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PAIA Manual

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000.

VITAL LEGAL SERVICES PTY LTD FSP40817

Reg. No. 2013/150097/07 | Vital Legal Services (Pty) Ltd is an authorised Financial Services Provider, FSP No. 40817
Vital Legal Services (Pty) Ltd products are underwritten by GuardRisk Insurance Company, a licensed non-life insurer and authorised Financial Services Provider, FSP No. 75

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1. INTRODUCTION

Section 32 of the Constitution of the republic of South Africa, No. 108 of 1996 provides that everyone has the right of access any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights. National legislation must be enacted to give effect to this right and may provide for reasonable measures to alleviate the administrative and financial burden on the state.

The Promotion of Access to Information Act, 2 of 2000 ("the Act") as amended, was enacted on 15 February 2002 to give effect to Section 32 of the Constitution, that is giving effect to the constitutional right of access to any information held by the State and any information that is held by another personal and that is required for the exercise or protection of any rights. Where a request is made in terms of this Act, the private or public body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information must not be released. The Act sets out the requisite procedural issues attached to such request.

2. LIST OF ACRONYMS, ABBREVIATIONS AND DEFINITIONS

The following acronyms, abbreviations and definitions apply in relation to reading of this document:

CEO	Chief Executive Officer.
DIO	Deputy Information Officer.
IO	Information Officer.
VITAL LEGAL SERVICES PTY LTD	Refers to Vital Legal Services Pty Ltd with registration number 2013/150097/07.
MINISTER	Minister of Justice and Correctional Services.
PAIA	Promotion of Access to Information Act No. 4 of 2000.
POPIA	Protection of Personal Information Act No. 4 of 2013.
DATA SUBJECT	A Data subject is a person to whom Personal Information relates.
PERSONAL INFORMATION	According to the POPI Act "Personal Information" Means Information relating to an identifiable, living, natural persona, and where it is applicable, an identifiable, existing juristic person. The POPI Act, which has more specific examples, can be found on the following website: www.POPIA.co.za.
PERSONAL REQUESTER	Means any person making a request for access to a record containing personal information about the requester.
REQUESTER	Means any person making a request for access to a record.
OTHER REQUESTER	Means any person making a request for access to a record.
THIRD PARTY	Means any natural or juristic person other than, the requester, a party that acting on behalf of the requester, or alternatively Vital Legal Services Pty Ltd itself.
REGULATOR	Information Regulator
REPUBLIC	Republic of South Africa

3. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is useful for the public to: :

- check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- know the description of the records of the body which are available in accordance with any other legislation;
- access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist in public with the records they intend to access;
- know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- know if a body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- know the description of the categories of data subjects and of the information or categories of information relating thereto;
- know the recipients or categories of recipients to whom they personal information may be supplied;
- know whether the body has appropriate security measures to ensure that confidentiality integrity and availability of the personal information which is to be processed.

4. CONTACT DETAILS FOR VITAL LEGAL SERVICES (PTY) LTD

Information Officer

Name	Monroe Kunz
Telephone	0861 555 119
Email	monroek@vitallegal.co.za

Deputy Information Officer

Name	Eliska Kunz
Telephone	0861 555 119
Email	eliska@vitallegal.co.za

Access to Information General Contacts

Email	info@vitallegal.co.za

Head Office

Telephone	0861 555 119
Email	info@vitallegal.co.za
Website	vitallegal.co.za
Address	4 Fountain Road, Canal Edge 2, Unit 7, Entrance A, Ground Floor, Tyger Waterfront, Bellville, Cape Town, 7550

5. THE INFORMATION REGULATOR OF SOUTH AFRICA

The information Regulator is required in terms of the Act to compile a guide in every official language, in an easily comprehensible form and manner, as many be required by a person who wishes to exercise any right contemplated in the Act.

Any enquiries regarding this guide should be directed to

Postal Address

The Information Regulator (South Africa)

PO Box 31533
Braamfontein
2017

Telephone:

+27 10 023 5200

Email:

(General Enquiries) enquiries@inforegulator.org.za
Complaint) paiacomplaints@inforegulator.org.za

6. TYPES AND CATERGORIES OF RECORDS HELD BY VITAL LEGAL SERVICES PTY LTD

This section provides details of the types of records that may be accessed by request from Vital Legal Services Pty Ltd, it indicates if it is available for download from our website or if an access request from is required to be completed by indication of an "X" in the indicated column:

Information that may be formally requested in terms of PAIA or downloaded from the website.

