

INFORMATION PAIA MANUAL OF DIRECT DEBIT (PTY) LTD
(“PAIA MANUAL”) and (“POPI MANUAL”)

**Prepared in accordance with Section 51 of the Promotion of Access to
Information Act, Number 2 of 2000 (“the Act”) and the Protection of Personal
Information Act, Number 4 of 2013 (“POPI”)**

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

TABLE OF CONTENTS

1	BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT	3
2	DIRECT DEBIT (PTY) LTD	3
3	PURPOSE OF PAIA MANUAL	3
4	CONTACT DETAILS OF THE DIRECTORS (SECTION 51(1)(A))	5
5	THE INFORMATION OFFICER (SECTION 51(1)(B))	5
6	GUIDE OF SA HUMAN RIGHTS COMMISSION	6
7	THE LATEST NOTICE IN TERMS OF SECTION 52(2)(IF ANY)	7
8	RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT	7
9	RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT	10
10	RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION	10
11	REQUEST PROCEDURE	13
12	REFUSAL OF ACCESS TO RECORDS	14
13	REMEDIES AVAILABLE WHEN DIRECT DEBIT (PTY) LTD REFUSES REQUEST	16
14	ACCESS TO RECORDS HELD BY DIRECT DEBIT (PTY) LTD	17
15	FEES	18
16	REPRODUCTION FEES	19
17	DECISION	22
18	AVAILABILITY AND UPDATING OF THE PAIA MANUAL	22
19	PRESCRIBED FORM C – REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY	23

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

1 BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

- 1.1 The Promotion of Access to Information Act, No 2 of 2000 (“the Act”) was enacted on 3 February 2000, giving effect to the constitutional right in terms Section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 (“the Constitution”) of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights.
- 1.2 In terms of Section 52 of the Act, all Private Bodies are required to compile an Information Manual (“PAIA Manual”).
- 1.3 Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where the Act expressly provides that the information may or must not be released. The Act sets out the relevant procedure to be adopted when requesting information from a Public or a Private Body.

2 DIRECT DEBIT (PTY) LTD

- 2.1 Direct Debit (Pty) Ltd is a Private Company established in accordance with the laws of South Africa with Enterprise Number: 2013/183942/07.
- 2.2 This PAIA Manual is relevant and is available to view at its premises: [REDACTED]
[REDACTED] as well as on its website:
www.directdebit.co.za.

3 PURPOSE OF THE PAIA MANUAL

- 3.1 This PAIA Manual is intended to ensure that Direct Debit (Pty) Ltd complies with the Act and to foster a culture of transparency and accountability with Direct Debit (Pty) Ltd by giving effect to the right to information that is required for the

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.

3.2 In order to promote effective governance of private bodies, it is necessary to ensure that everyone empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to Public and Private Bodies.

3.3 Section 9 of the Act recognizes that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

3.3.1 Limitations aimed at the reasonable protection of privacy;

3.3.2 Commercial confidentiality; and

3.3.3 Effective, efficient and good governance; and

3.3.4 In a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

3.4 This PAIA Manual has been drafted in accordance with the generic manual for the Financial Services Industry, which has been submitted to the Human Rights Commission by the Compliance Institute of South Africa, of which this body is a member.

3.5 In addition, this PAIA Manual complies with the requirements of Section 10 of the Act and recognizes that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its Regulations by Public and Private Bodies.

4 CONTACT DETAILS OF THE DIRECTORS (SECTION 51(1)(A))

Directors: Johannes Jacobus van Wyk

Schuzelle van Wyk

Registered Address:

[REDACTED]

Postal Address:

[REDACTED]

Website:

www.directdebit.co.za

5 THE INFORMATION OFFICER (SECTION 51(1)(B))

5.1 The Act prescribes the appointment of an Information Officer for Public Bodies where such Information Officer is responsible to, inter alia, assess requests for access to information. The Head of a Private Body fulfils such a function in terms of Section 51. Direct Debit (Pty) Ltd has opted to appoint an Information Officer to assess requests for access to information as well as to oversee its required functions in terms of the Act.

