


<u>HUMAN RESOURCES</u> PROMOTION OF ACCESS TO INFORMATION (PAIA) POLICY AND MANUAL	
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Manual for

DDP Holdings (Pty) Ltd 2002/025225/07
and Subsidiaries

(Hereinafter referred to as DDP)

Prepared in accordance with Section 51 of the
Promotion of Access to Information Act No. 2 of 2000

(Hereinafter referred to as the "Act")

PURPOSE

1. The Promotion of Access to Information Act, No. 2 of 2000 (“the Act”) was promulgated on 3 February 2000, giving effect to the constitutional right of access to 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. PAIA therefore aims to:
 - 1.1. promote the right of access to information,
 - 1.2. foster a culture of transparency and accountability within the company, and
 - 1.3. actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all of their rights.

APPLICATION

2. In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in relation to public and private bodies.
3. Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
 - 3.1. limitations aimed at the reasonable protection of privacy,
 - 3.2. commercial confidentiality,
 - 3.3. effective, efficient and good governance, and
 - 3.4. in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

INTRODUCTION

4. In terms of Section 51 of the Act, all Private Bodies are required to compile an Information Manual (“PAIA Manual”. that must contain information regarding the subjects and categories of records held by such private bodies. In this context, a "private body" is defined as any natural person who carries or has carried on any trade, business or profession, but only in such capacity or any partnership which carries or has carried on any trade, business or profession or any former or existing juristic person (e.g., any company, close corporation or business trust).
5. DDP falls within the definition of a "private body" and this Manual has been compiled in accordance with the said provisions and to fulfil the requirements of the Act.
6. In terms of the Act, where a request for information is made to a body, there is an obligation to provide the information, except where the Act expressly provides that the information may not be released. In this context, Section 9 of the Act recognises that access to information can be limited. The limitation relates to circumstances where such release would pose a threat to the protection of privacy, commercial confidentiality, and the exercising of efficient governance.
7. Accordingly, this manual provides a reference to the records held by DDP and the process that needs to be adopted to access such records.

8. **All requests for access to information** (other than information that is available to the public) must be addressed to the Head of the Business, being the **CEO of the company** as indicated below.
9. DDP Holdings (Pty) Ltd and its subsidiaries, a company incorporated in accordance with the laws of the Republic of South Africa, with its head office situated in Pretoria (Gauteng)

COMPANY OVERVIEW

DDP Holdings (Pty) Ltd

Registration number : 2002/025225/07
 Nature of business : Holdings Company
 Principal activities : Not actively Trading

SUBSIDIARIES:

DDP Valuers (Pty) Ltd

Registration number : 2000/030732/07
 Nature of business : Property Valuations
 Principal activities : Residential and Asset Valuations
 : GRAP Valuation Services
 : Investment Property Fund Valuation Services
 : Liquidation Valuation Services
 : NHBRC Inspection Services
 : OVG and Government Valuation Services
 : Sectional Title Valuation Services
 : Vehicle Valuation Services

DDP Values (Pty) Ltd

Registration number : 2003/007650/07
 Nature of business : Property Valuations
 Principal activities : Municipal Valuations

DDP Valuation and Advisory Services (Pty) Ltd

Registration number : 2007/018821/07
 Nature of business : Property Valuations
 Principal activities : Commercial and Agricultural Valuations

Outsource Hub (Pty) Ltd

Registration number : 2002/015454/07
 Nature of business : Outsource of Professional Services
 Principal activities : Financial, Tax, accounting, Human Resources, Payroll, and Digital Marketing Services

Mangrove Corporate Solutions (Pty) Ltd

Registration number : 2006/012084/07
 Nature of business : Legal Services
 Principal activities : Statutory and Legal Consulting Services

African Spirit Trading 231 (Pty) Ltd

Registration number : 2006/010287/07
 Nature of business : Investing in Commercial Property
 Principal activities : Property Investments

African Spirit Trading 234 (Pty) Ltd

Registration number : 2006/010297/07
 Nature of business : Investing in Residential Property
 Principal activities : Property Investments

City Square Trading 872 (Pty) Ltd

Registration number : 2006/036856/07
 Nature of business : Investing in commercial property
 Principal activities : Property investments

