

PAIA Manual of Potch Storage Pty Ltd

Prepared and compiled on 11-Nov-2025 in accordance with
Section 51 of the Promotion of Access to Information Act, No 2 of
2000 (as amended).

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1 Introduction

In this manual, references to "Potch Storage Pty Ltd", "we", "us", or "the Company" refer to Potch Storage Pty Ltd, Choose an item., including any of its affiliated entities, operational branches or divisions.

Potch Storage Pty Ltd offers the provision for customers of space for the storage of furniture, paper and other goods (subject to certain restrictions).

2 List of Acronyms and Abbreviations:

"Data Subject" means the person to whom Personal Information relates, as contemplated in terms of section 1 of the POPIA;

"Deputy Information Officer" means a Deputy Information Officer designated in terms of section 56 of the POPIA;

"Information Officer" means in the case of a juristic person, (i) the chief executive officer or equivalent officer of the juristic person or any person duly authorised by that officer; or (ii) the person who is acting as such or any person duly authorised by such acting person as contemplated in section 1 of the Act;

"Information Regulator" means the Information Regulator established in terms of section 39 of POPIA;

"Manual" means this manual compiled by Potch Storage Pty Ltd in terms of PAIA and POPIA;

"PAIA" means the Promotion of Access to Information Act, 2 of 2000, including the PAIA regulations, as amended from time to time;

"Personal Information" means information relating to an identified, or identifiable, living natural person and, where applicable, an identifiable existing juristic person as contemplated in the POPIA;

"Personnel" means all partners, directors, officers, employees, individual contractors and other personnel of Potch Storage Pty Ltd;

"POPIA" means the Protection of Personal Information Act, 4 of 2013, including the POPIA regulations, as amended from time to time;

"Processing" means any operation, activity or set of operations, whether or not by automated means, concerning Personal Information as contemplated in the POPIA;

"Private Body" means any former or existing juristic person, as contemplated in the Act and POPIA;

"Record" means a record as contemplated in PAIA and includes Personal Information;

"Requester" means, in relation to a Private Body,

- i. any person, including, but not limited to, a public body or an official thereof, making a request for access to a Record of that Private Body; or
- ii. a person acting on behalf of such person as contemplated in the Act;

"Responsible Party" means a public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information as contemplated in the POPIA;

"Regulator" means Information Regulator

3 Purpose Of PAIA Manual

The purpose of this Manual is to ensure that Potch Storage Pty Ltd complies with the provisions of the Promotion of Access to Information Act, 2 of 2000 (PAIA). This Manual provides guidance on how members of the public, including clients, employees, and other stakeholders, can request access to records held by [Company Name], in accordance with their rights under the Act.

It sets out the types of records that are available, the procedures for requesting access, the grounds on which access may be granted or refused, and the responsibilities of Potch Storage Pty Ltd in processing such requests. This Manual is intended to effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA, in order for them to exercise their rights in relation to public and private bodies.

By providing this Manual, Potch Storage Pty Ltd demonstrates its commitment to upholding the constitutional right of access to information and to fostering an environment of openness and good governance.

This PAIA Manual is useful for the public to –

- a. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- b. 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;
- c. know the description of the records of the body which are available in accordance with any other legislation;
- d. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- e. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- f. know if the 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;
- g. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- h. know the recipients or categories of recipients to whom the personal information may be supplied;

- i. know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- j. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4 Key contact details for access to information of the Private Body:

4.1 Information Officer:

Name: Mrs Schnetler
Telephone No: 076 127 0188
E-mail: info@potchstorage.com

4.2 Access to information general contacts

Email: info@potchstorage.com

4.3 Head Office:

Postal Address: 142 Oudedorp, Potchefstroom, 2531
Physical Address: 142 Oudedorrrp, Potchefstroom, 2531
Telephone No: 076 127 0188
E-mail: info@potchstorage.com
Website: <https://www.potchstorage.com/index.html>

5 Guide On How To Use PAIA And How To Obtain Access To The Guide

- 5.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated, and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2 The Guide is available in each of the official languages and in braille.
- 5.3 The aforesaid Guide contains the description of-
 - 5.3.1 the objects of PAIA and POPIA;
 - 5.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of
 - 5.3.2.1 the Information Officer of every public body, and
 - 5.3.2.2 every Deputy Information Officer of every public and private body

designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA;²

- 5.3.3 the manner and form of a request for–
 - 5.3.3.1 *access to a record of a public body contemplated in section 11³; and*
 - 5.3.3.2 *access to a record of a private body contemplated in section 50⁴;*
- 5.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 5.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
- 5.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging–
 - 5.3.6.1 *an internal appeal;*
 - 5.3.6.2 *a complaint to the Regulator; and*
 - 5.3.6.3 *an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;*
- 5.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of

