



R&A | Powering Your Business

RA Cellular (Pty) Ltd

Promotion of Access to Information Act 2 of 2000

Manual

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1. List of Acronyms and Abbreviations

- 1.1. "PAIA": Promotion of Access to Information Act No. 2 of 2000 (as amended)
- 1.2. "POPIA": Protection of Personal Information Act No.4 of 2013
- 1.3. "Regulator": Information Regulator.

2. Introduction to PAIA and POPIA

The Promotion of Access to Information Act, No. 2 of 2000 ("PAIA") seeks to:

- 2.1. give effect to the constitutional right to access information as contained in section 32 of the Bill of Rights.
- 2.2. advance the values of transparency and accountability.
- 2.3. establish certain statutory rights of requesters to access records of a private body if:
 - 2.3.1 that record is required for the exercise or protection of any rights
 - 2.3.2 that requester complies with all the procedural requirements and
 - 2.3.3 access is not refused in terms of any ground referred to in the PAIA
- 2.4. give effect to the constitutional right to privacy as contained in section 14 of the Bill of Rights. The POPIA seeks to safeguard personal information by regulating the way it may be processed by public and private bodies. The POPIA provides that data subjects have the right to have their personal information processed in accordance with the conditions for the lawful processing of personal information, which are set out in the POPIA.
- 2.5. One of the requirements specified in the PAIA, is the compilation of an information manual that provides information which includes the types and categories of records held by a private body (this relates to PAIA) as well certain information relating to the processing of personal information (this relates to the POPIA).
- 2.6. The PAIA and the POPIA are collectively referred to in this document as the "Acts".

3. Scope

- 3.1. The scope of this manual is limited to RA Cellular (Pty) Ltd ("R&A") and applies solely to the records and information held by this entity.
- 3.2. This document serves as the R&A's information manual and provides reference to the records held by R&A as well as the personal information processed by R&A from time to time.

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4. Purpose

This PAIA Manual is useful for the public to:

- 4.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request
- 4.2. 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
- 4.3. know the description of the records of the body which are available in accordance with any other legislation
- 4.4. 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
- 4.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it
- 4.6. 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
- 4.7. know the description of the categories of data subjects and of the information or categories of information relating thereto
- 4.8. know the recipients or categories of recipients to whom the personal information may be supplied
- 4.9. 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
- 4.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed

5. Key Contact Details for access to Information

Information Officer	Deputy Information Officer
RA Cellular (Pty) Ltd	
Name : Jaco Brits	Name : Maggie Breet
Tel : 013 656 6883	Tel : 013 656 6883
Email : jaco@racellular.co.za	Email : maggie@racellular.co.za

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6. Information Regulator

If R&A did not adequately assist you or resolve your query, you may direct your queries and/or complaints to the Information Regulator as set out below:

Physical Address	Woodmead North Office Park 54 Maxwell Dr Woodmead Johannesburg 2191
Postal Address	PO Box 31533 Braamfontein Johannesburg 2017
Website	https://infoeregulator.org.za/
Email	enquiries@infoeregulator.org.za POPIAComplaints@infoeregulator.org.za PAIACompliance@infoeregulator.org.za

7. Guide on how to use the PAIA and how to obtain access to the Guide

7.1. 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.

7.2. The Guide is available in each of the official languages.

7.3. The aforesaid Guide contains the description of

- the objects of PAIA and POPIA
- the postal and street address, phone and fax number and, if available, electronic mail address of
 - the Information Officer of every public body, and
 - every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²
- the manner and form of a request for
 - access to a record of a public body contemplated in section 11³; add
 - access to a record of a private body contemplated in section 50⁴
- the assistance available from the Information officer of a public body in terms of PAIA and POPIA

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- 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-an internal appeal.
- a complaint to the Regulator; and
- 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.
- 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.
- the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively.
- the notices issued in terms of sections 22 and 54⁹ regarding fees to be paid in relation to requests for access; and
- the regulations made in terms of section 92¹⁰.

¹Section 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.

²Section 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.

³Section 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.

⁴Section 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.

⁵Section 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.

⁶Section 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

⁷Section 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

⁸Section 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

⁹Section 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.