DDP Property Valuations (Pty) Ltd

Registration number : 1997/000259/07
 Nature of business : Property Valuations
 Principal activities : Property Valuations and Related Professional Services

MVS Systems (Pty) Ltd

Registration number : 2019/301709/07
 Nature of business : Property Valuations
 Principal activities : Software Development in Support of Property Valuation Services

VAL 360 (Pty) Ltd

Registration number : 2018/095564/07
 Nature of business : Property Valuations
 Principal activities : Software Development in Support of Property Valuation Services

COMPANY AND OTHER CONTACT DETAILS

(Company particulars in terms of Section 51 (1) (a) of the Act)

11. The following contact details apply:11.1. Company Details

Name of Business : DDP Holdings (Pty) Ltd
 Head of Business : Mr Tinus Geyser
 Position : CEO
 Postal Address : PO Box 40408, Moreleta Park, Gauteng, 0044
 Physical Address : Menlyn Square Office Park, North West Suite, 134 Aramist Avenue,
 Menlyn, Pretoria, Gauteng, 0181
 Phone Number : 012 369 9100
 Fax Number : 086 669 1817
 Email Address : info@ddp.co.za
 Website : www.ddp.co.za

11.2. Information Officer. (Section 51 (1) (b) of the Act)

Full Name : Tinus Geyser
 Position : CEO
 Phone Number : 012 369 9100
 Fax Number : 086 669 1817
 E-Mail : tinus.geyser@ddp.co.za

11.3. Deputy Information Officer.

Full Name : Rudi Visser
 Position : CCO
 Phone Number : 012 369 9100
 Fax Number : 086 669 1817
 E-Mail : rudi.visser@ddp.co.za

GUIDE - SA HUMAN RIGHTS COMMISSION

12. With reference to Section 51(1) (b) of the Act the following applies:

- 12.1. The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 12.2. Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in clause 22 paragraphs 6 and 7 of the Act.
- 12.3. Requesters are referred to Section 10 of the South African Human Rights Commission Guide which contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.
- 12.4. The contact details of the Commission are:

Contact body	The South African Human Rights Commission
Physical Address	2nd Floor, Braampark Forum 3, 33 Hoofd Street, Braamfontein
Telephone Number	+27 11 877 3750
Fax Number	+27 11 403 0668
E-Mail	PAIA@sahrc.org.za
Website	www.sahrc.org.za

12.5. Copies of the Guide are also available at the following places:

- 12.5.1. The office of the Government Communications and Information Services.
 12.5.2. Library of Parliament, Cape Town.
 12.5.3. The South African Library, Cape Town.
 12.5.4. Natal Society Library, Pietermaritzburg.
 12.5.5. The State Library in Pretoria.
 12.5.6. City Library Services, Bloemfontein.
 12.5.7. The National Film, Video and Sound Archives, Pretoria.
 12.5.8. All offices of public bodies.
 12.5.9. All Magistrates' Offices.
 12.5.10. All offices of the Department of Justice and Constitutional Development.
 12.5.11. All Post Offices.
 12.5.12. The website of the SAHRC in all the official languages at www.sahrc.org.za.

APPLICABLE LEGISLATION

(Particulars in terms of Section 51(1)(c) of the Act)

13. The legislation setting out a description of the records of the company which are available in accordance with certain legislation (please note this is not an exhaustive list), is as follows:
 - 13.1. Basic Conditions of Employment Act 75 of 1997
 - 13.2. Broad-Based Black Economic Empowerment Act 53 of 2003
 - 13.3. Companies Act 71 of 2008
 - 13.4. Compensation for Occupational Injuries and Diseases Act 130 of 1993
 - 13.5. Competition Act 89 of 1998
 - 13.6. Consumer Protection Act 68 of 2008
 - 13.7. Constitution of South Africa Act 108 of 1996
 - 13.8. Copyright Act, 1978 (Act 98 of 1978)
 - 13.9. Electronic Communications and Transactions Act, No 25 of 2002
 - 13.10. Employment Equity Act 55 of 1998
 - 13.11. Financial Intelligence Centre Act 38 of 2001
 - 13.12. Income Tax Act 58 of 1962
 - 13.13. Intellectual Property Laws Amendment Bill, 2010
 - 13.14. Labour Relations Act 66 of 1995
 - 13.15. National Environmental Management Act, No. 107 of 1998
 - 13.16. National Environmental Management Waste Act, No. 59 of 2008
 - 13.17. Occupational Health and Safety Act 85 of 1993
 - 13.18. Pensions Funds Act, No. 24 of 1956
 - 13.19. Promotion of Access of Information Act, No 2 of 2000
 - 13.20. Property Valuers Profession Act [No. 47 of 2000]
 - 13.21. Skills Development Levies Act, No 9 of 1999
 - 13.22. Skill Development Act, No 97 of 1998
 - 13.23. Skills Development Amendment Act, No 31 of 2003
 - 13.24. South African Revenue Services Act 34 of 1997
 - 13.25. Unemployment Insurance Act 63 of 2001
 - 13.26. Unemployment Contributions Act 4 of 2002
 - 13.27. Value Added Tax Act 89 of 1991
 - 13.28. Tax Administration Act, No. 28 of 2011 (TAA)
 - 13.29. Tobacco Products Control Act, No 83 of 1993
 - 13.30. Tobacco Products Control Amendment Act, No 63 of 2008

