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PAIA and POPIA MANUAL

THIS MANUAL WAS PREPARED IN ACCORDANCE WITH SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT, 2000 AND TO ADDRESS
REQUIREMENTS OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013

This manual applies to Christel House South Africa Registration Number
2001/012349/08 ("CHSA" or the "Organisation")

Date 01/07/2021

Copy of the manual is available for inspection at the Organisation's place of work and is
available on the Organisation's website at <https://sa.christelhouse.org/>

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1. INTRODUCTION

Christel House South Africa (CHSA) is a non-profit organisation that primarily provides educational services and is governed by the provisions of the South African Schools Act of 1996. With regards to the Promotion of Access to Information Act 2 of 2000 (PAIA), CHSA is classified as a “private body” and is required to publish this information records manual. The information records manual aims to inform individuals on the procedures to follow to exercise their rights to request access to information held by a private body in terms of PAIA as well as the provisions relating to the processing of personal information in terms of the Protection of Personal Information Act 4 of 2013 (POPIA).

2. CONTACT DETAILS

2.1. CHSA Details:

Name of body: Christel House South Africa

Registration Number: 2001/012349/08

Physical/Postal Address: Swallowcliffe Drive
Ottery
Cape Town
South Africa
7800

Telephone Number: +27 21 704 9400

Website: <https://sa.christelhouse.org/>

2.2. Information Officer’s Details

Name: Adrienne Marais

Physical/Postal Address: Swallowcliffe Drive
Ottery
Cape Town
South Africa
7800

Telephone Number: +27 21 704 9400

Email: amarais@sa.christelhouse.org

2.3. Deputy Information Officer’s Details

The Information Officer has delegated their powers to the Deputy Information Officer below in terms of the PAIA Act to handle all requests on the Organisation's behalf and ensure that the requirements of the PAIA Act are administered in a fair, objective and unbiased manner.

Deputy Information Officer: Shereen La Fleur

Physical/Postal Address: Swallowcliffe Drive
Ottery
Cape Town
South Africa
7800

Telephone Number: +27 21 704 9400

Email: slafleur@sa.christelhouse.org

3. THE PROMOTION OF ACCESS TO INFORMATION ACT

PAIA enables all people in South Africa, including non-nationals, constitutional right of access to information held by both private and public bodies (state entities) that is required for the exercise or protection of any rights.

Objectives of PAIA:

- To promote transparency, accountability and effective governance of all public and private bodies
- To assist members of the public to effectively scrutinize and participate in decision making by public bodies
- To ensure that the state promotes a human rights culture and social justice
- To encourage openness
- To establish voluntary and mandatory mechanisms or procedures which give effect to the right of access to information in a speedy, inexpensive and effortless manner

The South African Human Rights Commission ("SAHRC") has created a **guide** on how to use the Promotion of Access to Information Act 2 of 2000 which can be accessed through the following link: [SAHRC PAIA Section 10 Guide 2020 FINAL WEB.pdf](#)

Any questions in this regard should be directed to the SAHRC at:

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

Postal address:

Private Bag 2700

Houghton 2041

Tel: +27 11 887-3803

Fax: +27 11 403-0625

Website: www.sahrc.org.za

E-mail: paia@sahrc.org.za

As of 30 June 2021, the Information Regulator will be taking over the regulatory mandate functions relating to PAIA following a proclamation of sections 110 and 114(4) of POPIA, which provide for amendments of PAIA, and the effective transfer of certain functions currently performed by the South African Human Rights Commission (SAHRC) to the Information Regulator on 30 June 2021.

4. ADDITIONAL LEGISLATION WHICH MAY PERMIT ACCESS TO CERTAIN INFORMATION

In addition to PAIA, the following legislation may create rights and procedures in terms of which you may obtain certain records held by us:

- Basic Conditions of Employment Act 75 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
- Constitution of South Africa Act 108 of 1996
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Finance Act 2 of 2007
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Non-Profit Organisations Act 71 of 1997
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Protection of Personal Information Act 4 of 2013
- Skills Development Act 97 of 1998
- Skills Development Levies Act 97 of 1999
- South African Revenue Service Act 34 of 1997
- South African Schools Act 84 of 1996
- Unemployment Insurance Act 63 of 2001
- Value Added Tax 89 of 1991

The list of applicable legislation provided above was compiled to the best of our ability however, it may be incomplete. If it comes to CHSA's attention that new legislation, or existing legislation that has been omitted, allows a requester to access on a basis other than that set out by PAIA, the list above will be updated accordingly.

