

MANUAL
as prescribed by the provisions of
THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000
and
THE PROTECTION OF PERSONAL INFORMATION ACT, 2013

PREAMBLE

The Promotion of Access to Information Act No. 2 of 2000, ('PAIA') came into operation in November 2001. Section 51 of this Act requires that The Company as a private body compile a manual giving information to the public regarding the procedure to be followed in requesting information from the company for the purpose of exercising or protecting rights. On request, the private body or government is obliged to release such information unless the PAIA Act expressly states that the records containing such information may or must not be released.

The Protection of Personal Information Act, 2013 (the "POPI Act") provides for:

- the promotion the protection of Personal Information processed by public and private bodies;
- certain conditions so as to establish minimum requirements for the processing of Personal Information;
- the establishment of an Information Regulator to exercise certain powers and to perform certain duties
- and functions in terms of the POPI Act and the PAIA Act;
- the issuing of codes of conduct;
- the rights of persons regarding unsolicited electronic communications and automated decision making;
- the regulation of the flow of Personal Information across the borders of the Republic; and
- matters connected therewith.

Section 14 of the Constitution of the Republic of South Africa, 1996, provides that everyone has the right to privacy. The right to privacy includes a right to protection against the unlawful collection, retention, dissemination and use of personal information.

The POPI Act gives Data Subjects the right to, in the prescribed manner, request a Responsible Party to correct or delete Personal Information about the Data Subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of Personal Information about the Data Subject that the Responsible Party is no longer authorised to retain access and/or request the correction or deletion of any Personal Information held about them that may be inaccurate, misleading or outdated.

The Company endorses the spirit of the PAIA and POPI Act and believes that this Manual will assist requesters in exercising their rights. The Act seeks, inter alia, to give effect to the constitutional right of access to any information held by the state or by any other person where such information is required for the exercise or protection of any right.

PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

1. Introduction

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) and Section 17 of the Protection of Personal Information, 2013 ("the Acts"). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right. The reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

2. Contact Details (Section 51(1)(a))

Physical Address:

1st Floor East Wing

The Oval Building,

Wanderers Office Park, 52 Corlett Drive,

Illovo, Johannesburg

Telephone number: 010 140 5000

Website: <https://iotel.io>

E-mail: robert@iotel.io

The designated Data Officer of the Company is Robert Cornforth
He may be contacted at the above contact details.

3. Section 10 Guide (Section 51(1)(b))

The Guides on how to use the various Acts is available from the South African Human Rights Commission.

Please direct any queries to:

The South African Human Rights Commission, PAIA Unit , The Research and Documentation Department

Postal Address: Private Bag 2700, Houghton, 2041

Telephone: +27 (11) 484 8300

Fax: +27 (11) 484 0582

Human Rights Advice Line: 086 012 0120

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.co.za

The Human Rights Commission has been tasked with the administration of the PAIA Act. Section 10 of the PAIA Act requires the South African Human Rights Commission (SAHRC) to publish a guide which is intended to assist users in the interpretation of the PAIA Act and how to access the records of private and public bodies and the remedies available in law regarding a breach of any of the provisions of the PAIA Act.

The guide will contain the following information:

- The objects of the Act;
- Particulars of the information officer of every public body;
- Particulars of every private body as are practicable;
- The manner and form of a request for access to information held by a body;
- Assistance available from both the information officers and the SAHRC in terms of this Act;
- All remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal
- and a court application;
- Schedules of fees to be paid in relation to requests for access to information;
- Regulations made in terms of the Act.