Subject	Legislation	Category of record	Request Access	Download from website
Human Resources	Labour Relations Act	HR Policies Employee Records (subject to POPIA)	X	
Corporate Governance	Companies Act	Organigram Board of Directors	X	
PAIA Manual	The Act	Manual	X	
POPIA				
Information Technology	Electronic Communications & Transactions Act	IT Policies	X	
Registration	FAIS	Financial Services Provider Certificate and representative register	X	
	Insurance Act	Insurance License	X	X
	Occupational Health and Safety Act	OHS Reports	X	
	Companies Act	Companies Registration Documents	X	
Investigation	FAIS Insurance Act	Enforcement Notice Public hearings and investigation reports	X	
Finances	SAM IFRS	Financial Statements	X	

7. RECORDS THAT ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERM OF 15(2) OF THE ACT- AUTOMATIC ACCESS

This section provides details of the types of records that may be accessed by request from Vital Legal Services Pty Ltd, it indicates if it is available for download from our website, www.vitallegal.co.za , or if an access request form is required to be completed by indication of an "X" in the indicated column.

Category	Document Type	Available on Website	Available on Request
Strategic Documents	Business Reports		X
Policies and Procedures	Claims Management Framework		
	Market Conduct Framework		
	Complaints Management Framework	X	
	TCF	X	
	Conflict of Interest Policy	X	
	Privacy Policy	X	
Certificates	Credit Rating BBBEE Rating		

Records kept in accordance with any other legislation

- Basic Conditions of Employment Act, 1997
- Companies Act, 2008
- Compensation for Occupational Injuries and Diseases Act, 1993 Constitution of the Republic of South Africa, 1996
- Electronic Communications and Transaction Act, 2002
- Income Tax Act, 1962
- Labour relations Act,
- Prevention and Combating of Corrupt Activities Act, 2004
- Prevention of Organised Crime Act, 1998
- Promotion of Access to Information Act, 2000
- Protection of Constitutional Democracy Against Terrorist and Related Activities Act, 2004
- Protection of Personal Information Act, 2013
- Unemployment Insurance Contributions Act, 2000

8. PROCESSING OF PERSONAL INFORMATION

We collect and process Personal Information mainly to provide data subjects with access to products, to help us improve our offerings and for certain other purposes explained below. The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for the purpose.

We collect information directly from data subjects where they provide us with their personal details, for example on subscribing for our policy of insurance or make enquiries to us or contact us. Where possible, we will inform on what information is required to be provided to us and what information is optional.

Examples of information we collect:

- Name
- ID Number
- Address
- Telephone Number

We also collect information from other sources as explained below.

With your consent, we may also supplement the information that we receive with information we receive from other companies and service providers in our industry in order to offer you a more consistent and personalised experience to data subjects. We may disclose Personal Information to our business partners who are involved in the delivery of products or services in order to;

- Conduct Underwriting
- Perform a Risk Assessment on a Client
- Consider Claims
- Process Medical Expenses/Claims on behalf of the client
- Process a Product Application
- Conduct Research

Information sharing with Third Parties

We have agreements in place to ensure our third parties comply with these privacy terms. We may share Personal Information with, and obtain information about data subjects from:

- Third parties for the purposes listed above
- Other companies in our industry when we believe it will enhance the services and products we can offer, but only where a data subject has not objected to such sharing
- Other third parties from whom a data subject has elected to receive marketing information from

We may also disclose your information

- Where we have a duty or right to disclose in term of law or industry codes;
- Where we believe it is necessary to protect our rights.

9. DESCRIPTION OF CATEGORIES OF DATA SUBJECTS

Vital Legal Services Pty Ltd holds data of the categories of information listed below of data subjects.

Description of Categories of Data Subjects and of The Information or Categories or Information Relating thereto

Category of Data Subject	Personal Information that may be processed
Employees of Vital Legal Services Pty Ltd and Board Members	Name, ID Number, physical address, health information, employee benefit information, bank details, tax number, letter of appointment, performance records, payslips, training records, CV, records of qualifications, criminal record check result, next of kin information, beneficiary information
Clients of Vital Legal Services Pty Ltd	Name, ID number, contact number, address, financial information, application form, policy documents, tax number, call recordings, payment records, policy information.
Business Partners with whom Vital Legal Services Pty Ltd conduct business services with	Name, registration number, financial information, contact details.
Contractors with Vital Legal Services Pty Ltd	Name, address, registration number, financial information, contract, contractor name, ID number of contractor, contact details.
Suppliers of Vital Legal Services Pty Ltd	Name, registration number, financial information, contract, contact information.