5. RECORDS HELD BY CHSA

- 5.1. Finance and Taxation
 - Policies and Procedures
 - Accounting Records
 - Annual Financial Statements
 - Audit Reports
 - Capital Expenditure Records
 - Investment Records
 - Invoices and Statements
 - Management Reports
 - Purchasing Records
 - Sale and Supply Records
 - Tax Records and Returns
 - Transactional Records
- 5.2. Human Resources
 - Education and Training Records
 - Employee Benefit Records
 - Employment Contracts
 - Employee Disciplinary Records
 - Employee Privacy Notices
 - Employee Information
 - Policies and Procedures
 - Leave Records
 - Medical Records
 - Pension and Retirement Funding Records
 - Study assistance scheme/s
 - Tax Returns of employees
 - UIF Returns
- 5.3. Information and Communications Technology
 - Agreements
 - Hardware and Software Packages
 - Policies and Procedures
 - Internal Systems Support and Programming
 - Licenses
 - Operating Systems
- 5.4. Intellectual Property
 - Agreements relating to intellectual property
 - Copyrights

- 5.5. Legal
 - Complaints, pleadings, briefs and other documents pertaining to any actual or pending litigation, arbitration or investigation
 - Material licenses, permits and authorisations
- 5.6. Organisational Affairs and Communications
 - Media Releases
 - Newsletters and Publications
- 5.7. Organisational Secretariat and Governance
 - Applicable Statutory Documents
 - Legal Compliance Records
 - Memoranda of Incorporation
 - Minutes of Board Committee Meetings
 - Policies and Procedures
 - Strategic plans
 - Statutory Returns to Relevant Authorities
- 5.8. School Administration
 - School Code of Conduct
 - Learner Portfolios
 - Learner Academic Records
 - Learner Admissions Status
 - Learner Attendance Records
 - Learner Disciplinary Records
 - Learner Information
 - Learner Consent Forms
 - Learner Privacy Notices
 - School Policy and Procedures
- 5.9. Social Services
 - Admissions Records
 - Medical Records
 - Therapeutic Intervention Reports
- 5.10. Marketing and Fundraising
 - Brochures, Newsletters and Advertising Material
 - Donor Information

6. CHSA'S PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA

6.1. Purposes of processing personal information of data subjects:

- Fulfilling statutory obligations in terms of applicable legislation
- Providing contractually agreed upon educational, health and support services to learners, parents, and alumni.
- Monitoring, maintaining, and managing contractual obligations to clients (learners/parents), employees, directors, suppliers, service providers and other third parties.
- Record keeping, research and statistics used to fulfil business objectives.
- Security and monitoring of assets, employees, learners, parents, and visitors on CHSA's premises.
- Tracking and resolving of complaints, enquiries, and other communications.
- Marketing and fundraising
- Verifying that personal information provided is correct, accurate and up to date.

6.2. Categories of personal information processed

- Learners, alumni members, and parents
- Employees, job applicants, contractors and any representatives, agents of such employees, job applicants and contractors.
- Suppliers, service providers to and vendors of CHSA and employees, agents, representatives, contractors and service providers of such suppliers and service providers.
- Directors of CHSA
- Visitors to CHSA's premises
- Any natural or juristic person that has submitted an enquire, complaint, or any other correspondence to CHSA.

6.3. Nature of the personal information processed

- Race, sex, pregnancy, marital status, national, ethnic or social origin, age, physical or mental health, well-being, disability, religion, belief, culture, language and birth of the data subject.
- Information relating to the education or the medical, financial, criminal or employment history of the data subject.
- Name, Identifying number, e-mail address, physical address, telephone number, online identifier, or other assignment to the data subject.
- Photographic images and videos.
- Biometric information
- Personal opinions, views, or preferences of the data subject
- Confidential correspondence of a data subject
- Views or opinions of another individual about the data subject

6.4. Parties to which personal information may be shared

- Regulatory, statutory and government bodies
- Suppliers, service providers, vendors, clients, agents, and representatives of CHSA
- Employees and directors of CHSA
- Employees of Christel House International (CHI)
- Verification agencies and credit bureau
- Donors
- Banks and other financial institutions

6.5. Transborder flow of personal information

CHSA may transfer personal information of data subjects across borders due to the hosting of some of CHSA's infrastructure being in foreign countries. Personal information may also be shared to other countries, primarily the USA and the United Kingdom where CHSA's larger donors reside, or in the case where CHSA must provide personal information in terms of performing its contractual obligations. Where countries do not have the required privacy legislations in place, CHSA will contractually ensure that recipients comply to the standards set out by POPIA and CHSA's Data Protection Policy.