Copies of this guide are available from SAHRC. Enquiries regarding the Guide and relating to the person's rights and in particular their right to access information from a private or public body can be addressed to the SAHRC, the contact details of which are as follows:

The South African Human Rights Commission PAIA (Promotion of Access to Information Act) Unit
 Research and Documentation Department
 Private Bag 2700
 Houghton
 2041

Telephone Number : +27 (11) 484 8300/ +27 11 877 3600

Fax : +27 (11) 484 7146/ +27 11 403 0625

Email : PAIA@sahrc.org.za/ section51.paia@sahrc.org.za

Website : <http://www.sahrc.org.za>

4. Records available in terms of other legislation

Basic Conditions of Employment Act No.75 of 1997

Compensation of Occupational Injuries and Diseases Act No.130 of 1993

Labour Relations Act No.66 of 1995

Employment Equities Act No.55 of 1998

Skills Development Levies Act No.9 of 1999

Promotion of Access to Information Act No.2 of 2000

Company documentation: availability determined upon request

Departmental records: availability determined upon request

Marketing agreements: availability determined upon request

Financial documentation: availability determined upon request

Employment contracts: availability determined upon request

Trademark documentation: availability determined upon request

Domain name registrations: availability determined upon request

Internal policies and procedures: availability determined upon request

Personnel records: availability determined upon request

Customer records: availability determined upon request

6. Access to records held by IOTEL

Form of request

- a. The requester must use the prescribed form to make the request for access to a record. This request must be made to the Information Officer at IOTEL (the Information Officer is duly authorised to deal with requests). This request must be made to the address, fax number or e-mail address as set out in Section 2 above.
- b. The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester must indicate which form of access is required. The requester must indicate any other manner to be used by IOTEL to inform the requester of the outcome, and must state these particulars.
- c. The requester must identify the right that is to be exercised or protected, and provide an explanation of why the requested record is required for the protection or exercise of that right.
- d. If, in addition to a written reply from IOTEL, the requester wishes to be informed of a decision in respect of the request, the requester must provide IOTEL with the manner in which this response is to take place and the relevant contact details.
- e. If the request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request, to the satisfaction of IOTEL.

7. Availability of the Section 51 manual

A copy of this manual is available for inspection upon request at the offices of IOTEL (as set out in Section 2 above). A copy of the manual is also available for downloading on www.iotel.io or by sending a request for a copy to the Information Officer by email. This Manual will be updated from time to time, as and when required.

8. Prescribed fees payable in respect of requests

The following applies to requests (other than personal requests)

A requester is required to pay the prescribed fee of R50,00, before a request may be processed; If the preparation of the record requested requires more than the prescribed hours (six hours), a deposit shall be paid to IOTEL (the deposit shall not be more than one third of the access fee which would be payable if the request were granted); A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit; Records may be withheld by IOTEL until the appropriate fees have been paid; The fee structure in respect of records held by IOTEL is available on request.

POPI

Section 17 of POPI Act requires the IOTEL Information Officer to maintain a record of all processing operations (or activities or functions) under its responsibility in a PAIA manual.

The Company uses the Personal Information under its care in the following ways:

- Rendering service according to instructions given by clients
- Staff administration
- Keeping of accounts and records
- Complying with tax laws

IOTEL holds the following personal information:

- Staff personnel records and issues relating to Human Resources Management, salaries, wages benefits and taxation
- Client information, including client banking and contact information.
- Product generated information including call data records and SMS records. None of these records (with one exception) contain any personal information which identify and individual) and are accordingly not personal information.
- The one exception is certain SMS content which may contain an individual's name. This information is processed by IOTEL and is kept in secure encrypted databases.

A detailed list of audited documents is available from the company upon request.

How all of this data is processed, utilised and stored is also available from the company upon request.

AUDIT

Audit – a thorough and comprehensive audit has been conducted on all personal data in the possession of the company and the Information Officer is satisfied with all security measures relating thereto.

IOTEL requires all of its customers sending electronic communications to comply with POPI.

Actual or Planned Trans border Flows of Personal Information

The Company may transfer data trans-border in order to store data with third party cloud storage providers. If it does so it will ensure it has complied with all of the relevant requirements of the various Acts and/or obtained the permission of all data subjects.

General Description of Information Security Measures

The Company employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include:

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control;
- Secure setup of hardware and software making up the IT infrastructure;
- Secure encrypted databases
- Outsourced Service Providers who process Personal Information on behalf of the Company are contracted to implement security controls.