5.2 The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer oversees the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of Section 55 of the Protection of Personal Information Act 4 of 2013 after registering with the Information Regulator.

5.3 The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of Section 17 of the Act as well as Section 56 of the Protection of Personal Information Act 4 of 2013. This is in order to render Direct Debit (Pty) Ltd as accessible as reasonably possible for requesters of its records and to ensure fulfillment of its obligations and

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

responsibilities as prescribed in terms of Section 55 of the Protection of Personal Information Act 4 of 2013. All requests for information in terms of the Act must be addressed to the Information Officer.

Contact Details of the Information Officer

Information Officer: Jeanne-Marie Hamersma

Physical Address:

Telephone: 012 030 0207

Email: jeanne-marie@directdebit.co.za

6 GUIDE OF SOUTH AFRICAN HUMAN RIGHTS COMMISSION

6.1 Enquiry Details

6.2 The South African Human Rights Commission has compiled the Guide as required in terms of Section 10 of the Act. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and accordingly it:

6.2.1 Contains information on understanding and how to use the Act;

6.2.2 Includes: The objectives of the Act; Particulars of every Public and Private Body; The manner and form for requests; Contents of the Regulations promulgated under the Act;

6.2.3 Will be updated and published every two years.

6.3 The Guide is available in all the official languages of the Republic of South Africa.

6.4 Any enquiries regarding this Guide should be directed to:

The South African Human Rights Commission, at:

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

PAIA Unit (The Research and Documentation Department)

Private Bag X2700, Houghton, 2041

Telephone Number: (011) 877 3803

Facsimile Number: (011) 403 0625

Website: www.sahrc.org.za

Email Address: section51.paia@sahrc.org.za

- 6.5 The Guide is available for inspection, *inter alia*, at the offices of the Human Rights Commission at 29 Princess of Wales Terrace, corner York and St. Andrews Street, Parktown and on its website at www.sarhc.org.za.

7 THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY)

At this stage no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of the Act.

8 RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT (SECTION 51(1)(D))

8.1 Records held by Direct Debit (Pty) Ltd

- 8.1.1 This clause serves as a reference to the categories of information that Direct Debit (Pty) Ltd holds. The information is classified and grouped according to records relating to the following subjects and categories:

8.1.1.1 Personnel Records

- 8.1.1.1.1 Personal records provided by personnel.

- 8.1.1.1.2 Records provided by a third party relating to personnel.

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

- 8.1.1.1.3 Conditions of employment and other personnel-related contractual and quasi-legal records.
- 8.1.1.1.4 Internal evaluation records and other internal records.
- 8.1.1.1.5 Correspondence relating to personnel.
- 8.1.1.1.6 Training scheduled and material.

“Personnel” refers to any person who works for, or provides services to or on behalf of Direct Debit (Pty) Ltd, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Direct Debit (Pty) Ltd. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

8.1.1.2 Customer Related Records

- 8.1.1.2.1 Records provided by a customer to a third party acting for or on behalf of Direct Debit (Pty) Ltd.
- 8.1.1.2.2 Records provided by a third party.
- 8.1.1.2.3 Records generated by or within Direct Debit (Pty) Ltd relating to its customers, including transactional records.

“Customer” refers to any natural or juristic entity that receives services from Direct Debit (Pty) Ltd.

8.1.1.3 Private Body Records

- 8.1.1.3.1 Financial records
- 8.1.1.3.2 Operational records
- 8.1.1.3.3 Databases
- 8.1.1.3.4 Information Technology
- 8.1.1.3.5 Marketing records

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

8.1.1.4 Internal Correspondence

8.1.1.4.1 Product records

8.1.1.4.2 Statutory records

8.1.1.4.3 Internal Policies and Procedures

8.1.1.4.4 Records held by officials of the institution

These records include, but are not limited to, the records which pertain to Direct Debit (Pty) Ltd' own affairs.

8.1.1.5 Other Party Records

8.1.1.5.1 Personnel, customer or private body records which are held by another party, as opposed to the records held by Direct Debit (Pty) Ltd itself.