6.6. Security measures

CHSA has taken all reasonable, appropriate, and necessary measures to ensure the confidentiality, integrity, and availability of personal information. Safeguards include technological as well as organisational and physical measures, and must have due regard to international best practice, specific industry standards or applicable professional rules or regulations. These measures are continuously updated and improved based on risk assessments to protect all personal information under CHSA's control against unlawful or unauthorized processing, destruction, loss, alteration, or access to said personal information.

6.7. Details of the Information Regulator

Physical address:

JD House
 27 Stiemens Street
 Braamfontein
 Johannesburg
 2001

Postal address:

P.O Box 31533

Braamfontein

Johannesburg

2017

Contact details:

General enquiries email: infoereg@justice.gov.za.

POPIA Complaints email: POPIAComplaints.IR@justice.gov.za

PAIA Complaints email: PAIAComplaints.IR.@justice.gov.za

7. SUBMITTING OF REQUESTS IN TERMS OF POPIA

The Protection of Personal Information Act 4 of 2013 provides data subjects with specific rights relating to their personal information and how it is processed. These rights include the following:

- Right to request for confirmation of records held
- Right to request for copies or a description of records held
- Right to request for the correction of personal information
- Right to object to the processing of personal information
- Right to withdraw authorisation

When making a request or exercising one of the above rights the Deputy Information Officer may require you to provide proof of your identification before processing any of the above requests. The Deputy Information officer may also deny a request made if it falls under one or more of the grounds for refusal, highlighted in [section 10](#). Should a request be denied, the Deputy Information Officer will notify you of the grounds for refusal in writing.

7.1. Right to request for confirmation of records held

POPIA entitles data subjects to request that CHSA confirms whether we process any personal information pertaining to the requester. This request can be made, free of charge, by emailing the Deputy Information Officer through the contact details provided in section 2. The Deputy Information Officer will respond to the request in writing within a reasonable period of receiving the request.

7.2. Right to request for copies or a description of records held

POPIA entitles data subjects to request that CHSA provides you with a description or copies of records which contain your personal information, as well as the identity of all third parties or

categories of third parties, who have, or have had, access to such information. This request can be made by completing Form C and emailing the completed form to the Deputy Information Officer through the contact details provided in section 2. The Deputy Information Officer will respond to the request in writing within a reasonable period of receiving the request. The prescribed fees in section 9 will apply.

7.3. Right to object to the processing of personal information

POPIA entitles data subjects to CHSA's processing of personal information if the reason for said processing relates to:

- The protection of a legitimate interest of yours
- The pursuit of CHSA's legitimate interest or those of a third party to which the personal information was supplied, on reasonable grounds relating to your particular situation
- Direct marketing other than direct marketing by means of unsolicited electronic communications

You can lodge an objection in terms of this section by completing and submitting the prescribed form in terms of POPIA, a copy of which has been annexed to this manual as **Form 1**. The form must be submitted either by hand to the Deputy Information Officer at CHSA's physical premises reception, or by email using the contact details listed in Section 2. All requests will be attended to by the Deputy Information Officer as soon as reasonably possible and will provide written confirmation once the requested correction/deletion has been made.

Copies of the forms can also be accessed from the Information Regulator's website (<https://www.justice.gov.za/infoereg/>).

7.4. Right to request for the correction/deletion of personal information

POPIA entitles data subjects to request that CHSA correct or delete personal information about you that CHSA processes which is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or which you believe was obtained unlawfully, or to destroy/delete a record of which you have withdrawn consent to process the personal information.

You can make a request in terms of this section by completing and submitting the prescribed form in terms of POPIA, a copy of which has been annexed to this manual as **Form 2**. The form must be submitted either by hand to the Deputy Information Officer at CHSA's physical premises reception, or by email using the contact details listed in Section 2. All requests will be attended to by the Deputy Information Officer as soon as reasonably possible and will provide written confirmation once the requested correction/deletion has been made.

Copies of the forms can also be accessed from the Information Regulator's website (<https://www.justice.gov.za/infoereg/>).

