

LACTALIS SOUTH AFRICA (PROPRIETARY) LIMITED

1995/002768/07

THE PROMOTION OF ACCESS TO INFORMATION MANUAL

("Manual")

1. PREAMBLE

- 1.1. The Promotion of Access to Information Act, 2000 (“**PAIA**”) came into operation on 9 March 2001. PAIA seeks, among other things, 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 and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights, and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.
- 1.2. Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such private body and stipulates the minimum requirements that the manual has to comply with.
- 1.3. This Manual constitutes the Lactalis South Africa (Pty) Ltd PAIA manual. This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 (“**POPIA**”), which gives effect to everyone’s Constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.
- 1.4. This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

VERSION	POLICY OWNER	DATE
1.0	Head of Legal	01 July 2021

2. ABOUT

Lactalis SA is a home to quality and trusted brands such as Parmalat, Melrose, Président, SteriStumpie, Bonnita, PureJoy, Galbani, and Aylesbury. These familiar brands hold strong positions

across several dairy product categories, ranging from cheese, yoghurt, milk, and custard, to flavoured milk, cream, drinking yoghurt, maas, fruit beverages, butter and ice cream.

The Lactalis Group is a family-led company guided by a passion for dairy that was founded in 1933 by André Besnier in Laval in the west of France, the heart of French dairy country. Parmalat SA had been part of the international Lactalis family group since the Lactalis Group acquired a majority share in Parmalat SpA in 2011.

The Lactalis Group took 100% control in 2019 and the local name change to Lactalis South Africa was the final step towards fully integrating the South African business with its international parent company that has a rich history and tradition in bringing the enjoyment of dairy products into people's lives.

The Lactalis Group is the world's number one dairy group with 250 production sites in 50 countries and more than 90 000 team members in 94 countries. In South Africa the international Lactalis Group legacy and knowledge merges with local dairy know-how passion that has provided jobs and wholesome dairy products in South Africa since the early 1900s.

3. CONTACT DETAILS

Name of Private Body:	Lactalis South Africa (Pty) Ltd
Information Officer:	Mzotando Mtikitiki
Designated Information Officer:	Head of Legal
Email address of Information Officer:	Mzotando.Mtikitiki@za.lactalis.com
Postal address:	Strand Road, Stellenbosch, 7600
Street address:	Strand Road, Stellenbosch, 7600
Phone number:	+27 21 809 1510
Fax number:	+27 21 887 7159

4. INFORMATION REGULATORS GUIDE

An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA ("**the Guide**"). This Guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated Guide are available from Information Regulator in the manner prescribed. Any enquiries regarding the Guide should be directed to:

Postal Address: JD House
27 Stiemens Street
Braamfontein, Johannesburg, 2001

Telephone Number: +27 10 023 5200

E-mail Address: PAIACompliance@infoRegulator.org.za

Website: infoeregulator.org.za

Copies of the Guide are available from the Lactalis South Africa's Information Officer ("**Information Officer**") free of charge. Any request for public inspection of the Guide the Information Officer or a request for a copy of the Guide from the Information Officer must substantially correspond with Form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to Appendix F hereto

5. **OBJECTIVES OF THIS MANUAL**

The objectives of this Manual are:

- 5.1. to provide a list of all records held by the legal entity;
- 5.2. to set out the requirements with regard to who may request information in terms of PAIA as well as the grounds on which a request may be denied;
- 5.3. to define the manner and form in which a request for information must be submitted; and
- 5.4. to comply with the additional requirements imposed by POPIA.

6. **ENTRY POINT FOR REQUESTS**

- 6.1. PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.
- 6.2. Information will therefore not be furnished unless a person provides sufficient particulars to enable Lactalis South Africa to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.

- 6.3. The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.
- 6.4. The Information Officer will facilitate the liaison with the internal legal team on all of these requests.
- 6.5. All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details in paragraph 0 above.

7. AUTOMATICALLY AVAILABLE INFORMATION

- 7.1. Information that is obtainable via the Lactalis South Africa website about Lactalis South Africa is automatically available and need not be formally requested in terms of this Manual.
- 7.2. The following categories of records are automatically available for inspection, purchase or photocopying:
 - 7.2.1. brochures
 - 7.2.2. press releases
 - 7.2.3. publication; and
 - 7.2.4. various other marketing and promotional material.