¹ Section 17(1) of PAIA– For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA– Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA– A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA– A requester must be given access to any record of a private body if–

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁵ Section 14(1) of PAIA– The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA– The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA– The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA– The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

categories of records by a public body and private body, respectively;

5.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

5.3.10 the regulations made in terms of section 92¹¹.

5.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

5.5 The Guide can also be obtained-

5.5.1 upon request to the Information Officer;

5.5.2 from the website of the Regulator (<https://info regulator.org.za/>).

5.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours - In English and Afrikaans.

6 Categories Of Records Of The Private Body Which Are Available Without A Person Having To Request Access Having To Request Access

Category of records	Types of the Record	Available on Website	Available upon request
Company Information	Company profile, ownership details, physical and postal addresses, trading name(s), store locations, contact details, and business hours	✓	✓
Products and Services	Product catalogues, price lists (where applicable),	✓	✓

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.

	promotions, sales terms and conditions, and warranty information		
Rewards / Loyalty Programme Information	Programme terms and conditions, member benefits, enrolment process, points earning and redemption rules, privacy notice relating to member data		✓
Policies	Privacy Policy, POPIA Compliance Statement, Code of Conduct, Customer Service Policy, Returns and Refund Policy, and Data Retention Policy		✓
Financial and Commercial Information	Standard credit application forms, supplier terms and conditions, and publicly available financial statements (if any)		✓
Supplier and Business Partner Information	Supplier registration requirements, procurement guidelines, and business partner compliance standards		✓
Contact Channels	Customer care contact details, email addresses, telephone numbers, and online enquiry forms	✓	✓
Regulatory & Compliance Records	Business registration certificates, VAT registration number, B-BBEE certificate, and other applicable retail and consumer protection compliance documentation		✓

7 Description Of the Records of The Private Body Which Are Available In Accordance With Any Other Legislation

Category of records	Types of the Record
Memorandum of Incorporation / Founding Documents	Records maintained in terms of the Companies Act 71 of 2008 or Close Corporations Act 69 of

	1984, including registration certificates, incorporation documents, amendments, and CIPC filings.
PAIA Manual	Maintained and made available in accordance with the Promotion of Access to Information Act 2 of 2000 (PAIA).
Tax and Financial Records	Records kept in compliance with the Income Tax Act 58 of 1962, Value-Added Tax Act 89 of 1991, and Tax Administration Act 28 of 2011, including VAT submissions, PAYE and UIF records, annual financial statements, and correspondence with SARS.
Employee and Employment Records	Maintained under the Basic Conditions of Employment Act 75 of 1997 (BCEA), Labour Relations Act 66 of 1995 (LRA), Employment Equity Act 55 of 1998, and Occupational Health and Safety Act 85 of 1993 (OHSA). Includes employment contracts, time-and-attendance records, disciplinary actions, leave records, training and skills-development data, and payroll information.
Supplier and Procurement Records	Maintained in accordance with the Companies Act 71 of 2008, Consumer Protection Act 68 of 2008 (CPA), and National Credit Act 34 of 2005 (NCA), including supplier agreements, purchase orders, invoices, B-BBEE certificates, and correspondence.
Customer and Rewards / Loyalty Programme Records	Maintained under the Consumer Protection Act 68 of 2008, Electronic Communications and Transactions Act 25 of 2002 (ECTA), and Protection of Personal Information Act 4 of 2013 (POPIA). Includes customer account details, rewards-programme enrolment data, points and redemption history, marketing preferences, and related correspondence.
Sales and Inventory Records	Maintained in terms of the Consumer Protection Act 68 of 2008 and Companies Act 71 of 2008, including sales invoices, credit and debit notes, stock movement reports, and pricing documentation.
Legal and Contractual Records	Held in accordance with the Companies Act 71 of 2008 and other applicable legislation. Includes lease agreements, service contracts, confidentiality agreements, terms and conditions of sale, and legal correspondence.