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

SCHEDULE OF RECORDS

(Particulars in terms of Section 51(1)(d) of the Act)

15. It is recorded that the accessibility of the documents listed herein below are available on request in terms of PAIA, but may be subject to the grounds of refusal set out hereinafter. The information is classified and grouped according to records relating to the following subjects and
 - 15.1. Administrative and Secretarial Records
 - 15.1.1. Annual Returns
 - 15.1.2. Attendance Registers
 - 15.1.3. Broad Based Black Economic Empowerment Records
 - 15.1.4. Business Value Statement
 - 15.1.5. Certificate/Memorandum of Incorporation
 - 15.1.6. Code of Conduct and Workplace Ethics
 - 15.1.7. Company Records

- 15.1.8. Founding Documents
- 15.1.9. General Correspondence
- 15.1.10. Licences (categories)
- 15.1.11. Minutes of Management Meetings
- 15.1.12. Minutes of Staff Meetings
- 15.1.13. Shareholder Register
- 15.1.14. Register of Directors
- 15.1.15. Service Level Agreements
- 15.1.16. Statutory Records
- 15.1.17. Statutory Returns

15.2. Financial Records

- 15.2.1. Accounting Records
- 15.2.2. Annual Financial Reports
- 15.2.3. Annual Financial Statements
- 15.2.4. Asset Register
- 15.2.5. Auditors Reports
- 15.2.6. Bank Statements and Records
- 15.2.7. Banking Details and Bank Accounts
- 15.2.8. Banking Records
- 15.2.9. Budgets
- 15.2.10. Cash Book and Petty Cash Books
- 15.2.11. Contracts
- 15.2.12. Debtors and Creditors Statements and Invoices
- 15.2.13. Deposit Slips and Proof of Payments
- 15.2.14. Financial Transactions and Records
- 15.2.15. Fixed Asset Register
- 15.2.16. General Correspondence
- 15.2.17. General Ledgers and Subsidiary Ledgers
- 15.2.18. General Reconciliations
- 15.2.19. Invoices
- 15.2.20. Insurance Policies, Documents and Records
- 15.2.21. Internal Audit Records
- 15.2.22. Liabilities and Obligations Records
- 15.2.23. Management Accounts
- 15.2.24. Management Reports
- 15.2.25. Paid Cheque
- 15.2.26. Policies and procedures
- 15.2.27. Purchase and Order Information
- 15.2.28. Rental and Lease Agreements
- 15.2.29. Statutory Returns
- 15.2.30. Tax Returns, Assessments and Records (company and employees)
- 15.2.31. VAT records

15.3. Human Resources/Personnel Records

- 15.3.1. Conditions of Service
- 15.3.2. Disciplinary and Grievance Documents
- 15.3.3. Employee Benefits
- 15.3.4. Employee Contracts
- 15.3.5. Employment Records
- 15.3.6. Employment Equity Records
- 15.3.7. General Correspondence
- 15.3.8. Health and Safety Records
- 15.3.9. Industrial and Labour Relations Records
- 15.3.10. Information Relating to Health and Safety Regulations