The Recipients or Categories if Recipients to Whom The Personal Information may be Supplied

In relation to a personal requester, Vital Legal Services Pty Ltd will provide the requested information, or give access to any records with regard to the requester's personal information without t the requester having to pay an access fee, but the prescribed fee for reproduction of the information requested will be charged.

In relation to any other requester, they are entitled to request access to information relating to a third party/ parties. However, Vital Legal Services Pty Ltd is not obliged to voluntarily grant access. Such requester must fulfil the prerequisite requirements for access in terms of the Act, including payment of the relevant fees. Subject to the nature of a data requested Vital Legal Services Pty Ltd may supply the information, personal information to the following recipients:

Categories of Personal Information	Recipients or categories of recipients to whom the personal information may be supplied
Identity numbers and names	Companies that conduct unlawful activities
Identity numbers and name Transaction Information	Forensic Investigation and other due diligence and monitoring functions
Identity number and name Transaction Information Policy Document Agreements	Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data (such as the Financial Sector Conduct Authority)
Policy Document Agreements	Any court, administrative or judicial forum, arbitration, statutory commissions or ombud making a request for data held by Vital Legal Services Pty Ltd.
Identity Numbers and names Policy Documents Claims History	South African Revenue Services, or another similar authority

Categories of Personal Information	Recipients or categories of recipients to whom the personal information may be supplied
Identity Numbers and names Policy Documents Agreements Claims Data	Third parties with whom Vital Legal Services Pty Ltd have contractual relationship for the retention of data (for example, a third-party archiving services)
Policy Documents Agreements	Auditing and Accounting bodies (internal and external)
Policy Documents Product Records	Third parties with whom Vital Legal Services Pty Ltd have contractual relationship for the retention of data (for example, a third-party archiving services)
Product Records	A person who makes a successful application for access in terms of PAIA
Payment History, for credit information	Credit bureaus or credit providers

Personal Information Security

We are legally obliged to provide adequate protection for the Personal Information we hold an to stop unauthorised destruction, access and use, loss of or damage to of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your Personal Information is secure.

Our security policies and procedures cover:

- Identifying all reasonable internal and external risk to personal information
- Acceptable usage of personal information
- Access to personal information
- Data encryption
- Data backups
- Agreements concluded with operators to implement security controls
- Anti-virus and anti-malware solutions
- Computer and network security
- Governance and regulatory issues
- Investigating and reacting to security incidents
- Monitoring access and usage of personal information
- Physical security
- Retention and disposal of information in accordance with legislation
- Secure communication
- Security in contacting out services and functions

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that Personal Information that we remain responsible for, is kept secure. We will ensure that anyone to whom we pass Personal Information to agrees to treat the information with the same level of protection as set out in the Act alongside POPIA.

10. ACCESS TO RECORDS HELD BY THE INSTITUTION

Records held may be accessed by requester only once the prerequisite requirements for access have been met.

Who may request information?

Any person that requires information for the exercise or protection of any rights may request information from a private body. The Act provides that a requester must be given access to any records of a private body if:

- that record is required for the exercise or protection of any rights;
- that person complies with the procedural requirements for a request for access to that records; and
- access to that record is not refused in terms of any ground for refusal contemplated in Cahpter4, Part 3 of the Act.

11. REQUEST PROCEDURE

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

The requester must complete the prescribed form enclosed herewith in "Attachment A" 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 electronic mail address as stated under section 4 on the manual (Requester please note that all of the information as listed above should be provided, failing will lead to the process being delayed while the private body requests such additional information. The prescribed time periods will not commence until all pertinent information has been furnished to Vital Legal Services Pty Ltd)

- 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 (or person acting on behalf of the requester where applicable);
- The telephone number postal address or contact number of the requester; and
- What form of access is required if the request is granted.
- The 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. In addition, the requester must clearly specify why the record is necessary to exercise or protect such right.
- The manner in which the requester wishes to be informed of the decision on the request, if in a manner in addition to written notification.
- The institution will process the request within thirty days, unless the request contains considerations that are of such a nature that an extension of the thirty-day time limit is necessitated.
- The requester shall be informed whether access 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, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make a request orally.
- The requester must pay the prescribed fee before any further processing can take place.

12. FEES

The Act provides for two types of fees, namely:

- A request fee, which will be a standard ono-refundable administration fee, payable prior to the request being considered; and
- An access fee, payable when access is granted, which must be calculated by taking into account reproduction cost, search and preparation time and cost, as well as postal cost.
- When the request is received, the Information Officer, shall by notice require the requester, excluding personal requester, to pay the prescribed request fee (if any), before further processing of the request.
- If the search for the record has been made 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 fees as indicated in "Attachment 2"
- 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 concerned must repay the deposit to the requester.