Workplace Health, Safety, and Environmental Records	Maintained under the Occupational Health and Safety Act 85 of 1993, Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA), and related regulations. Includes risk assessments, incident reports, safety audits, and environmental compliance records.
Insurance and Risk-Management Records	Maintained under the Short-Term Insurance Act 53 of 1998 and Financial Sector Regulation Act 9 of 2017, including policy documents, claims records, and correspondence with insurers.
B-BBEE and Regulatory Compliance Records	Maintained in accordance with the Broad-Based Black Economic Empowerment Act 53 of 2003, Companies Act 71 of 2008, and other applicable statutes. Includes verification certificates, annual submissions, and compliance documentation.
Contact Form Submissions	Maintained in accordance with POPIA 4 of 2013, including messages, email addresses, and phone numbers.
Cookie and Website Usage Data	Maintained in accordance with POPIA 4 of 2013 and e-Commerce regulations, including IP addresses, device/browser information, session logs, and consent records.

8 Description Of The Subjects On Which The Body Holds Records And Categories Of Records Held On Each Subject By the Private Body

Subjects on which the body holds records	Categories of records
Category of Records	Types of Records / Examples
Strategic Documents, Plans, and Proposals	Annual reports, business plans, sales and marketing strategies, risk assessments, business development proposals, and retail expansion plans.
Human Resources Records	HR policies and procedures, job advertisements, employee contracts, disciplinary and grievance records, performance appraisals, payroll and benefits records, leave applications, training and skills development records, and health and safety documentation.
Customer and Rewards Programme Records	Customer registration forms, loyalty/rewards programme enrolment records, purchase and transaction history, points and redemption data, marketing preferences, and correspondence

	with customers.
Supplier and Procurement Records	Supplier agreements, purchase orders, invoices, proof of delivery, supplier compliance documents (e.g., B-BBEE certificates, tax clearance), and correspondence with suppliers and service providers.
Operational Records	Stock and inventory records, pricing and promotions documentation, quality control procedures, internal audit reports, product safety and labelling compliance documents, and risk management reports.
Legal and Compliance Records	Service agreements, lease contracts, non-disclosure agreements, Consumer Protection Act and POPIA compliance documentation, statutory filings, company registrations, and correspondence related to legal or regulatory matters.
Complaints and Dispute Records	Consumer complaints, supplier or customer dispute correspondence, investigations, outcomes, and feedback records.
Website Users / Visitors	Contact form submissions, newsletter sign-ups, IP addresses, device/browser info, cookie consent records, pages visited.

9 Processing Of Personal Information

9.1 Purpose of processing personal information

Categories of Data Subjects	Purpose for processing Personal Information
Clients	- To process purchases, orders, and product returns. - To enroll, manage, and administer participation in rewards or loyalty programs. - To verify customer identity and prevent fraud. - For billing, invoicing, refunds, and payment processing. - To communicate regarding promotions, new products, and service updates (with consent). - To manage customer relationships and after-sales support. - To comply with applicable legal and regulatory requirements (e.g., Consumer Protection Act, POPIA, Electronic Communications and Transactions Act, Financial Intelligence Centre

	Act, where relevant).
Rewards / Loyalty Programme Members	- To register and manage membership accounts. - To track purchases and calculate reward points or benefits. - To communicate programme updates, promotional offers, and account information. - For marketing, analytics, and customer preference management (with consent). - To comply with data protection, financial, and consumer legislation.
Service Providers / Suppliers	- To evaluate, engage, and manage suppliers and contractors. - For payment, accounting, and tax purposes. - To ensure compliance with contractual, legal, and regulatory obligations (e.g., Companies Act, B-BBEE Act, Tax Administration Act). - To maintain supplier and service-provider databases for procurement purposes. - To manage performance, resolve disputes, and retain records of engagements
Employees	- For recruitment, background checks, and verification of qualifications. - To administer employment contracts, payroll, leave, and benefits. - To comply with Labour Relations Act, Basic Conditions of Employment Act, Occupational Health and Safety Act, UIF, and Skills Development legislation. - For employee wellness, training, and performance management. - For internal health, safety, and disciplinary purposes. - To maintain emergency contact and next-of-kin detail
Job Applicants	- To process job applications and assess candidate suitability. - To conduct reference checks and maintain recruitment records. - To comply with employment equity and fair recruitment obligations.
Website Users / Visitors	- Respond to inquiries submitted via "Contact Me" forms. - Send updates, newsletters, or promotional information (where consent is given).