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- 15.3.11. Injury on Duty Records
 - 15.3.12. Leave Records
 - 15.3.13. Medical Aid Records
 - 15.3.14. Payroll Records and Reports
 - 15.3.15. Pension and Provident Fund Records
 - 15.3.16. Performance Appraisals
 - 15.3.17. Personnel Information and Contact Lists
 - 15.3.18. Policies, Procedures, Standard Operating Procedures and Guidelines
 - 15.3.19. Remuneration Records and Policies
 - 15.3.20. Salary Surveys
 - 15.3.21. Statutory Records
 - 15.3.22. Training Records
 - 15.3.23. Workplace Skills Plan

NOTE: "Personnel" refers to any person who works for, or provides services to or on behalf of the company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the private body. This includes, without limitation, directors, all permanent, temporary and part-time staff, as well as contract workers.

15.4. Operational Records

- 15.4.1. Brochures on Company Information
- 15.4.2. Client and Customer Register/Records
- 15.4.3. Contracts
- 15.4.4. General Correspondence
- 15.4.5. Information Relating to Work-In-Progress
- 15.4.6. Marketing and Future Strategies
- 15.4.7. Marketing Records
- 15.4.8. Policies, Procedures, Instructions and Manuals
- 15.4.9. Promotional Material
- 15.4.10. Supplier Register/Records
- 15.4.11. Valuation Records

15.5. Information Technology Records

- 15.1.1. Agreements
- 15.1.2. Cell phone Contracts and Records
- 15.1.3. Computer and Mobile Device Usage Policy Documentation
- 15.1.4. Disaster Recovery Plan
- 15.1.5. General Correspondence
- 15.1.6. Hardware Asset Register
- 15.1.7. Information Security Policies and Procedures.
- 15.1.8. Information Technology Systems and User Manuals and Policies
- 15.1.9. Internet and E-Mail
- 15.1.10. Policies and Procedures
- 15.1.11. Software Licensing
- 15.1.12. Software Programs, Applications and Records
- 15.1.13. System Documentation and Manuals
- 15.1.14. Telephone Line Rental and Usage Records
- 15.1.15. Telephone Invoices and Payment Records

16. The accessibility of the records may be subject to the grounds of refusal set out in this PAIA manual. Amongst others, records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to normal requirements, before access will be considered/granted.

OTHER PARTY RECORDS

17. These could include:
- 17.1. Personnel, customer or company records which are held by another party (e.g., payroll service provider, company auditors, marketing agents etc), as opposed to the records held by the company itself.
 - 17.2. Records held by the company pertaining to other parties, including without limitation, financial records, correspondence, contractual and transactional records, records provided by the other party, and records third parties have provided about contractors/suppliers.
 - 17.3. Records relating to the company's marketing service providers.

INFORMATION REQUEST PROCEDURE (Particulars in terms of Section 51(1)(e) of the Act)

18. To facilitate the processing of the request:
- 18.1. Use the prescribed Request for Access to Records Form (**Appendix HR28.1.A**). **The form can also be downloaded from the website at www.ddp.co.za.**
 - 18.2. Requests must be addressed to the CEO of the company (refer to paragraph 11).
 - 18.3. Sufficient details must be provided in order for the request to be identified and evaluated and must include the following:
 - 18.3.1. Information of the requester (and if an agent is lodging the request, proof of capacity).
 - 18.3.2. The type of access required.
 - 18.3.3. The RSA postal or e-mail address or fax number of the requester.
 - 18.3.4. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
 - 18.3.5. The right which the requester is seeking to exercise or protect together with an explanation of the reason the record is required in order to exercise or protect the right.
 - 18.3.6. The prescribed request fee must be attached (**Appendix HR28.1.B**).
 - 18.4. A response can be expected within 30 days of receipt of the request. The response will indicate whether the request for access has been granted or denied.
 - 18.5. It must further be noted that the successful completion and submission of the Request for Access to Records Form does not automatically allow the requestor access to the requested record/s.