¹⁰Section 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."

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7.4. 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. The Guide can also be obtained

- upon request to the Information Officer; or
- from the website of the Regulator (<https://info regulator.org.za/>)

7.5. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours

- English; and
- Afrikaans.

8. Records available without a person having to request access

Type of the Record	Available on Website	Available on Request
Brochures and Newsletters		X
Integrated Annual Report		X
All information contained on our website	X	

9. Records held in accordance with other legislation

9.1. Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Records are available in terms of the legislation detailed in Appendix "A" to this manual (as amended from time to time); however, due to the number of laws applicable to the R&A, the list of legislation may not be exhaustive.

9.2. Note that the information will only be provided in accordance with the requirements stipulated in the relevant pieces of legislation. If a requester believes that a right to access to a record exists in terms of the legislation above, or any other legislation, the requester is required to indicate what legislative right the request is based on, to allow the relevant Information Officer / Deputy Information the opportunity to consider the request in light thereof.

10. Description of the subjects on which records and categories of records are held

10.1. The information contained in this section is intended to identify the main categories of records held by R&A and to help the requester to gain a better understanding of the main business activities of R&A. Further assistance in identifying the records held

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by R&A can be obtained from the relevant Information Officer / Deputy Information Officer.

10.2. Records to which access will be provided in accordance with the PAIA (subject to the restrictions and right of refusal to access provided for in the PAIA) are available in respect of the non-exhaustive aspects of the R&A businesses and operations in Appendix "B".

11. Processing of Personal Information

11.1. Purpose of Processing Personal Information

The purpose of processing your personal information is to provide our products and services to you or to establish a business relationship with you / regulate the employment relationship with you, including:

- to carry out actions for the conclusion or performance of a contract
- to comply with obligations imposed by law
- to protect the legitimate interests of the data subjects; or
- where it is necessary for pursuing the legitimate interests of the Companies.

The above list is non-exhaustive.

11.2. Categories of Data Subjects

Categories of Data Subjects	
Clients / Visitors	Website / Application end users
Merchants / Customers	Service Providers / Suppliers / Vendors
Employees	Consultants
Investors	Other 3rd Parties R&A conducts business with

The above list is non-exhaustive.

11.3. Categories of Information

Categories of Information	
Natural persons	Juristic persons
Name and Surname	Registered Name
Identity or identifying number (e.g. passport number)	Registration number
Marital status	Tax information & Vat Number
Race	Contact details & Email address
Age	Physical and postal addresses
Gender	FICA documentation
Citizenship & Date of birth	BEE certificates & Statutory Registrations
Language	Payment details (incl. bank accounts)
Telephone number & Email address	Invoices and contractual agreements
Physical and postal addresses	Financial Records
Income tax number	

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Banking information	
Disability information	
Employment history	
Background checks	
Fingerprints	
CVs	
Education history	
Remuneration and benefit information	
Employee performance & disciplinary procedures	

The above list is non-exhaustive.

11.4. Categories of Recipients to whom Personal Information may be supplied

Categories of Recipients
Management, employees, temporary staff
Sub-contracted operators
Service providers
Medical aid, pension or provident funds
Auditing and accounting bodies (internal and external)
Third parties with whom the Companies have contracted for the retention of data
Relevant authorities, government departments, statutory bodies or regulators
A court, administrative or judicial forum, arbitration or statutory commission making a request in terms of the applicable laws or rules

The above list is non-exhaustive.

11.5. Planned Trans-border flows of Personal Information

11.5.1. We may disclose personal information we process to any of our offshore subsidiaries, associate entities or third-party service providers with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions, where necessary.

11.5.2. Personal information may also be disclosed where we have a legal duty or right to do so. We will ensure that anyone to whom we transfer personal information is subject to a law or binding agreement which provides an adequate level of protection, and the third party agrees to treat that personal information with the same level of protection as we are obliged under the data privacy legislation.

11.6. Information Security Measures

11.6.1. We take your privacy and the security of your personal information seriously.

11.6.2. We have implemented reasonable security safeguards to protect the personal information that you give us.

11.6.3. You can play a role in protecting your information by never sharing your username, PIN or password with anyone or submitting it to a website you don't recognise. Always log off after a web session and change your password regularly.