	- Analyse website usage to improve services. - Personalise content and ensure website security. - Maintain records for POPIA compliance.
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9.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto.

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Full names, ID or passport numbers, contact details (addresses, emails, telephone numbers), demographic information, purchase history, product preferences, payment and billing information, bank details (where applicable), loyalty or rewards programme details (e.g., membership number, points balance, redemption history), communication preferences, and correspondence.
Rewards / Loyalty Programme Members	Full names, ID numbers, contact information, membership details, points and transaction history, preferences, marketing opt-in/opt-out records, account login credentials (if applicable), and related correspondence.
Service Providers / Suppliers	Business or trading names, registration and VAT numbers, contact person details, email addresses, telephone numbers, physical and postal addresses, bank account details, invoices, contracts and service agreements, B-BBEE certificates, tax clearance certificates, proof of delivery, insurance and indemnity documents, and correspondence.
Employees	Full names, ID numbers, contact details, residential and postal addresses, marital status, next-of-kin or emergency contact details, CVs, qualifications, training records, employment history, employment contracts, tax and UIF numbers, bank details, medical aid or pension information, disciplinary records, performance appraisals, and demographic data (e.g., race, gender, employment equity data).
Job Applicants	Names, contact details, ID numbers, CVs, academic qualifications, employment history, references, and correspondence during the recruitment process.
Business Visitors / Contractors	Full names, company names, contact details, vehicle registration details, and visitor logs for site

	access and safety purposes.
Website Users / Visitors	Full name, contact details (email, phone), messages submitted via forms, IP addresses, device/browser information, session times, cookie preferences, pages visited, newsletter subscription status.

9.3 The recipients or categories of recipients to whom the personal information may be supplied.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Customer and Rewards / Loyalty Programme Information	Payment processors, banks, delivery and courier service providers, loyalty/rewards programme partners, marketing service providers (where consent has been given), and regulatory or consumer protection authorities (where legally required).
Customer Financial and Billing Information	Commercial banks, payment gateways, accounting service providers, auditors, tax authorities (SARS), and authorised employees for billing and refunds.
Supplier and Service Provider Information	Internal procurement and finance teams, auditors, financial institutions, tax authorities (SARS), and relevant regulators for verification or compliance purposes.
Employee and Payroll Data	South African Revenue Service (SARS), Department of Employment and Labour, Unemployment Insurance Fund (UIF), Compensation Fund, pension or provident fund administrators, medical aid providers, and payroll service providers.
Human Resources and Employment Records	Regulatory and statutory bodies (e.g., Department of Labour, CCMA if applicable), training and development institutions, and external consultants or service providers engaged for HR or compliance purposes.
Criminal and Credit Check Information (where applicable)	Credit bureaus, law enforcement agencies, or background screening service providers, where legally required or consented to.
Insurance and Risk Management Records	Insurers, brokers, loss adjusters, and legal representatives handling claims or risk assessments.

Legal, Contractual, and Compliance Documentation	Legal advisors, auditors, statutory bodies (e.g., Companies and Intellectual Property Commission, National Credit Regulator, Consumer Goods and Services Ombud), and courts or tribunals where disclosure is legally required.
Complaints and Dispute Information	Internal management, dispute resolution bodies, consumer complaint ombuds, regulatory authorities, insurers, and legal representatives involved in resolving disputes.
Marketing and Communication Data	Marketing agencies, digital communication service providers, and rewards programme partners – only where consent has been provided by the data subject in accordance with POPIA.
Contact Form Submissions	Internal staff handling inquiries, authorised CRM/email service providers.
Website Usage / Cookies	Internal analytics team, web hosting providers, authorised analytics platforms.
Newsletter / Marketing Data	Email marketing platforms, internal marketing staff, CRM systems.

9.4 Planned transborder flow of personal information.

We do not currently transfer any personal information across the borders of the Republic of South Africa.

9.5 The Potch Storage Pty Ltd continuously establishes and maintains appropriate, reasonable technical and organisational measures by taking appropriate, reasonable technical and organisational measures to prevent–

- 9.5.1 loss of, damage to or unauthorised destruction of personal information; and
- 9.5.2 unlawful access to or processing of personal information.