GROUND FOR REFUSAL OR CONFIRMATION OF ACCESS TO RECORDS

19. Access to a record will only be granted if it meets the following criteria as contained in the Act:
- 19.1. The record is required for the exercise or protection of any right; and

-
- 19.2. The requestor complies with the procedural requirements set out in the Act relating to a request; and
- 19.3. Access to the record is not refused in terms of any ground for refusal as contemplated in Chapter 4 of Part 3 of the Act.
20. Further to the above, access to records may be refused under the following circumstances:
- 11.1. The protection of personal information from unreasonable disclosure concerning any natural person.
- 11.2. The protection of commercial information held concerning any third party (for example trade secrets).
- 11.3. The protection of financial, commercial, scientific or technical information that may harm the commercial or financial interests of any third party.
- 11.4. Disclosures that would result in a breach of a duty of confidence owed to a third party.
- 11.5. Disclosures that would jeopardise the safety or life of an individual.
- 11.6. Disclosures that would prejudice or impair the security of property or means of transport.
- 11.7. Disclosures that would prejudice or impair the protection of a person in accordance with a witness protection scheme.
- 11.8. Disclosures that would prejudice or impair the protection of the safety of the public.
- 11.9. Disclosures that are privileged from production in legal proceedings unless the privilege has been waived.
- 11.10. Disclosures of details of any computer programme.
- 11.11. Disclosures that will put the company at a disadvantage in contractual or other negotiations or prejudice it in commercial competition.
- 11.12. Disclosures of any record containing any trade secrets, financial, commercial, scientific, or technical information that would harm the commercial or financial interests of the company.
- 11.13. Disclosures of any record containing information about research and development being carried out or about to be carried out by the company.
21. If access to a record or any other relevant information is denied, the response will include:
- 21.1. Adequate reasons for the refusal; and
- 21.2. Notice that requester may lodge an application with the court against the refusal and the procedure including details of the period for lodging the application.

REMEDIES AVAILABLE WHEN A COMPANY REFUSES A REQUEST FOR INFORMATION

22. Internal Remedies. The company does not have an internal appeal procedure. As such, the decision made by the information officer is final, and requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the information officer.

23. External Remedies. A requester that is dissatisfied with an information officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a relevant Court for relief. Likewise, a third party dissatisfied with an information officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

PRESCRIBED FEES

(Particulars in terms of Section 51(1)(f) of the Act)

24. The applicable fees are prescribed in terms of the Regulations promulgated under the Act. There are two basic types of fees payable in terms of the Act.
- 24.1. Request Fee. The non-refundable request fee of R 50 (excluding VAT) is payable on submission of any request for access to any record. This does not apply if the request is for personal records of the requestor. No fee is payable in such circumstances.
- 24.2. Access Fee. The access fee is payable prior to being permitted access to the records in the required form. The applicable fees are prescribed in terms of Part III of Annexure A as identified in Government Notice Number 187, Regulation 11.
25. The following applies to requests (other than personal requests):
- 25.1. A requestor is required to pay the prescribed fee (R50.00) before a request will be processed. All fees charges are exclusive of VAT.
- 25.2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- 25.3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- 25.4. Records may be withheld until the fees have been paid.
- 25.5. The Act provides for two types of fees, namely:
- 25.5.1. A request fee, which will be a standard fee; and
- 25.5.2. An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 25.6. When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before any further processing of the request. Refer to **Appendix HR28.1.B for a breakdown of the applicable fees**.
- 25.7. 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 (6) prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit, the prescribed portion of one-third of the access fee which would be payable if the request is granted.
- 25.8. The information officer shall withhold a record until the requester has paid the required fee.

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SUBJECT: Access to Information (11)

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- 25.9. 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.
- 25.10. 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
- 25.11. In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.

AVAILABILITY OF THE MANUAL

26. This manual is made available in terms of Regulation Number R.187 of 15 February 2002.
27. The manual may also be available on the company's website at www.ddp.co.za.
28. Printed copies may also be obtained from the Head of Business of DDP Valuers (Pty) Ltd. Any costs pertaining to the transmission or postage thereof will be for the account of the requester.