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- 11.6.4. We regularly monitor our systems for possible vulnerabilities and attacks. No system is perfect so we cannot guarantee that information may not be accessed, disclosed, altered or destroyed by breach of any of our physical, technical or managerial safeguards.
- 11.6.5. Please note that any email you send to us is not encrypted and may be monitored by us. Please do not send us sensitive or confidential personal information by email.
- 11.6.6. We will take steps to inform you and the Information Regulator if the personal information we process is ever compromised.
- 11.6.7. Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy. Should there be a data breach where your personal information is directly affected, we will follow the guidelines provided by applicable law to inform you.

11.7. Data Subject's Rights

- 11.7.1. You have the right to request access to personal information as per the provisions of POPIA in terms of PAIA. Please refer to Form 2, Appendix "C". This process is outlined below.
- 11.7.2. You have the right to request the correction, deletion or destruction of your personal information. Please refer to Form 2.2, Appendix "D".
- 11.7.3. You may object to the processing of your personal information. Please refer to Form 2.3, and Appendix "E".

12. Access Requests

12.1. Completion of Request for Access Form

- 12.1.1. The Access Request Form, attached as Appendix "C" hereto, must be completed.
- 12.1.2. Proof of identity is required to authenticate the identity of the requester in addition to the Access Request Form, requesters will be required to supply a certified copy of their identification document or a valid passport document, or if a legal entity, a certified copy of the Company Registration Certificate.
- 12.1.3. Type or print in BLOCK LETTERS an answer to every question.
- 12.1.4. If a question does not apply, state "N/A" in response to that question.
- 12.1.5. If there is nothing to disclose in reply to a particular question state "NIL" in response to that question.

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12.1.6. If there is insufficient space on the printed form, additional information may be provided of an additional attached folio.

12.1.7. When the use of an additional folio is required, precede each answer with the applicable title.

- Please note that the successful completion and submission of an Access Request Form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the PAIA.
- If it is suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

12.2. Submission of Access Request Form

12.2.1. The completed Access Request Form, together with a certified copy of the requester's identity document, must be addressed to the relevant Information Officer / Deputy Information Officer and submitted to privacy@racellular.co.za.

12.2.2. An initial request fee based on the Prescribed Fees as set out in Appendix "G" is payable on submission of the Access Request Form.

12.2.3. A request for access to information which is not housed under Form 2, Appendix "C" or which does not comply with POPIA or PAIA will be rejected and returned to you.

12.3. Payment of Fees

12.3.1. Payment details can be obtained from the relevant Information Officer / Deputy Information Officer indicated above and can be made either via a direct deposit (no credit card payments are accepted). Proof of payment must be supplied via the contact details stated in paragraph 5.

12.3.2. If the request for access is successful an access fee may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees as set out in Appendix "G" hereto. The access fee must be paid prior to access being given to the requested record.

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12.4. Notification

12.4.1. The relevant Information Officer / Deputy Information Officer will, within 30 (Thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

12.4.2. This 30 (Thirty) day period may be extended for a further period of not more than 30 (thirty) days, if the request is for a large volume of information, or the request requires a search for information held at other offices of one or more of the Companies and the information cannot reasonably be obtained within the original 30 (Thirty) day period. The requester will be notified in writing should an extension be sought.

12.4.3. If it is suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

12.5. Grounds for Refusal

12.5.1. There are various grounds upon which your request for access to a record may be refused. They are:

- the protection of personal information of a third party (who is a natural person) from unreasonable disclosure;
- the protection of commercial information of a third party (for example, trade secrets, financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- refusing access to a record if it would result in the breach of a duty of confidence owed to a third party;
- refusing access to a record if it would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- refusing access to a record that was produced during legal proceedings, unless that legal privilege has been waived;
- refusing access to a record containing trade secrets, financial or sensitive information or any information that would put the R&A at a disadvantage in negotiations or prejudice it in commercial competition; and
- refusing access to a record containing information about research being carried out or about to be carried out on behalf of a third party or by R&A.