8.1.1.5.2 Records held by Direct Debit (Pty) Ltd pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

8.1.1.5.3 Direct Debit (Pty) Ltd may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Direct Debit (Pty) Ltd.

8.1 Note that the accessibility of the records may be subject to the grounds of refusal set out in this PAIA Manual. Amongst others, records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to normal requirements, before Direct Debit (Pty) Ltd will consider access.

9 RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT

- 9.1 Records of a public nature, typically those disclosed on the Direct Debit (Pty) Ltd' website and in its various annual reports, may be accessed without the need to submit a formal application.
- 9.2 Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

10 RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

- 10.1 Where applicable to its operations, Direct Debit (Pty) Ltd also retains records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these Acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; the below mentioned legislation, and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of the Act.

- 10.1.1 Attorneys Act No.53 of 1979;
- 10.1.2 Auditing Professionals Act No. 26 of 2005;
- 10.1.3 Basic Conditions of Employment Act No. 75 of 1997;
- 10.1.4 Broad-Based Black Economic Empowerment Act, 2003;
- 10.1.5 Business Act No. 71 of 1991;
- 10.1.6 Companies Act No. 71 of 2006;
- 10.1.7 Compensation of Occupational Injuries and Diseases Act N. 130 of 1993;

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

- 10.1.8 Competition Act No.98 of 1998;
- 10.1.9 Constitution of the Republic of South Africa 2008;
- 10.1.10 Copyright Act No.98 of 1978;
- 10.1.11 Customs and Exercise Act No.91 of 1964;
- 10.1.12 Debt Collectors' Act No. 114 of 1998;
- 10.1.13 Designs Act No. 195 of 1993;
- 10.1.14 Electronic Communications Act No.36 of 2005;
- 10.1.15 Electronic Communications and Transaction Act No. 25 of 2002;
- 10.1.16 Employment Equity Act No. 55 of 1998;
- 10.1.17 Financial Advisory and Intermediary Services Act of 2002;
- 10.1.18 Financial Intelligence Centre Act No. 38 of 2001;
- 10.1.19 Identification Act No. 68 of 1997;
- 10.1.20 Income Tax Act No. 58 of 1962;
- 10.1.21 Insider Trading Act No.135 of 1998;
- 10.1.22 Insolvency Act No.24 of 1936;
- 10.1.23 Inspection of Financials Institutions Act No. 18 of 1998;
- 10.1.24 Intellectual Property Laws Amendment Act 38 of 1997;
- 10.1.25 Labour Relations Act No. 66 of 1995;
- 10.1.26 Leases of Land Act No. 18 of 1969;
- 10.1.27 Long Term Insurance Act 52 of 1998;
- 10.1.28 Machinery and Occupational Safety Act No. 6 of 1983;
- 10.1.29 National Credit Act No. 34 of 2005;
- 10.1.30 National Road Traffic Act 93 of 1996;

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

- 10.1.31 National Environmental Management Act No. 107 of 1998;
- 10.1.32 Occupational Health and Safety Act No. 85 of 1993;
- 10.1.33 Patents Act No. 57 of 1978;
- 10.1.34 Pension Funds Act No. 24 of 1956;
- 10.1.35 Prescription Act No. 68 of 1969;
- 10.1.36 Prevention of Organised Crime Act No. 121 of 1998;
- 10.1.37 Promotion of Access to Information Act No.2 of 2000;
- 10.1.38 Protection of Personal Information Act No. 4 of 2013;
- 10.1.39 Revenue Laws Second Amendment Act. 61 of 2008;
- 10.1.40 Road Transportation Act No.74 of 1977;
- 10.1.41 Skills Development Levies Act No.9 of 1999;
- 10.1.42 Short-term Insurance Act No. 53 of 1998;
- 10.1.43 Stock Exchange Control Act No. 1 of 1985;
- 10.1.44 Taxation Laws Amendment Act No. 7 of 2010;
- 10.1.45 Trademarks Act No.194 of 1993;
- 10.1.46 Transfer Duty Act No.40 of 1949;
- 10.1.47 Uncertificated Securities Tax Act No. 31 of 1998;
- 10.1.48 Unemployment Contributions Act 63 of 2001;
- 10.1.49 Unemployment Insurance Act No. 30 of 1966;
- 10.1.50 Value Added Tax Act 89 of 1991.