Categories Of Records Held by The Company: Personal Information Purpose of Processing

The Company uses the Personal Information under its care in the following ways: -
Rendering service according to instructions given by suppliers, customers, clients, directors, shareholders, staff, contractors, and the keeping of accounts and records and complying with tax laws and other legal requirements.

Details may include, inter alia, for both Natural and Juristic persons who are Shareholders, Directors, Staff, Contractors, Customers, Suppliers, Advisors etc

- Entities Names
- Names and details of contact persons;
- Name of Legal Entity;
- Physical and Postal address and contact details;
- Financial information;
- Registration Number;
- Founding documents;
- Tax related information;
- authorised signatories,
- beneficiaries,
- ultimate beneficial owners
- emails
- personnel information

POPI Data Requests

All data requests are to be submitted to the Data Officer who shall provide and/or refuse such date, upon compliance with all requested requirements within 7 days.

Should the data officer refuse any request, the requestor may submit an appeal to any Director of the Company within seven days.

The Director must rule upon such request within seven days of receipt of such appeal request.

As such, the decision made by the Director pertaining to a request is final, and requestors will have to exercise such external remedies at their disposal if a request is refused, and the requestor is not satisfied with the response provided by the information officer.

Refusal

THE COMPANY has the right to refuse access to information on legal grounds as set out in POPIA and in PAIA which may, inter alia, be on one or more of the following grounds:

- Mandatory protection of the personal information, special personal information or privacy of a third party who is a natural person (including children), if such disclosure would involve the unlawful or unreasonable disclosure of Personal Information about a third party, including a deceased individual or child, subject to the provisions of section 63 (2) of PAIA or any section or regulation of POPIA.
- Mandatory protection of the personal, confidential or commercial information of the third party (which may be a natural person or legal entity), if the record contains:
 - Trade secrets of that party;

- o Financial, commercial, scientific or technical information which disclosure could likely cause harm
 - o to the financial or commercial interest of that party;
 - o Information disclosed in confidence by the third party to THE COMPANY if the disclosure could put the
 - o third party to a disadvantage in negotiations or commercial completion.
 - o Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of certain confidential information of third party, where the head of a private body must refuse a request for access to a record of the body if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.
 - Mandatory protection of the safety of individuals and the protection of property, where such disclosure could endanger the life or physical safety of an individual, or prejudice or impair the security of:
 - a building, structure or any system
 - a means of transport, or
 - any other property.
 - Mandatory protection of records which could be regarded as privileged in legal proceedings, unless the legal privilege has been waived;
 - Mandatory protection of records and information as laid out in the National Key Point Act;
 - Commercial information of private body, in that a request for access to a record may be refused if th record contains:
 - o trade secrets, financial, commercial, scientific or technical information of the institution, which
 - o disclosure, could likely cause harm to the financial or commercial interest of the institution;
 - o Information which, if disclosed could prejudice or put the institution at a disadvantage in
 - o negotiations or commercial competition; and
 - o A computer program which is owned by the institution and which is protected by copyright.
 - Mandatory protection of research information of the institution. A request will be refused if this disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the researcher at a serious disadvantage.
 - Mandatory disclosure in public interest. Despite any of the protections mentioned above, the Director of the Company shall grant a request for access to a record if:
 - o the disclosure of the record would reveal evidence of-
 - a substantial contravention of, or failure to comply with, the law; or
 - imminent and serious public safety or environmental risk; and
 - b. the public interest in the disclosure of the record clearly outweighs the harm contemplated in the provision in question.

- If disclosure of the record would prejudice or impair the security of property or means of transport;
- If disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- Disclosure of the record would put the Company at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- The record is a computer programme; and the record contains information about research being carried out or about to be carried out on behalf of a third party or the Company.

External Remedies

A requestor that is dissatisfied with the Director's refusal to disclose information, may within 30 days of notification of the decision, apply to a court for relief.