8. INFORMATION AVAILABLE IN TERMS OF POPIA

- 8.1. In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by Lactalis South Africa will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected. Please also refer to the Lactalis South Africa's Privacy Policy which is accessible on the Lactalis South Africa website for further information.
- 8.2. **Categories of personal information collected by Lactalis South Africa**
 - 8.2.1. title
 - 8.2.2. name
 - 8.2.3. address;
 - 8.2.4. phone number;
 - 8.2.5. email address;

- 8.2.6. organisation;
- 8.2.7. function; and
- 8.2.8. description of an enquiry addressed to Lactalis South Africa

8.3. The purpose of processing personal information

- 8.3.1. to deliver services to website visitors;
- 8.3.2. for direct marketing purposes;
- 8.3.3. for Lactalis South Africa's legitimate interests, including commercial purposes;
- 8.3.4. to perform a duty or obligation under a contract Lactalis South Africa has with a data subject; and
- 8.3.5. to comply with legal and regulatory obligations Lactalis South Africa has.

8.4. A description of the categories of data subjects and of the information or categories of information relating thereto

- 8.4.1. personnel of Lactalis South Africa;
- 8.4.2. contractors of Lactalis South Africa;
- 8.4.3. suppliers of Lactalis South Africa;
- 8.4.4. service providers of Lactalis South Africa; and
- 8.4.5. users of the Lactalis South Africa website.

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

Depending on the nature of the personal information, Lactalis South Africa may supply information or records to the following categories of recipients:

- 8.5.1. statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;
- 8.5.2. any court, administrative or judicial forum, arbitration making a request for data or discovery in terms of the applicable rules (i.e. South African Revenue Services, or another similar authority and anyone making a successful application for access in terms of PAIA;

- 8.5.3. any person who conducts business with Lactalis South Africa, in the ordinary course of business;
- 8.5.4. other companies Lactalis South Africa may be affiliated to;
- 8.5.5. other parties in connection with certain business transactions. In the event that Lactalis South Africa restructures or sells any of its businesses or assets, Lactalis South Africa may disclose data subjects' personal information to the prospective buyer of such business or assets or other transacting party;
- 8.5.6. companies that provide services to Lactalis South Africa or act on its behalf may have access to information about data subjects. These companies are limited in their ability to use information they receive in the course of providing services to Lactalis South Africa or data subjects; and
- 8.5.7. third-parties where the data subject provides consent.

8.6. **Planned trans-border flows of personal information**

Lactalis South Africa may need to transfer a data subject's information to service providers in countries outside South Africa, in which case Lactalis South Africa will fully comply with applicable data privacy and protection legislation. This may happen if Lactalis South Africa's servers or suppliers and service providers are based outside South Africa, or if Lactalis South Africa's services are hosted in systems or servers outside South Africa and/or if a data subject uses Lactalis South Africa's website visiting countries outside this area. These countries may not have data-protection laws which are similar to those of South Africa.

8.7. **A general description of information security measures to be implemented by Lactalis South Africa**

Lactalis South Africa takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. Lactalis South Africa takes appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

9. **INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION**

Information is available in terms of certain provisions of the following legislation to the persons or entities specified in such legislation:

- *Administration of Estates Act 66 of 1965*
- *Basic Conditions of Employment Act 75 of 1997*
- *Close Corporations Act 69 of 1984*

- *Companies Act 71 of 2008*
- *Compensation for Occupational Injuries and Health Diseases Act 130 of 1993*
- *Employment Equity Act 55 of 1998*
- *Estate Agency Affairs Act 112 of 1976*
- *Income Tax Act 58 of 1962*
- *Insolvency Act No. 24 of 1936*
- *Labour Relations Act 66 of 1995*
- *Occupational Health & Safety Act 85 of 1993*
- *Pension Funds Act 24 of 1956*
- *Skills Development Act 97 of 1998*
- *Skills Development Levies Act 9 of 1999*
- *Stock Exchanges Control Amendment Act 54 of 1995* (and the rules and listing requirements of the JSE Securities Exchange authorised in terms thereof)
- *Unemployment Contributions Act 4 of 2002*
- *Unemployment Insurance Act 63 of 2001*
- *Value Added Tax Act 89 of 1991*

10. CATEGORIES OF RECORDS AVAILABLE UPON REQUEST

- 10.1. Lactalis South Africa maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of PAIA.
- 10.2. Please note further that many of the records held by Lactalis South Africa are those of third parties, such as clients and employees, and Lactalis South Africa takes the protection of third party confidential information very seriously. In particular, where Lactalis South Africa acts as professional advisors to clients, many of the records held are confidential and others are the property of the client and not of Lactalis South Africa. For further information on the grounds of refusal of access to a record please see paragraph 11.5 below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated.

