you receive it? (Please attach the letter to this application)				
Did you appeal against a decision of the Information Office of the Body?	Yes		No	
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	
If yes, please indicate when the matter was adjudicated by the Court. Please attach Court Order, if any				
PART F				
DETAILED TYPE OF ACCESS TO RECORDS				
(Please select one or more of the following to describe your complaint to the Information Regulator)				
Unsuccessful appeal (Section 77A(2)(a) or 77A(3)(a) of PAIA)	<i>I have appealed against the decision of the Body and the appeal is unsuccessful</i>			
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	<i>I filed my appeal against the decision of the Body late and applied for condonation. The condonation appeal was dismissed</i>			
Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a Body and that request was refused or partially refused.</i>			
The Body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>			
	<i>Tender or payment of a deposit.</i>			
Repayment of the deposit (Section 22(4) of PAIA)	<i>The Information Officer refused to repay a deposit paid in respect of a request for access which was refused.</i>			
Disagree with time extension (Sections 26 or 57 of PAIA)	<i>The Body decided to extend the time limit for responding to my request and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>			
Form of access denied (Section 29(3) or 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>			
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>			
	<i>Extension period has expired and no response was received.</i>			
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to grounds for refusal of access) have inappropriately/unreasonably been disclosed.</i>			
No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)	<i>My request for access was refused and no valid or adequate reasons for the refusal were given, including the provisions of this Act which were relied upon for the refusal.</i>			
Partial access to record (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe more of the records should have been disclosed.</i>			
Fee waiver (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>			
Records that cannot be found or do not exist (Section 23 of 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>			
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>			

No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other (Please explain)		
PART G EXPECTED OUTCOME		
How do you think the Information Regulator can help you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

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

- I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.
- The information in this Complaint Form is true to the best of my knowledge and belief.
- I authorise the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.
- I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.
- If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised Person of Third Party