12.5.2. Section 70 of the Act contains an overriding provision. Disclosure is compulsory if it would reveal a substantial contravention of, or failure to comply with the law,

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or imminent and serious public safety or environmental risk and the public interest in the disclosure of the record clearly outweighs the harm contemplated by its disclosure.

12.5.3. If your request does affect a third party, we will need to inform the third party within 21 (Twenty-One) days of receiving your request. By this we mean that if the record you request affects any third party in any way, that third party will have to be informed that you are requesting access to the above record.

12.5.4. The third party then has 21 (Twenty-One) days to make representations and/or submissions regarding the granting of access to the record.

12.6. Remedies available to a Requester on refusal of access

12.6.1. If an Information Officer decides to grant a requester access to the particular record such success may be granted within 30 (Thirty) days of being informed of the decision.

12.6.2. Where the Information Officer declines any requester access to the particular record, such decision will be relayed to the requestor. There is no internal appeal procedure.

12.6.3. In the event that you are not satisfied with the outcome you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

12.6.4. Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (Thirty) days, you must be granted access to the record.

13. Information on Records Not Found

13.1. If all reasonable steps have been taken to find a record, and such a record cannot be found or if the record does not exist, then R&A will notify the requestor, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.

13.2. The affidavit or affirmation will provide a full account of all the steps taken to find the records or to determine the existence thereof, including details of all communications by R&A with every person who conducted the search.

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- 13.3. If the record in question should later be found, the Requestor shall be given access to the record in the manner stipulated by the requestor unless access is refused by R&A as permitted by the Act.

14. PAIA Forms

Please visit the website of the Information Regulator for all PAIA related forms to exercise your rights:

Form	Use
Form 01	Request for a Guide from the Information Regulator
Form 01	Request for a copy of the Guide from the Information Officer of R&A
Form 02	Request for access to a record from R&A
Form 03	Outcome of request and fees payable
Form 04	Internal appeal form
Form 05	Complaint form
Form 13	PAIA request for compliance assessment form

15. Availability of the Manual

- 15.1. A copy of the Manual is available
- On <https://www.racellular.com>
 - at the head office of RA Cellular Ltd for public inspection during office hours
 - to any person upon request and upon the payment of a reasonable prescribed fee; and
 - to the Information Regulator upon request.
- 15.2. 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.

16. Updating of the Manual

The Information Officer will update this manual in accordance with the annual review cycle.

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Records held in Accordance with other Legislation

Companies Act No 71 of 2008
Documents of Incorporation
Memorandum of Incorporation
Trust Deeds
Minute books, general and special resolutions passed at any meeting of Shareholders of the Company or any class of Shareholders
Register of Members / Shareholders / Directors / Company Secretary / Public Officers
Branch registers
Annual Financial Statements
Books of Account required by the Act
All other records required by the Act
Employment Equity Act No. 55 of 1998, as amended
Employment Equity Plan
Workforce Profile
All other records required by the Act
Basic Conditions of Employment Act No. 75 of 1977
Each employee's name and occupation;
Time worked by each employee;
Remuneration paid to each employee
All other records required by the Act
Labour Relations Act No. 66 of 1995
All records required in compliance with any collective agreement, arbitration award or determination made in terms of the National Minimum Wage Act 9 of 2018
All records of the prescribed details of any strike, lock -out or protest action involving the Company's employees
All disciplinary records
All other records required by the Act
Occupational Health and Safety Act No. 85 of 1993
A copy of the Act
An incident register certificate of compliance (in respect of all electrical installations)
First Aid certificate (valid for 3 years)
Refrigeration / air-conditioning record book
All records required by the Act
Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
The register or other record of the earnings and other prescribed particulars of all employees, for example, wages paid, time worked and payment made for piecework and overtime
Broad-Based Black Economic Empowerment Act No. 53 of 2003
All records required by the Act and the relevant Codes
Skills Development Act No. 97 of 1998
Annual training reports and the annual training plan
Skills Development Levies Act No. 97 of 1998