7.5. Right to withdraw authorisation

If CHSA processes any of your personal information with the legal basis for processing being that you consented thereto, or because it is a requirement of a contract that has been entered to between yourself and CHSA, you may withdraw your consent to the said processing of personal information through written notice to the Deputy Information Officer or, in the case of a contractual relationship, through the prescribed manner in the specific contract. It is important to note that withdrawal of consent in the case of a contractual relationship may result in CHSA being unable to perform our contractual obligations which may result in a repudiation of the contract by you and possibly the termination of your contract.

8. SUBMITTING ACCESS REQUESTS IN TERMS OF PAIA

Information requests which do not relate to your personal information and your rights as set out in POPIA and section 7, must follow the procedure set out in this section.

To submit a request, complete the request form prescribed in terms of PAIA, a copy of which has been annexed to this manual as Form C, and send the form along with any supporting documentation hand to the Deputy Information Officer at CHSA's physical premises reception, or by email using the contact details listed in Section 2.

Please ensure that you have sufficiently provided information in a legible manner in terms of completing the form so that CHSA will reasonably be able to identify:

- The records requested
- The identity of the requester
- Contact information of the requester
- The form of access or reproduction required, should the request be successful
- The right which you are trying to protect or enforce using the requested records.

If there is insufficient space on the prescribed forms to answer a question, additional information can be provided by using an additional folio page and attaching it to the form. This should be done by preceding each answer on the folio with the applicable title of the question.

Disabled or illiterate individuals may approach the Deputy Information Officer in person to make their request verbally. Any requests made on behalf of another individual will require proof of authorisation to do so, to the reasonable satisfaction of the Deputy Information Officer.

Copies of the form can also be accessed from the South African Human Rights Commission website (<https://www.sahrc.org.za/>).

9. FEES AND PAYMENT

9.1. Fees

PAIA entitles CHSA to charge a prescribed fee for all information requests that do not relate to the requesters own personal information. CHSA is entitled to charge a request fee of R50.00 (excluding

VAT), as well as an access and reproduction fee which must be calculated by taking into account the reproduction costs, time spent for searching and preparation of records, and postal costs.

A full breakdown of the prescribed fees can be accessed below (all fees are excluding VAT).

	Description	Rand
1.	Manual fees	
	The fee for a copy of the manual as contemplated in regulation 9(2)(c) - for every photocopy of an A4-size page or part thereof.	1,50
2.	Request fees (N/A for personal requesters)	
2.1	A request fee is payable upfront where a requester submits a request for access to information on anybody else other than a requestor.	50,00
3.	Reproduction fees	
3.1	For every photocopy of an A4-size page or part thereof	1,50
3.2	For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	1,30
3.3	For a copy in a computer readable form on -	
3.3.1	Compact disc	70,00
3.3.2	USB stick	70,00
3.4.1	For a transcription of an audio record, for an A4-size page or part thereof	20,00
3.4.2	For a copy of an audio record	30,00
3.5.1	For a transcription of visual images, for an A4-size page or part thereof	30,00
3.5.2	For a copy of visual images	60,00
4.	Access fees	
	The applicable fees which will be payable are:	
4.1	For every photocopy of an A4-size page or part thereof	1,50
4.2	For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	1,30
4.3	For a copy in a computer readable form on -	
4.3.1	Compact disc	70,00
4.3.2	USB stick	70,00
4.4.1	For a transcription of an audio record, for an A4-size page or part thereof	20,00
4.4.2	For a copy of an audio record	30,00
4.5.1	For a transcription of visual images, for an A4-size page or part thereof	30,00
4.5.2	For a copy of visual images	60,00
5.	Postage fees	
5.1.	If a copy of the record needs to be posted the postal fee is payable in addition to the applicable fees.	TBD

9.2. Payment

Payment details can be obtained from the Deputy Information Officer and payment can be made via direct deposit (no credit card payments will be accepted). Proof of payment must be supplied before the request can be considered. The fee amount can be calculated from the table above which is broken down into five types:

- **Manual fee:** Payable on submission of request, the total of which can be obtained from the Information Officer.
- **Request fee:** An initial, non-refundable fee is payable on submission of request for access to information on anybody else other than the requestor.
- **Reproduction fee:** Fee is payable for all records that are automatically available.
- **Access fee:** Successful requests for access require an access fee to reimburse CHSA for the costs involved in the search, reproduction and/or preparation of the records which will be calculated based on the prescribed fees table above. A written estimate of the fee will be provided by the Deputy Information Officer of which 50% of the estimate must be paid as a deposit to CHSA. Once the request has been completed, the outstanding amount is payable. If access to the requested record is subsequently refused, the deposit will be refunded in full.
- **Postage fee:** if a copy of records needs to be posted the postal fee is payable in addition to the applicable fees

10. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS AND APPEAL

10.1. Grounds for refusal

Requests will only be considered once the requester has complied with all the requirements of PAIA with regards to requesting access to a record, to the satisfaction of the Deputy Information Officer. Once the Deputy Information Officer is satisfied with the submission of the request, the Deputy Information Officer is required to reply to the request within 30 days. The 30-day period may be extended for a further period of not more than 30 days if the request is for a large volume of information and the information cannot reasonably be obtained within the initial 30-day period. The requester will be notified in writing should the extension be sought.

Requests may be refused based on one or more of the following grounds, as set out in PAIA:

- If the disclosure of requested information is not reasonably necessary to enforce a specified right, or the requester has been unable to adequately describe what right is being enforced or has failed to provide sufficient reasons as to why the disclosure of requested records are required to enforce the identified rights
- Where CHSA has a mandatory obligation to protect the privacy of third party who is a natural person, including a deceased person, which would involve the unreasonable disclosure of personal information of that natural person.
- Where CHSA has a mandatory obligation to protect commercial information of a third party. Requests to records which contain the following should be refused: trade secrets; financial,

commercial, scientific or technical information which would likely cause harm to the commercial or financial interests of that third party if disclosed; or information supplied in confidence by a third party, where the disclosure of said information could reasonably be expected to prejudice that third party in commercial competition or put the third party at a disadvantage in negotiations.

- Where CHSA has a contractual obligation to protect certain confidential information of a third party
- To protect the safety of individuals where the disclosure of records pertaining the individual could reasonably be expected to endanger the life or physical safety of an individual
- To protect property where the disclosure of requested records pertaining a body is likely to prejudice or impair the security of movable or immovable property.
- Where CHSA has a mandatory obligation to protect legally privileged records.
- To protect CHSA's own commercial information such as: trade secrets; financial, commercial, scientific or technical information which would likely cause harm to the commercial or financial interests of CHSA if disclosed.
- Where CHSA has a mandatory obligation to protect research information of a third party or CHSA itself, if the requested record contains information about research being, or to be carried out, by or on behalf of CHSA or a third party, the disclosure of which would be likely to expose the identity of the body, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

11. APPEAL

If you are unsatisfied with the decision made by the Deputy Information Officer with regards to your information request, a written appeal can be submitted to CHSA's Leadership team whereby the appeal will be considered by the Leadership team and a final decision will be made.

The appeal must be submitted within 10 days of the Deputy Information Officer's original decision and must include all documentation of the original request, supporting documents, reasons for the unsatisfactory decision, and the relief sought from the request. If all the required documentation has been supplied and the timeframe is met, the appeal will be addressed by Leadership in the following Leadership team meeting

The decision made by the Leadership team will be CHSA's final decision. If you are still unsatisfied with the decision, you are entitled to apply to a court with appropriate jurisdiction for further assistance.

ANNEXURE: FORM 1

12 No. 42110

GOVERNMENT GAZETTE, 14 DECEMBER 2018

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, 2018
[Regulation 2]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the objection may 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.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

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Signed at this day of20.....

.....
Signature of data subject/designated person

ANNEXURE: FORM 2

14 No. 42110

GOVERNMENT GAZETTE, 14 DECEMBER 2018

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, 2018
[Regulation 3]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may 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.
3. Complete as is applicable.

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
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	

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Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTRUCTED/ DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>

Signed at this day of20.....

.....
Signature of data subject/ designated person

ANNEXURE: FORM C



J752

REPUBLIC OF SOUTH AFRICA

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]

A. Particulars of private body

The Head:

Christel House South Africa (2001/012349/08)

Deputy Information Officer: Shereen La Fleur

Physical/Postal Address: Swallowcliffe Drive
 Ottery
 Cape Town
 South Africa
 7800

Telephone Number: +27 21 704 9400

Email: slafleur@sa.christelhouse.org

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:

Telephone number: (.....) Fax number: (.....)

E-mail address:

Capacity in which 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:

--	--	--	--	--	--	--	--	--	--	--	--	--	--

FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**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:

.....

.....

.....

.....

.....

FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**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 below, 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 for access 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:					
	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)		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 or compact disc)

*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.	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:

.....

.....

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FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**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..... ofyear

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