13. DECISION

Vital Legal Services Pty Ltd will. Within 30 days of receipt of the request, decide whether to grant or decline the request and give notice within reasons (if required) to that effect. The Information Officer will take all reasonable steps to find a record that has been requested. If the record cannot be found or does not exist, the Information Officer must notify the requester by way of affidavit or affirmation that it is not possible to give access to the record. This is deemed to be a refusal of the request. If, however, the record is later found, the requester must be given access if the request would otherwise have been granted.

The 30-day period within which Vital Legal Services Pty Ltd has to decide whether to grant or refuse the request, may be extended for further period of not more than 30 days if the request is for a large number of information, or the request requires a search for information held at another location and the information cannot reasonably be obtained within the original 30-day period. Should an extension be required, Vital Legal Services Pty ltd will notify the requester in writing and will also provide the procedure involved should the requester wish to apply to either the Information Regulator or to an court against the extension.

If the request is granted:

The notification must state the applicable access fee required to be paid, together with the procedure to be followed should the requester wish to apply to court against such fee, and to form in which access will be given.

If the request is declined:

The notification must include adequate reasons for the decision, together with the relevant provisions of the Act relied upon and provide the procedure to be followed should the requester wish to apply to court against the decision.

The Information Officer's failure to respond to the requester within the 30-day period constitutes a deemed refusal of the request.

Section 59 provides that the Information Officer may sever a record and grant access only to that portion which the law does not prohibit access to.

If access is granted, access must be given in the form that is reasonably required by the requester, or if the requester has not identified a preference, in a form reasonably determined by the Information Officer.

14. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for Vital Legal Services Pty Ltd to refuse a request for information relates to the:

- Mandatory protection of the privacy of a third party who is an natural person, which would involve the unreasonable disclosure of personal information of that natural person.
- Mandatory protection of the commercial information of a third party, if the record contains:
- Trade secrets of that 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 Vital Legal Services Pty Ltd, if the disclosure could put third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which would be regarded as privileged in legal proceedings.
- The research information of Vital Legal Services Pty Ltd or a third party if its disclosure would place the research at a serious disadvantage.
- The commercial activities of Vital Legal Services Pty Ltd, which may include, without limitation:
- Trade secrets of Vital Legal Services Pty Ltd
- The disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with the law

- Information which, if disclosed could put Vital Legal Services Pty Ltd as a disadvantage in negotiations or commercial competition;
- The public interest in the disclosure of the record clearly outweighs the harm contemplated in any of the grounds for refusal to access of records
- A computer program which is owned by Vital Legal Services Pty Ltd, and which is protected by copyright.
- Requests for information that are clearly frivolous or vexation, or which involve an unreasonable diversion of resources shall be refused.

Notwithstanding the above, disclosure is Mandatory where it would reveal a contravention of or failure to comply with law, or imminent and serious public safety or environmental risk and the public.

15. AVAILABILITY OF THE MANUAL

The manual of Vital Legal Services Pty Ltd will be available on the website of Vital Legal Services Pty Ltd at www.vitallegal.co.za (alternatively, a copy of this manual can be obtained upon request from the Information Officer, details as per section 4 of this manual)

A copy of the manual is available:

- on the website: vitallegal.co.za
- Head Office of Vital Legal Services Pty Ltd for public inspection during normal business hours:
- to any person upon request and upon payment of a reasonable prescribed fee; and
- to the Information Regulator upon request.

A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4- size photocopy made.

16. UPDATING THE MANUAL

This manual will be reviewed on an annual basis by the board of Vital Legal Services Pty Ltd.

Information Officer

Name	Monroe Kunz
Telephone	0861 555 119
Email	monroek@vitallegal.co.za

T 0861 555 119
E hello@vitallegal.co.za
vitallegal.co.za
Canal Edge 2, Ground Floor, Entrance A,
Tyger Waterfront, Bellville, Cape Town

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PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER
FORM 2

REQUEST FOR ACCESS TO RECORD (REGULATION 7)

Note

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

To

The Information Officer	Monroe Kunz
Telephone	0861 555 119
Email	monroek@vitallegal.co.za

Mark with a "X"

	Request is made in my own name
	Request is made on behalf of another person

Personal Information

Full Names	
Identity Number	
Capacity in which request is made (when made on behalf of another person)	
Postal Address	
Physical Address	
Email Address	
Contact Number	
Full names of person on whose behalf request is made (if applicable)	
Identity Number	
Postal Address	
Physical Address	
Email Address	
Contact Number	

Particulars of Record Requested

Provide full particulars of the record to which access is requested, inculding the reference number if that is known to you, to enable the reord to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form, all additional pages must be signed).

