



SOUTH AFRICAN TOURISM

**PROMOTION OF ACCESS TO INFORMATION MANUAL
FOR
SOUTH AFRICAN TOURISM**

RESPONSIBLE BUSINESS UNIT MANAGER:	Chief Executive Officer	RESPONSIBLE EXECUTIVE:	Chief Executive Officer
RESPONSIBLE BUSINESS UNIT:	GRC / Company Secretary	CATEGORY:	Strategic & Governance
COMPILED/REVISED BY:	GRC	DATE OF REVISION:	New Policy
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RECOMMENDED BY:	Head: Governance, Risk and Compliance / Company Secretary		
NAME & TITLE:	M Kganedi Deputy Information Officer		
SIGNATURE:			
DATE:	10/03/2021		
APPROVAL:	SA Tourism EXCO		
	S Ntshona Chairperson: SA Tourism EXCO		17/03/2021
	NAME & TITLE	SIGNATURE	DATE

Initial

INDEX

1. Document Control.....	3
2. Abbreviations and Definitions.....	4
3. APPLICABLE LEGISLATION.....	7
4. INTRODUCTION AND PURPOSE.....	8
5. BACKGROUND OF SAT.....	8
6. STRUCTURE OF SAT.....	9
7. INFORMATION OFFICERS.....	10
8. SECTION 10 GUIDE ON HOW TO USE PAIA.....	11
9. DESCRIPTION OF SUBJECTS ON WHICH SAT HOLDS RECORDS.....	12
10. AUTOMATICALLY AVAILABLE RECORDS.....	14
11. PROCEDURE TO REQUEST ACCESS TO A RECORD.....	15
12. PRESCRIBED FEES.....	18
13. DECISION BY SAT.....	18
14. INTERNAL APPEAL.....	19
15. APPEAL.....	20
16. OTHER REMEDIES FOR AN ACT OR FAILURE TO ACT.....	20
Annexure A.....	19
Annexure B.....	26

1. Document Control

VERSION	DATE	CUSTODIAN	SUMMARY OF CHANGES
1.0	27/11/2020	GRC / Company Secretary	New Policy

2. Abbreviations and Definitions

TERM	DEFINITION
Access Fee	a fee prescribed for the purposes of reproduction, search, preparation and postal of a record, as the case may be;
Act / PAIA	the Promotion of Access to Information Act, 2000 as amended from time to time;
Board	the Board of South African Tourism as appointed by the Minister of Tourism from time to time in terms of the Act;
Court	<p>a) the Constitutional Court acting in terms of section 167 (6) (a) of the Constitution; or</p> <p>b) (i) a High Court or another court of similar status; or</p> <p>(ii) a Magistrate's Court for any district or for any regional division established by the Minister for the purposes of adjudicating civil disputes in terms of section 2 of the Magistrates' Courts Act, 1944 (Act 32 of 1944), either generally or in respect of a specified class of decisions in terms of this Act, designated by the Minister by notice in the Gazette and presided over by a magistrate, an additional magistrate or a magistrate of a regional division established for the purposes of adjudicating civil disputes, as the case may be, designated in terms of section 91A,</p> <p>within whose area of jurisdiction</p> <p>(aa) the decision of the Information Officer or relevant authority of SAT has been taken;</p> <p>(bb) SAT has its principal place of administration or business; or</p> <p>(cc) the requester or third party concerned is domiciled or ordinarily resident;</p>
CEO	the Chief Executive Officer of SAT as appointed by the Board from time to time or a person appointed to act as such;
Constitution	the Constitution of the Republic of South Africa, Act 108 of 1996 as amended from time to time;

GDPR	the European Union General Data Protection Regulation, as amended from time to time;
Information Officer	the CEO of SAT or the person to whom the functions and responsibilities of the Information Officer have been delegated to in terms of PAIA;
Manual	this PAIA Manual as amended from time to time;
Personal Information	<p>information about an identifiable individual, including, but not limited to</p> <ul style="list-style-type: none"> (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the individual; (b) information relating to the education or the medical, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved; (c) any identifying number, symbol or other particular assigned to the individual; (d) the address, fingerprints or blood type of the individual; (e) the personal opinions, views or preferences of the individual, except where they are about another individual or about a proposal for a grant, an award or a prize to be made to another individual; (f) correspondence sent by the individual that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; (g) the views or opinions of another individual about the individual; (h) the views or opinions of another individual about a proposal for a grant, an award or a prize to be made to the individual, but excluding the name of the other individual where it appears with the views or opinions of the other individual; and (i) the name of the individual where it appears with other Personal Information relating to the individual or where the disclosure of the name itself would reveal information about the individual, but excludes information about an individual who has been dead for more than 20 years;
Personal Requester	a Requester seeking access to a record containing Personal Information about the Requester;

PFMA	the Public Finance Management Act, 1999 as amended from time to time;
POPIA	Protection of Personal Information Act, 1999 as amended from time to time;
Record	any recorded information- (a) regardless of form or medium; (b) in the possession or under the control of SAT; and (c) whether or not it was created by SAT.
Requester	any person making a request for access to a Record of SAT in terms of PAIA and this Manual; provided that a Requester shall not include any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government, or any other functionary or institution when exercising a power or performing a duty in terms of the Constitution or a provincial constitution;
Request Fee	a fee that must be paid by the Requester before a request for access to a record is processed; and
SAT	South African Tourism;
SAHRC	South African Human Rights Commission