10.2 It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in this PAIA Manual.

11 REQUEST PROCEDURE

11.1 Procedural Requirements

- 11.1.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 11.1.2 The requester must complete the prescribed form enclosed herewith, and submit same as well as payment of a request fee and a deposit (if applicable) to the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address as noted in clause 5 above.
- 11.1.3 The prescribed form must be filled in with sufficient information to enable the Information Officer to identify:
 - 11.1.3.1 the record or records requested; and
 - 11.1.3.2 the identity of the requester.
- 11.1.4 The requester should indicate which form of access is required and specify a postal address or fax number of the requester in the Republic;
- 11.1.5 The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right (Section 53(2) (d)).
- 11.1.6 Direct Debit (Pty) Ltd will process the request within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods not be complied with.
- 11.1.7 The requester shall be advised whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

in any other manner, the requester will be obliged to state which manner and the particulars required.

- 11.1.8 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer (Section 53(2)(f)).
- 11.1.9 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make a request orally.
- 11.1.10 The requester must pay the prescribed fee, before any further processing can take place.
- 11.1.11 All information as listed in clause 11 herein should be provided and failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information. The Information officer shall sever a record, if possible, and grant only access to the portion requested and which is not prohibited from being disclosed.

12 REFUSAL OF ACCESS TO RECORDS

12.1 Grounds to Refuse Access

A Private Body such as Direct Debit (Pty) Ltd is entitled to refuse a request for information

- 12.1.1 The main grounds for Direct Debit (Pty) Ltd to refuse a request for information relates to the:
 - 12.1.1.1 mandatory protection of the privacy of a third party who is a natural person or a deceased person (Section 63) or a juristic person, as included in the Protection of Personal Information Act 4 of 2013, which would involve the unreasonable disclosure of personal information of that natural or juristic person;

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

- 12.1.1.2 mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of the Protection of Personal Information Act 4 of 2013;
- 12.1.1.3 mandatory protection of the commercial information of a third party (Section 64), if the record contains:
 - 12.1.1.3.1 trade secrets of the third party;
 - 12.1.1.3.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the third party;
 - 12.1.1.3.3 information disclosed in confidence by a third party to Direct Debit (Pty) Ltd, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 12.1.1.4 mandatory protection of confidential information of third parties (Section 65) if it is protected in terms of any agreement;
- 12.1.1.5 mandatory protection of the safety of individuals and the protection of property (Section 66);
- 12.1.1.6 mandatory protection of records which would be regarded as privileged in legal proceedings (Section 67).
- 12.1.2 The commercial activities (Section 68) of a Private Body, such as Direct Debit (Pty) Ltd, which may include:
 - 12.1.2.1 trade secrets of Direct Debit (Pty) Ltd;
 - 12.1.2.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Direct Debit (Pty) Ltd;
 - 12.1.2.3 information which, if disclosed could put Direct Debit (Pty) Ltd at a disadvantage in negotiations or commercial competition;

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

- 12.1.2.4 a computer program which is owned by Direct Debit (Pty) Ltd, and which is protected by copyright;
- 12.1.2.5 the research information (Section 69) of Direct Debit (Pty) Ltd or a third party, if its disclosure would disclose the identity of Direct Debit (Pty) Ltd, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 12.1.3 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 12.1.4 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 12.1.5 If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of the Act. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

13 REMEDIES AVAILABLE WHEN DIRECT DEBIT (PTY) LTD REFUSES A REQUEST

13.1 Internal Remedies

Direct Debit (Pty) Ltd does not have an internal appeal procedure. The decision made by the Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

13.2 External Remedies

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

13.2.1 A requestor that is dissatisfied with the Information Officer's decision to grant a request for Information, may within 30 (thirty) days of the notification of the decision, apply to a Court for relief.