Description

Particulars of Record Requested (Continued)

Reference number, if available

Any further particulars of records

Type of Record (mark the applicable box with a "X")

1.	Record is in written or printed form.	
2.	Record comprises virtual images (including prhotographs, slides, video recordings and computer-generated images, sketches, etc).	
3.	Record consists of recorded words or information which can be reproduced in sound.	
4.	Record is held on a computer or in an electronic format.	

Form of Access (mark the applicable box with a "X")

1.	Printed copies of the information (incluiding copies of virtual images, transcrioptions and information held in electronic form).	
2.	Written or printed transcription of cirtual images (including photographs, slides, video recordings, computer generated images and sketches).	
3.	Transcription of a soundtrack (written or printed document).	
4.	Copies of information on a flash drive (including virtual images and soundtracks).	
5.	Copies of information on a compact disk (CD) (including cirtual images and soudtracks).	
6.	Copy of record stored on a cloud storage server.	

Manner of Access (mark the applicable box with a "X")

1.	Personal inspection of information at the registered address of Vital Legal Services Pty Ltd (including listening to recorded words, information which can be reproduced in sound or information held on a computer or in electronic format).	
2.	Postal Service to postal address.	
3.	Courier services to street address	
4.	Email if information (including soundtracks if possibnle).	
5.	Cloud share / file transfer.	

If you requested a copu of transcription of a record, do you wish the copy or transcriotion to be couriered to you?	**YES**	**NO**

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 said right

Fees

- A request for access to a record, other than a record containing personal inforamtion about you, will be processed only after a request fee has been paid.
- You will be notified of the amount to be paid as a request fee.
- The fee payable for access to a record depends on the form in which access is required and the time reasonably required to search for and prepare a record.
- If you qualiffy for exemption of the payment of any fee, please state the reason for exemption

Reason for exemption from payment of fees

Notice of Decision Regarding Request of 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**	
Signature of requester/ person on whose behald request is made				

FOR OFFICIAL USE

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

ATTACHMENT 2

FEES

Reproduction Fees (i.e. In Terms of Section 52 (3) of the Act)

Where a private body has voluntarily procided the Minster with a list of categories of rrecords that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, weill be a fee for reproduction of the record in question.

Such fees are reflected in table below:

Description	Amount in Rand
For every photocopy of an A4-size page or part thereof	R1.10
For every printed copy of an A4-size page or part thereof held on a computer, electronic or machine-readable format	R0.75
For a copy in a computer-readable form on Memory Disc	R7.50
For a copy in a computer-readable form on Compact Disc (DC)	R70.00
A transcription of visual images, for an A4-sizze page or part thereof	R40.00
For a copy of visual images	R60.00
A transcription of an audio record, for an A4-size page or part thereof	R20.00
To searh for a record that must be disclosed – rate payable per hour or part thereof	R30.00

Where a copy of a record needs to be posted the actual postal fees will also be payable.

Request Fees

Where a request is made for access to information on a person other that the requester, a request fee in the amount of R50.00 os payable upfront before Vital Legal Services Pty Ltd will futher process the request received.

Access Fees (i.e. In Terms of Section 54 (7) of the Act, unless exempted in Terms of 54 (8))

An access fee is payable in instances where access is granted to a requester (other than in instances where the information has been provided automatically on a voluntary basis), unless payment of an access fee is specially excluded in term of the Act or an exclusion is determined by the Minister in term of Section 54(8).

Description	Amount in Rand
For every photocopy of an A4-size page or part thereof	R1.00
For every printed copy of an A4-size page or part thereof held on a computer, electronic or machine-readable format	R0.75
For a copy on a computer-readable form on Stiffy Disc	R7.50
For a copy in a computer-readable form on Compact Disc	R70.00
A transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
A transcription of an audio record, for an A4-size page or part thereof	R20.00
To search for a record that must be disclosed – rate payable per hour or part thereof	R30.00

In accordance with Section 54(2) of the Act, upon receipt of a request for access to a record in respect of which the request for access does not apply to a personal requester, the Information Officer may request that an upfront deposit be paid before proceeding with the request. Such deposit will be calculated to be an amoutn that will not exceed, on third of the access fee and would be dependent on whether the Information Officer is of the opinion that the prepartion of the required records will take more thatn six hours to complete.

Note: In terms of Regulation 8, Value Added Tax (VAT) Registered entities may add VAT to the prescribed fees.