Likewise, a third party dissatisfied with the Director'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, courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

List of Applicable Legislation Records

List of Applicable Legislation Records of the Company's and other legal entities in which the Company has a direct controlling interest or an indirect controlling interest through its subsidiaries) may be kept by or on behalf of the Company in accordance with the following legislation (some of which legislation may not be applicable to the Company), as well as with other legislation that may apply to the Company and/or its subsidiaries from time to time:

- Basic Conditions of Employment Act 57 of 1997
- Broad-based Black Economic Empowerment Act 53 of 2003 Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Copyright Act 98 of 1978 Currencies and Exchanges Act 9 of 1993
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Financial Intelligence Centre Act 38 of 2001 Date: 20 November 2020
- Financial Institutions (Protection of Funds) Act 28 of 2001
- Financial Services Board Act 97 of 1990 Income Tax Act 58 of 1962
- Inspection of Financial Institutions Act 80 of 1998
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002
- Prevention of Organised Crime Act 121 of 1998 Prevention and Combating of Corrupt Activities Act 12 of 2004
- Promotion of Access to Information Act 2 of 2000
- Protected Disclosures Act 26 of 2000

- Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004
- Skills Development Act 97 of 1998
- Skills Development Levy Act 9 of 1999
- Securities Transfer Tax Act 25 of 2007
- Securities Transfer Tax Administration Act 26 of 2007
- Trade Marks Act 194 of 1993
- Trust Property Control Act 57 of 1988
- Unemployment Insurance Act 30 of 1966
- Unemployment Insurance Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991

Availability Of The Manual

The manual is available for inspection, on reasonable prior notice, at the office of the company free of charge.

Copies of the manual of the Company are also available from the SAHRC.

Relevant forms follow hereafter

**ANNEXURE "A":
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

**FORM C
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]**

1. PARTICULARS OF PRIVATE BODY

The Head:

.....
.....
.....
.....

2. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- | |
|--|
| <p>a. The particulars of the person who requests access to the record must be given below.
b. The address and / or email 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.</p> |
|--|

Full names and surname:

.....

Identity Number:

.....

Postal Address:

.....

.....

.....

Telephone / Mobile Number:

.....

Email Address:

.....

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

.....
.....
.....

3. PARTICULARS OF PERSON ON WHOSE BEHALF THE 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:

.....

4. 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 requestor 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 the record:

.....
.....
.....

5. 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 the 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:

.....

6. 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:

.....

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 to 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:			
<input type="checkbox"/>	Copy of record*	<input type="checkbox"/>	Inspection of record
2. If record consists of visual images (includes photographs, slides, video recordings, computer-generated images, sketches etc.)			
<input type="checkbox"/>	View the images	<input type="checkbox"/>	Copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	Transcript of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	Listen to the soundtrack (audio cassette)	<input type="checkbox"/>	Transcript of soundtrack* (written or printed document)

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PAIA & POPI MANUAL**

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* (CD/DVD)	
* If you requested a copy of transcription of a record above, do you wish the copy or transcription to be posted to you? Postage is payable.				YES	NO

7. 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:

8. 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 of20

.....
**SIGNATURE OF REQUESTER/PERSON
ON WHOSE BEHALF REQUEST IS MADE**

ANNEXURE "B": EXPLANATORY NOTE ON FEES TO BE CHARGED

AN EXPLANATORY NOTE ON FEES TO BE CHARGED BY A PRIVATE BODY WHEN GRANTING A REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000.

The fees chargeable by private bodies are contained in Part III of Annexure "A" of the Regulations. A copy of Part III is attached for your convenience. The present charges are as follows:

1. COPIES OF A MANUAL

Should an individual require a copy of the private body's manual, a fee of R1.10 is chargeable for every photocopy of an A4 page or part thereof.

2. REPRODUCTION FEES

Reproduction fees apply to obtaining copies or transcriptions of information which is automatically available from the private body. The fees are listed in paragraph 2 of Part III of Annexure "A" to the regulations.