All records required by the Act
Unemployment Insurance Act No. 30 of 1966
Records detailing the contributions employed by the employer in respect of earnings paid, time worked, payments made for piece work and overtime
Pension Funds Act No. 24 of 1956
All records required by the Act
Income Tax Act No. 58 of 1962
All ledgers, cash books, journals, cheque books, bank statements, deposit slips, pay cheques, invoices, stock lists and all other books of account
Signed copy of Annual Financial Statements
Books of Account recording information required by the Companies Act
Invoices issued and received
All records required by the Act
Value Added Tax Act No. 89 of 1991
Books of account, documents recording the supply of goods to or by the vendor, invoices, tax invoices, credit and debit notes, bank statements, deposit slips, stock lists and paid cheques
All records required by the Act
National Credit Act No. 34 of 2005
All records which may be required by the Act
Customs and Excise Act No. 91 of 1964
Bills of entry
Books of account required by the Act
Records of the person from whom imported goods were obtained and, if he is the importer or manufacturer or owner, as to the place where the duty due thereon was paid, the date of payment, the particulars of the entry for home consumption and the marks and numbers of cases, packages, bales and other articles concerned.
Electronic Communications and Transactions Act No. 25 of 2002
All records required by the Act
Competition Act No. 89 of 1998
All records required by the Act
Regulation of Interception of Communications and Provision of Communication related Information Amendment Act No. 48 of 2008
All records required by the Act
Financial Intelligence Centre Act No. 38 of 2001
All records required by the Act
Businesses Act No. 71 of 1991
Licenses held in terms of the Act
Banks Act No. 94 of 1990
All records required by the Act
Financial Markets Act No. 19 of 2012
All records required by the Act
Financial Sector Regulation Act No. 9 of 2017
All records required by the Act
Films and Publications Act No. 65 of 1996

All records required by the Act
Immigration Act No. 413 of 2002
All records required by the Act
Patents Act No. 57 of 1978
All records required by the Act
Trademarks Act No. 194 of 1993
All records required by the Act
Designs Act No. 195 of 1993
All records required by the Act
Consumer Protection Act No. 68 of 2008
All records required by the Act
Protection of Personal Information Act No. 4 of 2013
All records required by the Act
Electronic Communication and Transaction Act 25 of 2002
All records required by the Act

Description of the subjects on which records and categories of records are held

Administrative Records / Company Records
Correspondence
Company policies and directives
Records of all local subsidiaries and other juristic persons in which it has direct or indirect interest
Insurance policies
Registered designs, trademarks and patents
Operational records
Material licenses, permits and authorisations
Legal records
Human Resources records
Recruitment records
Employment contracts
Employee records
Code of Conduct and other employment policies
Conditions of employment
Confidentiality agreements
Restraint of trade agreements
CCMA records
Medical aid records
Retirement records
Pension fund records
Training records and schedules
Remuneration and other employee benefit records
Disciplinary records
Agreements with trade unions
Service agreements
Commission agreements
Casual employee records
Leave/absence from work records
Registrations with Department of Labour, Unemployment Insurance Fund, Compensation Fund and in terms of the Skills Development Levies Act
Records of Unemployment Insurance Fund contributions
Records relating to employee benefits
Health and safety records
Building security, surveillance and monitoring data
Other internal records
Company Secretarial Records
Register of Directors
Incorporation Documents
Minute Books
Share register
Share certificates

Annual Returns
The public officer and other officers
Powers of Attorney
Dividend and interest payment list
Financial Records
Annual Financial Statements
Accounting records including journals and ledgers
Budgets and projection
Financial Transactions
Banking details
Treasury related information
Internal Audit records
Management Accounts
Purchase and Order information
Tax records (company and employee)
Debtors records
Creditors records
Insurance records
Delivery notes, orders, invoices, statements, receipts and vouchers
Customer records and Credit Services
Customer records
Sales records
Debtors’ information
Suretyship Agreements
Terms and Conditions
Transaction records
Supplier Records
Supplier on-boarding documents
Service Level Agreements
Supply terms and conditions
Purchase Order Information
Records relating to all distribution centres
Account information
Property records, Building and Premises
Title deeds
Lease agreements
Contracts in respect of properties
Visitor access records
Maintenance records
Security, surveillance and monitoring data
Franchise records
All franchise records in respect of local and foreign franchisees
Information Technology Records
Business and data information