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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

[Regulation 10]

A. PARTICULARS OF PRIVATE BODY

The CEO (Attention Mr T. Geysler)
 DDP Holdings (Pty) Ltd
 Menlyn Square Office Park
 North West Suite
 134 Aramist Avenue
 Menlyn
 Pretoria
 0181

Email Address: info@ddp.co.za
 Website: www.ddp.co.za

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

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

Full names and surname : _____

Identity number : _____

Postal address : _____

Fax number : _____

Telephone number : _____

E-mail address : _____

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

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

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

Full names and surname : _____

Identity number : _____

D. PARTICULARS OF RECORD

- (a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- (b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.*

1 Description of record or relevant part of the record: _____

2 Reference number, if available: _____

3 Any further particulars of record: _____

E. FEES

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.*
- (b) *You will be notified of the amount required to be paid as the request fee.*
- (c) *The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees: _____

F. FORM OF ACCESS TO RECORD

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

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

1. If the record is in written or printed form:			
Copy of record*		Inspection of record	

2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
View the images		Copy of the images*	Transcription of the images*

3. If record consists of recorded words or information which can be reproduced in sound:			
Listen to the soundtrack (audio cassette/CD)		Transcription of soundtrack* (written or printed document)	

4. If record is held on computer or in an electronic or machine-readable form:			
Printed copy of record*		Printed copy of information derived from the record"	Copy in computer readable form* (Stiffy, memory stick, flash drive or compact disc)

<i>If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.</i>	YES	NO
---	-----	----

G PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

1. Indicate which right is to be exercised or protected: _____

2. Explain why the record requested is required for the exercise or protection of the
 aforementioned right: _____

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

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

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

Signed at _____ this _____ day of _____ 20_____

SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF REQUEST IS MADE

FEE STRUCTURE FOR THE ACCESS TO RECORDS OF A PRIVATE BODY

REQUEST FEE

1. The following applies to requests (other than personal requests):
 - 1.1 A requestor is required to pay the prescribed request fee, referred to in Section 54 (1) of the Act before a request will be processed. The current fee is R50.00 excluding VAT.
 - 1.2 The request fee is payable up-front before the company will further process the request received.
 - 1.3 The request fee must be deposited into the bank account below and a copy of the deposit slip, application form and other correspondence/documents must be forwarded to the Information Officer via fax or e-mail.
 - 1.4 Records may be withheld until the fees have been paid.
 - 1.5 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted). The deposit must be paid into the bank account below and a copy of the deposit slip, application form and other correspondence/documents must be forwarded to the Information Officer via fax or e-mail
 - 1.6 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.

REPRODUCTION FEE

2. In terms of section 52 (3) of the Act, where the company has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

Reproduction Fees	Amount (Excl)
Every photocopy of an A4-size page or part thereof for a copy of the Manual	R1.10
Every photocopy of an A4- size page or part thereof	R1.10
Every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
A copy in computer-readable format, for example: <ul style="list-style-type: none"> - Memory stick/Flash Drive - Stiffy Disc - Compact Disc 	R70.00 R7.50 R70.00
A transcription of visual images, in an A4-size page or part thereof	R40.00
A copy of visual images	R60.00
A transcription of an audio record for an A4-size page or part thereof	R20.00
A copy of an audio record	R30.00

ACCESS FEE

3. In terms of Section 54 (1) an access fee is payable by a requester in all instances where a request for access to information is granted except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 54(8).

SECTION: Promotion of Access to Information Manual
SUBJECT: Access to Information (17)

CHAPTER HR28.1

Access Fees	Amount (Excl)
Every photocopy of an A4-size page or part thereof	R1.10
Every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
A copy in computer-readable format, for example:	
- Memory stick/Flash Drive	R70.00
- Stiffy disc	R7.50
- Compact disc	R70.00
A transcription of visual images, in an A4-size page or part thereof	R40.00
A copy of visual images	R60.00
A transcription of an audio record for an A4-size page or part thereof	R20.00
A copy of an audio record	R30.00
To search for and prepare the record for disclosure *Per hour or part of an hour reasonably required for such search and preparation	R30.00*
Where a copy of a record needs to be posted the actual postal fee is payable	eTBD

DEPOSITS

4. In terms of Section 54 (2) where the company receives a request for access to information held on a person other than the requester himself/herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester. The amount of the deposit payable by the requester is equal to 1/3 (one third) of the access fee.

FEES

5. All fees are subject to change as allowed for in the Act and as a consequence such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.

BANKING DETAILS

6. All payments relating to DDP Holdings (Pty) Ltd and its subsidiaries must be made into the following account:

Account Name : Absa Bank – DDP Holdings (Pty) Ltd
Account number : 4057423001
Branch Code : 632005
Account Type : Cheque