9.6 The Potch Storage Pty Ltd has taken reasonable measures to:

- 9.6.1 identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control;
- 9.6.2 establish and maintain appropriate safeguards against the risks identified;
- 9.6.3 regularly verify that the safeguards are effectively implemented; and
- 9.6.4 ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

9.7 Measures taken by the Regulator includes, amongst others:

- 9.7.1 Access Control;
- 9.7.2 Data Encryption;
- 9.7.3 Defensive Measures;
- 9.7.4 Robust Monitoring, Auditing and Reporting capabilities;

- 9.7.5 Data Backups;
- 9.7.6 Anti-virus and Anti-malware Solutions;
- 9.7.7 Awareness and Vigilance; and
- 9.7.8 Agreements are concluded with Operators to implement security controls.

10 Request procedure to obtain access to records held by the Private Body

- 10.1 To access records held by Potch Storage Pty Ltd, the requester must complete Form 2 (Annexure B) and submit it, along with the required request fee and any applicable deposit (as set out in Annexure A), to the Information Officer using the contact details provided.
- 10.2 The form must include enough detail to identify the record;
 - 10.2.1 The requester's identity;
 - 10.2.2 The preferred method of access, and the reason the information is needed to exercise or protect a specific right
- 10.3 Requests submitted on behalf of another person must be accompanied by proof of authority.
- 10.4 Where the requester is unable to complete the form due to illiteracy or disability, the request may be made orally at the address of Potch Storage Pty Ltd.
- 10.5 Upon receipt of the request, the Information Officer will notify the requester of any fees due and will only proceed once payment has been received.
- 10.6 If access is granted, additional fees may apply for reproduction or preparation. In cases where access is denied, any deposit paid will be refunded. The requester will be informed of the outcome within 30 days using Form 3 (Annexure C).

11 Availability Of The Manual

- 11.1 A copy of the manual is available at:
 - 11.1.1 The premises of the Private body as well as on the website of the Private Body.
 - 11.1.2 At the Head Office of Potch Storage Pty Ltd for public inspection during normal business hours
 - 11.1.3 To any person upon request upon the payment of a reasonable prescribed fee.
 - 11.1.4 To the Information Regulator upon request.
- 11.2 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.

12 Updating of the Manual

The head of Potch Storage Pty Ltd will on a regular basis update this manual

Issued by: Mrs Schnetler

ANNEXURE A:

The table below sets out the fees applicable to any request for a record of information held by Potch Storage Pty Ltd:

ITEM	DESCRIPTION	AMOUNT
1.	The request fee payable by every requester	R 140.00
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof
3.	Printed copy of A4-size page	R 2.00 per page or part thereof
4.	For a copy of computer-readable form on:	
	(i) Flash drive (to be provided by the requestor)	R 40.00
	(ii) Compact Disk:	R 40.00
	a. If provided by requester	R 60.00
	b. If provided to the requester	
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	For a copy of visual images	
7.	Transcription of an audio record, per A4-size page	R 24.00
8.	For a copy of audio recording on:	
	(i) Flash drive (to be provided by the requestor)	R 40.00
	(ii) Compact Disk:	R 40.00
	a. If provided by requester	R 60.00
	b. If provided to the requester	
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

ANNEXURE B: 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

(Address)

E-mail address: _____

Fax number: _____

Mark with an "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			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if			

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

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(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)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	

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) *A request fee must be paid before the request will be considered.*
- b) *You will be notified of the amount of the access fee to be paid.*
- 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

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	Facsimile	Electronic communication (Please specify)

Signed at _____ this ____ day of _____ 20 ____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

ANNEXURE B: FORM 3

OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: The Information Officer

Your request dated _____, refers.

1. You requested:

Personal inspection of information 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*) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure A.

OR

2. You requested:

Printed copies of the information (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 information on flash drive (including virtual images and soundtracks)

Copy of information on compact disc drive (including virtual images and soundtracks)

Copy of record saved on cloud storage server

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(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)</i>	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

[illegible]

4. Fees payable with regard to your request:

ITEM	DESCRIPTION	AMOUNT	NUMBER OF PAGES/ITEMS	TOTAL:
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.		
6.	For a copy of visual images			
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00 R 40.00 R 60.00		
9.	To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. Not to exceed a total cost of	R 145.00 R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐

Yes

☐

No

Hours of search		Amount of deposit (<i>calculated on one third of total amount per request</i>)	
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The amount must be paid into the following Bank account:

Name of Bank:

Name of account holder:

Type of account:

Account number:

Branch Code:

Reference No.:

Submit proof of payment to:

Signed at ____this ____day of ____20__

INFORMATION OFFICER