13.2.2 A third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another Court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development and which is presided over by a designated Magistrate.

14 ACCESS TO RECORDS HELD BY DIRECT DEBIT (PTY) LTD

14.1 Prerequisites for Access by Personal/Other Requester

14.1.1 Records held by Direct Debit (Pty) Ltd may be accessed by requests only once the prerequisite requirements for access have been met.

14.1.2 A requester is any person making a request for access to a record of Direct Debit (Pty) Ltd. There are two types of requesters:

14.1.3 Personal Requester

14.1.3.1 A personal requester is a requester who is seeking access to a record containing personal information about the requester.

14.1.3.2 Direct Debit (Pty) Ltd will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

14.1.4 Other Requester

14.1.4.1 This requester (other than a personal requester) is entitled to request access to information on third parties.

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

- 14.1.4.2 In considering such a request, Direct Debit (Pty) Ltd will adhere to the provisions of the Act. Section 71 requires that the Information Officer take all reasonable steps to inform a third party to whom the request record relates of the request, informing him/her that he/she may make a written or oral representation to the Information Officer why the request should be refused or, where required, give written consent for the disclosure of the information.

Direct Debit (Pty) Ltd is not obliged to voluntarily grant access to such records. The requester must fulfil the prerequisite requirements, in accordance with the requirements of the Act and as stipulated in Chapter 5; Part 3, including the payment of a request and access fee.

15 FEES

15.1 Fees Provided by the Act

- 15.1.1 The Act provides for two types of fees, namely:

15.1.1.1 A request fee, which is a form of administration fee to be paid by all requesters except personal requesters, before the request is considered. The request fee is not refundable; and

15.1.1.2 An access fee, which is paid by all requesters in the event that a request for access is granted. This fee is inclusive of costs involved by the Private Body in obtaining and preparing a record for delivery to the requester.

15.1.2 When the request is received by the Information Officer, such officer shall be notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (Section 54(1)).

15.1.3 If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay, as a deposit, the prescribed portion of the access fee which would be payable if the request is granted.

- 15.1.4 The Information Officer shall withhold a record until the requester has paid fees as indicated below.
- 15.1.5 A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 15.1.6 If a deposit has been paid in respect of a request for access, which is refused, then the Information officer concerned must repay the deposit to the requester.

16 REPRODUCTION FEES

- 16.1 Where Direct Debit (Pty) Ltd has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

Reproduction of Information Fees	Fees to be Charged
Information in an A4 size page photocopy or part thereof	R 1.10
A printed copy of an A4 size page or part thereof	R 0.75
A copy in computer-readable format. For example: Stiffy disc	R 7.50

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

Compact disc	R 70.00
A transcription of visual images, in an A4 size page or part thereof	R 40.00
A copy of visual images	R 60.00
A transcription of an audio record for an A4 size page or part thereof	R 20.00
A copy of an audio record	R 30.00

16.2 Request Fees

Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself, a request fee in the amount of R 50.00 (fifty rand) is payable up-front before the institution will further process the request received.

16.3 Access Fees

16.3.1 An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 54(8).

16.3.2 The applicable access fees which will be payable are:

Access of Information Fees	Fees to be Charged
Information in an A4 size page photocopy or part thereof	R 1.10
A printed copy of an A4 size page or part thereof	R 0.75
A copy in computer-readable format. For example: Stiffy disc Compact disc	R 7.50 R 70.00
A transcription of visual images, in an A4 size	R 40.00

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

page or part thereof	
A copy of visual images	R 60.00
A search for a record that must be disclosed *Per hour or part of an hour reasonably required for such a search.	R 30.00
Where a copy of a record needs to be posted the actual postal fee is payable.	

16.4 Deposits

- 16.4.1 Where the institution receives a request for access to information held on a person other than the requester himself/herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.
- 16.4.2 The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fees.