Category of records	Records
<p>Internal records</p> <p>The records listed pertain to Lactalis South Africa's own affairs</p>	<ul style="list-style-type: none"> • Memoranda and Articles of Association • Financial records • Operational records • Intellectual property • Marketing records • Internal correspondence • Service records

Category of records	Records
	<ul style="list-style-type: none"> • Statutory records • Internal policies and procedures • Minutes of meetings
<p>Personnel records</p> <p>For the purposes of this section, “personnel” means any person who works for or provides services to or on behalf of Lactalis South Africa and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Lactalis South Africa. This includes partners, directors, all permanent, temporary and part-time staff as well as consultants and contract workers.</p>	<ul style="list-style-type: none"> • Any personal records provided to us by our personnel • Any records a third party has provided to us about any of their personnel • Conditions of employment and other personnel-related contractual and quasi legal records • Employment policies and procedures • Internal evaluation and disciplinary records and • Other internal records and correspondence.
<p>Client-related records</p>	<ul style="list-style-type: none"> • Contracts with the client and between the client and other persons
<p>Other third party records</p> <p>Records are kept in respect of other parties, including without limitation joint ventures and consortia to which Lactalis South Africa is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to Lactalis South Africa.</p>	<ul style="list-style-type: none"> • Personnel, client, or Lactalis South Africa records which are held by another party as opposed to being held by Lactalis South Africa • Records held by Lactalis South Africa 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
<p>Other records</p>	<ul style="list-style-type: none"> • Information relating to Lactalis South Africa • Research information belonging to Lactalis South Africa or carried out on behalf of a third party

11. REQUEST PROCEDURE

11.1. Completion of the prescribed form

- 11.1.1. Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021 and should be specific in terms of the record requested. Please refer to Appendix A.
- 11.1.2. A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.
- 11.1.3. POPIA provides that a data subject may, upon proof of identity, request Lactalis South Africa to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
- 11.1.4. POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Lactalis South Africa must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- 11.1.5. Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.
- 11.1.6. POPIA provides that a data subject may object, at any time, to the processing of personal information by Lactalis South Africa, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Appendix D and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.
- 11.1.7. A data subject may also request Lactalis South Africa 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 Lactalis South Africa is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- 11.1.8. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address,

facsimile number or electronic mail address set out above on the form attached hereto as Appendix E.

11.2. **Proof of identity**

Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

11.3. **Payment of the prescribed fees**

11.3.1. There are two categories of fees which are payable:

11.3.1.1. The request fee: R140

11.3.1.2. The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in Appendix B.

11.3.2. Section 54 of PAIA entitles Lactalis South Africa to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in in Annexure B of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations .

11.3.3. Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

11.4. **Timelines for consideration of a request for access**

11.4.1. Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

11.4.2. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

11.5. **Grounds for refusal of access and protection of information**

11.5.1. There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of personal information of a third person (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);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put Lactalis South Africa (at a disadvantage in negotiations or prejudice it in commercial competition); and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Lactalis South Africa.

11.5.2. Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

11.5.3. If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

12. **REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS**

12.1. If the Information Officer decides to grant you access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.

12.2. There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

12.3. 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. AVAILABILITY OF THIS MANUAL

Copies of this Manual are available for inspection, free of charge, at the offices of Lactalis South Africa and at Strand Road, Stellenbosch, 7600.

APPENDIX A - FORM C: REQUEST FORM

[Regulation 7]

ACCESS REQUEST FORM*Note:*

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*
3. *Requests can be submitted either via post or e-mail and should be addressed to the Information Officer as indicated below.*

Particulars of Lactalis South Africa's Information Officer

Requests can be submitted either via post, e-mail or fax and should be addressed to the Information Officer as indicated below:

Information Officer:	Mzotando Mtikitiki
Street Address	Strand Road, Stellenbosch, 7600
Postal Address:	Strand Road, Stellenbosch, 7600
Telephone	+27 21 809 1510
Fax	+27 21 887 7159
Email	Mzotando.Mtikitiki@za.lactalis.com
Website	www.lactalis.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:	
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Identity number:	
Capacity in which request is made <i>(when made on behalf of another person):</i>	
Postal Address:	
Street Address:	
E-mail Address	
Contact numbers:	
Tel. (B):	
Cellular:	
Facsimile	
Full names of person on whose behalf request is made <i>(if applicable):</i>	
Identity number:	
Postal Address:	
Street Address:	
E-mail Address:	
Contact numbers:	
Tel. (B):	
Cellular:	
Facsimile	

PARTICULARS OF RECORD REQUESTED	
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.)	
Description of record or relevant part of the record:	
Reference number, if available:	
Any further particulars of record:	

TYPE OF RECORD	
<i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	<input type="checkbox"/>
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	<input type="checkbox"/>
Record consists of recorded words or information which can be reproduced in sound	<input type="checkbox"/>
Record is held on a computer or in an electronic, or machine-readable form	<input type="checkbox"/>
FORM OF ACCESS	
<i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	<input type="checkbox"/>
Written or printed transcription or virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	<input type="checkbox"/>
Transcription of soundtrack <i>(written or printed document)</i>	<input type="checkbox"/>
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	<input type="checkbox"/>

Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>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.</i>	
Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
c)	The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
d)	If you qualify for exemption of the payment of any fee, please state the reason for exemption.
Reason:	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ on this _____ day of _____
20_____

Signature of requester / person on whose behalf request is made

.....

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(state rank, name and surname of information officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

APPENDIX B: FEES IN RESPECT OF PRIVATE BODIES

[Regulation 8]

Description		Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy 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"> (i) Flash drive (to be provided by requestor) R40.00 (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor R40.00 • If provided to the requestor 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	Service to be outsourced. Will depend on quotation from Service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: <ul style="list-style-type: none"> (i) Flash drive (to be provided by requestor) R40.00 (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor R40.00 • If provided to the requestor 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 a total 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 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

APPENDIX C – OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

Note:

12. *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.*

13. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO: _____

Your request dated _____, refers.

You requested:

Personal inspection of information at the registered address of the Rupert Art Foundation (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 are liable for the fess prescribed in Appendix B.	
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OR

You requested:

Printed copies of the information (including copies of an 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	

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:

Approved

Denied for the following reasons:

Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			

For a copy in a computer-readable form on:			
(iii) Flash drive (to be provided by requestor)	R40.00		
(iv) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from		
Copy of visual images	Service provider.		
Transcription of an audio record, per A4-size page	R24.00		
Copy of an audio record on:			
(iii) Flash drive (to be provided by requestor)	R40.00		
(iv) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL			

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 number: _____
Submit proof of payment to: _____

Signed at _____ on this _____ day of _____
20_____

Signature of Information Officer

APPENDIX D - 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>

Signed at this day of20.....

.....

Signature of data subject/designated person

APPENDIX E: 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):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ 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

<p>RESPONSIBLE PARTY ; and or</p> <p>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b)</p> <p>WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</p> <p><i>(Please provide detailed reasons for the request)</i></p>	

Signed at this day of20.....

.....

Signature of data subject/ designated person

APPENDIX F – REQUEST FOR A COPY OF THE GUIDE

[Regulation 2]

The Information Regulator

Address: JD House, 27 Stiemens Street

Braamfontein, Johannesburg, 2001

P.O. Box 31533

Braamfontein, Johannesburg, 2017

Tel: 010 023 5200

Email: PAIACompliance@infoRegulator.org.za

OR

Name of Private Body: Lactalis South Africa (Pty) Ltd

Information Officer: Mzotando Mtikitiki

Designated Information Officer: Head of Legal

Email address of Information Officer: Mzotando.Mtikitiki@za.lactalis.com

Postal address: Strand Road, Stellenbosch, 7600

Street address: Strand Road, Stellenbosch, 7600

Phone number: +27 21 809 1510

Fax number: +27 21 887 7159

I,

Full names:				
In my capacity as (mark with "x")	Information Officer		Other	
Name of public/private body (if applicable)				

Postal Address:				
Street Address:				
Email Address:				
Facsimile:				
Contact numbers:	Tel. (B):		Cellular:	

hereby request the following copy(ies) of the guide:

Language (make with "X")		No. of copies	Language (make with "X")		No. of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			IsiXhosa	
	isiZulu				

Manner of collection (mark with "x")

Postal address	Facsimile	Electronic communication (please specify)

Signed at _____ on this _____ day of _____
20_____

Signature of requester