Information Technology capabilities
Systems and User manuals
Support and maintenance agreements
Incident reporting log
Playbooks and IT Policies and Procedures
Hardware
Databases
Telephone and other lines
Operating systems and other operational records
Product Records
Product specification records in respect of private label products, including recipes, approved ingredients, final products and standards
Reports of chemical testing on all private label food products
General product testing results
Records for the costs of goods acquired for re-sale and the selling price of such goods
Communications
External correspondence
Meeting minutes
Marketing
Marketing and advertising records
Records pertaining to health and safety and the environment
Records of other third parties
Records are kept in respect of other parties, including without limitation, contractors, commercial banks, auditors and consultants, suppliers, joint venture companies and service providers and general market conditions. Such other parties may process records belonging to the R&A. The following records fall under this category: <ul style="list-style-type: none"> • Personnel, customer or R&A records which are held by another party as opposed to being held by R&A; and • Records held by R&A pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party and records third parties have provided about the contractors or suppliers.

**FORM 2
REQUEST FOR ACCESS TO RECORD**

[Regulation 7]

Note:

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

TO : The Information Officer

VIA EMAIL: privacy@racellular.co.za

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		Fax	
	Cellular			
Full name of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel		Fax	
	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 (Mark the applicable box with an “X”)	
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
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 (Mark the applicable box with an “X”)	
Printed copy of record (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 record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	
MANNER OF ACCESS (Mark the applicable box with an “X”)	
Personal inspection of record 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).	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	

Preferred language (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).	

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	
<p>a) A request fee must be paid before the request will be considered.</p> <p>b) You will be notified of the amount of the access fee to be paid.</p> <p>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.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.</p>	
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 (Please specify below):

Postal Address	Fax	Email

Signed at _____ on this _____ day of _____ 20__ .

Signature of Requestor/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):	

Form 2.2

**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, 2021**

[Regulation 3(2)]

Note:

1. Affidavits or other documentary evidence as applicable 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.
3. Complete as is applicable.

Request for (please select):

	Correction of the personal information about the data subject held by the responsible party.
	Deletion of specific personal information about the data subject held by the responsible party
	Destruction or deletion of an entire record of personal information about the data subject held by the responsible party.

Please select applicable reason for the selected request

	Inaccurate
	Irrelevant
	Excessive
	Out of Date
	Incomplete
	Misleading
	Obtained unlawfully

A	Details of the Data Subject
Name(s) and surname / registered name of data subject	

Form 3

OUTCOME OF REQUEST AND OF 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

VIA Email: privacy@racellular.co.za

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 D.	
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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 (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

Kindly note that your request has been

<input type="checkbox"/>	Approved
<input type="checkbox"/>	Denied for the following reasons

4. Fees payable with regards to your request:

Item	Cost per A4 size page or part thereof	Number of pages/items	Total
Photocopy			
Printed Copy			
For a copy in a computer readable form on: 1) Flash drive (to be provided by requester) 2) Compact disc (provided by requestor) 3) Compact disc (provided to requestor)	R40.00 R40.00 R60.00		
For transcription of visual images per A4 size page			
Copy of visual images			
Transcription of an audio record, per A4 size	R24.00		
Copy of an audio record: 1) Flash drive (to be provider by requester) 2) Compact disc (provided by requestor) 3) Compact disc (provided to requestor)	R40.00 R40.00 R60.00		

Postage, e-mail or any other electronic transfer:			
Total:			

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

Yes
 No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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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 Nr: _____
 Submit proof of payment to: _____

Signed at _____ on this _____ day of _____ 20__ .

Signature of Information Officer

PRESCRIBED FEES IN RESPECT OF REQUESTS FOR INFORMATION

Fees in respect of Private Bodies		
Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black and white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: <ul style="list-style-type: none"> • Flash drive (to be provided by requester) • Compact disc o if provided by requester <ul style="list-style-type: none"> ○ if provided to the requester ○ if provided to the requester 	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record, per A4-size page <ul style="list-style-type: none"> • Flash drive (to be provided by requester) • Compact disc o if provided by requester <ul style="list-style-type: none"> ○ if provided to the requester ○ if provided to the requester 	R40.00 R40.00 R60.00
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. To not exceed the cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 - 8
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.