16.5 Collection Fees

- 16.5.1 The initial “request fee” of R 50.00 should be deposited into the bank account below and a copy of the deposit slip, application form and other correspondence/documents, forwarded to the Information Officer via fax.
- 16.5.2 Direct Debit (Pty) Ltd will collect the initial “request fee” of applications received directly by the Information Officer via email.
- 16.5.3 All fees must be deposited into the following bank account:

Banking Institution: [REDACTED]Account Name: [REDACTED]Account Number: [REDACTED]Branch Code: [REDACTED]

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

- 16.5 All fees are subject to change as allowed for in the Act and as consequence such escalations may not always be immediately available at the time of request being made. Requesters shall be informed of any changes in the fees prior to making payment.

17 DECISION

17.1 Time Allowed to Institution

- 17.1.1 Direct Debit (Pty) Ltd 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.
- 17.1.2 The 30 (thirty) day period within which Direct Debit (Pty) Ltd has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 (thirty) days if the request is for a large number of information, or the request requires a search for information held at another office and the information cannot reasonably be obtained within the original 30 (thirty) day period.
- 17.1.3 Direct Debit (Pty) Ltd will notify the requester in writing should an extension be sought.

18 AVAILABILITY AND UPDATING OF THE PAIA MANUAL

18.1 Regulation Number R.187 of 15 February 2002

- 18.1.1 This PAIA Manual is made available in terms of Regulation Number R.187 of 15 February 2002. Direct Debit (Pty) Ltd will update this PAIA Manual at such intervals as may be deemed necessary.
- 18.1.2 This PAIA Manual of Direct Debit (Pty) Ltd is available to view at its premises: [REDACTED] as well as on its website: www.directdebit.co.za .

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

19 PRESCRIBED FORM C – REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

Section 53(1) of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000)

[Regulation 10]

A. Particulars of Direct Debit (Pty) Ltd

Information:

B. Particulars of person requesting access to the record

- | |
|--|
| <p>(a) The particulars of the person who requests access to the record must be given below.</p> <p>(b) The address and/or fax number in the Republic to which the information is to be sent must be given.</p> <p>(c) Proof of the capacity in which the request is made, if applicable, must be attached.</p> |
|--|

FULL NAMES AND SURNAME:

IDENTITY NUMBER:

POSTAL ADDRESS:

FAX NUMBER:

TELEPHONE NUMBER:

E-MAIL ADDRESS:

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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. Proof is required for authority in the form of a letter of authorization from the person on whose behalf the request is made and a certified copy of the identification of the requester and the person on whose behalf the request is made is required.

FULL NAMES AND SURNAME:

IDENTITY NUMBER:

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

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

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:

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 hereunder, state your disability and indicate in which form the record is required

Disability	
Form in which record is required	
Mark the appropriate box with an X.	
<p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	
1. If the record is in a written or printed form:	
Copy of	Inspection of record

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2. If record consists of visual images					
This includes photographs, slides, video recordings, computer-generated images, sketches, etc					
<input type="checkbox"/>	View the images	<input type="checkbox"/>	Copy of the images		
<input type="checkbox"/>	Transcription of the images				
3. If a record consists of recorded words or information which can be reproduced in sound:					
<input type="checkbox"/>	Listen to the soundtrack	<input type="checkbox"/>	Transcription of soundtrack (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
<input type="checkbox"/>	Printed copy of record	<input type="checkbox"/>	Printed copy of information derived from the record		
<input type="checkbox"/>	Copy in computer readable form				
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.			<table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table>	YES	NO
YES	NO				

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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:

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 of 20....

SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE

PAIA MANUAL: INFORMATION MANUAL OF THE REPUBLIC OF SOUTH AFRICA

This PAIA Manual of Direct Debit (Pty) Ltd is approved and signed by the Head of the Private Body, Direct Debit (Pty) Ltd, on this ..15th. day ofApril..... 20.21..

DocuSigned by:

Johannes Jacobus van Wyk

D56A87578FBF436...

Johannes Jacobus van Wyk

Director

Direct Debit (Pty) Ltd

DocuSigned by:

Schuzelle van Wyk

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Schuzelle van Wyk

Director

Direct Debit (Pty) Ltd