3. ACCESS FEES

Access fees are chargeable for copies or transcriptions of information requested under this Act. The fees are listed in paragraph 4 of Part III of Annexure "A" to the regulations.

4. OTHER FEES

- 4.1 A request fee of R50,00 is payable by a requester who is seeking access to a record containing information which is not personal to the requester. See paragraph 6 of Part I of this Work.
- 4.2 A search fee may be charged at a rate of R30,00 per hour or part thereof for searching and preparing the record for disclosure provided such time was reasonably required for that purpose.
- 4.3 If the request is not limited to records containing information which is personal to the requester and if the head of the private body is of the opinion that the time taken to give effect to the request will exceed six hours the requester can be called upon to pay a deposit of not more than one third of an estimate of the access fee which will become payable.
- 4.4 If a copy of a record is posted to a requester, the requester is obliged to pay the actual postage payable.

PART III – FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9 (2) (c) is R1, 10 for every photocopy of an A4-sized page or part thereof.

2. The fees for reproduction referred to in regulation 11 (1) are as follows:

	R
a. For every photocopy of an A4-sized page or part thereof	R1,10
b. For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	R0,75
c. For a copy in a computer-readable form on compact disc	R70,00
d. (i) For a transcription of visual images, for an A4-sized page or part thereof	R40,00
(ii) For a copy of visual images	R60,00
e. (i) For a transcription of an audio records, for an A4-sized page or part thereof	R20,00
(ii) For a copy of an audio record	R30,00

2.1 The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2) is

R50,00

3. The access fees payable by a requester referred to in regulation 11 (3) are as follows:

	R
1. (a) For every photocopy of an A4-sized page or part thereof	R1,10
(b) For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	R0,75
(c) For a copy in a computer-readable form on compact disc	R70,00
(d) (i) For a transcription of visual images, for an A4-sized page or part thereof	R40,00
(ii) For a copy of visual images	R60,00
(e) (i) For a transcription of an audio records, for an A4-sized page or part thereof	R20,00
(ii) For a copy of an audio record	R30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

2. For purpose of Section 54 (2) of the Act, the following applies:
(a) Six hours as the hours to be exceeded before a deposit is payable; and
(b) One third of the access fee is payable as a deposit by the requester.

3. The actual postage is payable when a copy of a record must be posted to requester.

FORM 1

Objection to The Processing of Personal Information in Terms of Section 11(3) Of The Protection of Personal Information Act, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 2(1)]

Note:

1. Affidavits or other documentary evidence in support of the objection must be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference Number....

A		DETAILS OF DATA SUBJECT	
Name and surname of data subject:			
Residential, postal or business address:			
			Code ()
Contact number(s):			
Fax number:			
E-mail address:			
B		DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party (if the responsible party is a natural):			
Residential, postal or business address:			
			Code ()
Contact number(s):			
Fax number:			
E-mail address:			
Name of public or private body (if the responsible party is not a natural person):			
Business address:			

FORM 2
REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR
DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE
PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 3(2)]

Note:

1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number....

Mark the appropriate box with an "x":

Request for:

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A DETAILS OF THE DATA SUBJECT	
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party (<i>if the responsible party is a natural person</i>):	
Residential, postal or business address:	

**ANNEXURE "E":
WITHDRAWAL OF CONSENT NOTICE TO PROCESS PERSONAL INFORMATION**

FORM 3

**REQUEST FOR WITHDRAWAL OF CONSENT TO PROCESS PERSONAL INFORMATION IN TERMS OF
SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)**

Note:

1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number....

I wish to withdraw my consent for the collection, use and disclosure (processing) of personal information provided to your company for:

Mark the appropriate box with an "x":

Request for:

All the purposes I had provided my consent for; *or*

For only the following purposes:

State the purpose of withdrawal to be applied to:

.....

.....

I fully understand and agree that the withdrawal of my consent to any or all purposes – depending on the nature of my request – may result in the responsible party not being in a position to continue to provide services, products etc. to me.

A	DETAILS OF THE DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	