3. APPLICABLE LEGISLATION

TITLE	APPLICABLE SECTION
Basic Conditions of Employment Act, 1997	Various
Compensation for Occupational Injuries and Diseases Act, 1993	Various
Constitution of the Republic of South Africa, 1996	Various
European Union General Data Protection Regulation	Various
Income Tax Act, 1962	Various
Labour Relations Act, 1995	Various
Occupational Health and Safety Act, 1993	Various
Preferential Procurement Policy Framework Act, 2000	Various
Promotion of Access to Information Act, 2000	Various
Protection of Personal Information Act, 2013	Various
Public Finance Management Act, 1999	Various
Public Protector Act, 1994	Various
Tourism Act, 2014	Various
Treasury Regulations	Various
Any instruments, directives, instructions or standards issued in terms of applicable legislation as it relates to access to information	Various

4. INTRODUCTION AND PURPOSE

- 4.1. Section 32 of the Constitution provides that everyone has the right to access 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. It further requires that national legislation be enacted to give effect to the right to information.
- 4.2. PAIA is the primary national legislation enacted to give effect to the right to information as espoused in section 32 of the Constitution. PAIA seeks to foster a culture of transparency and accountability in public and private bodies and promote a society in which people have effective access to information to enable them to fully exercise and protect all of their rights.
- 4.3. PAIA fosters a culture of transparency and accountability by recognising the right of persons to be given access to information held by public and private bodies, provided that they comply with the process for requesting such access and there are no lawful grounds to refuse access to such record. Section 14 of PAIA requires public entities to compile a manual on functions of, and index of records held by a public body. This Manual is intended to comply with PAIA by:
 - 4.3.1. Describing the functions of SAT;
 - 4.3.2. Setting out the general categories of Records held by SAT;
 - 4.3.3. Setting out the categories of Records that are made publicly available by SAT without a need to formally request access thereto;
 - 4.3.4. Outlining the procedure to request access to a Record held by SAT; and
 - 4.3.5. Dealing with other matters incidental to access to Records held by SAT.
- 4.4 The Manual does not exhaustively set out every procedure provided for in PAIA and Requestors are advised to familiarise themselves with the provisions of PAIA and any other guidelines issued in terms of PAIA.

5. BACKGROUND OF SAT

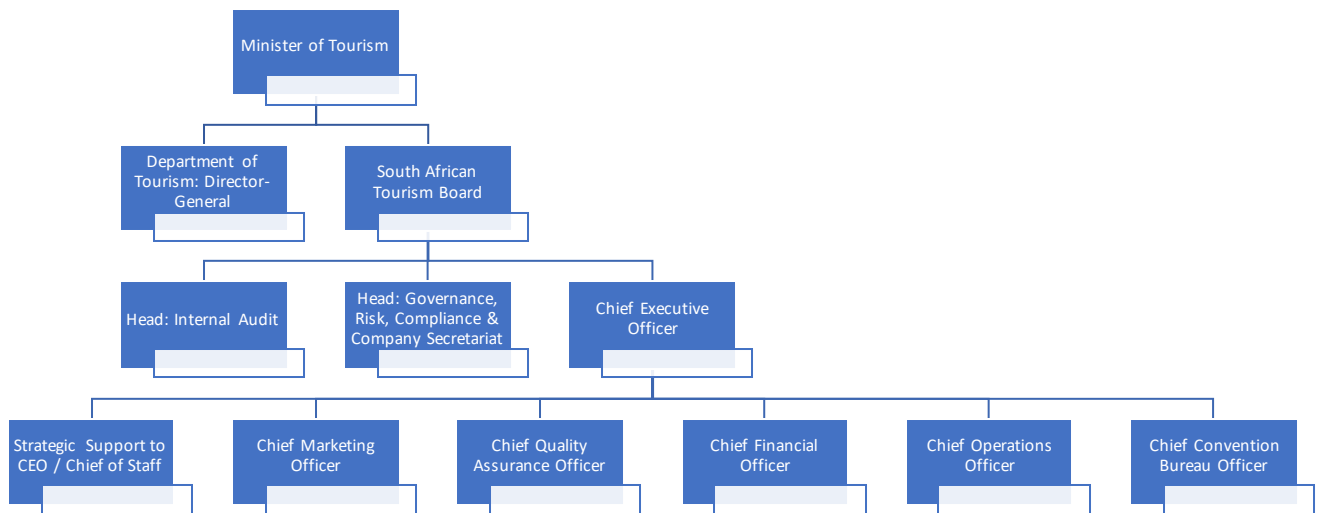
- 4.1 SAT is a public entity designated as such in terms of Schedule 3A of the PFMA, which was established in terms of section 2 of the Tourism Act, 1993 (Act No. 72 of 1993) and which continues to exist in terms of section 9 of the Tourism Act,

2014 (Act No. 3 of 2014). The primary mandate of SAT in terms of section 10 of the Tourism Act, 2014 is to:

- 4.1.1 market South Africa as a domestic and international tourist destination;
- 4.1.2 market South African tourism products and facilities internationally and domestically;
- 4.1.3 develop and implement a marketing strategy for tourism that promotes the objects of the Tourism Act and the national tourism sector strategy;
- 4.1.4 advise the Minister of Tourism on any other matter relating to tourism marketing;
- 4.1.5 With the approval of the Minister of Tourism, establish a National Conventions Bureau to market South Africa as a business tourism destination;
- 4.1.6 report to the Minister of Tourism on the work and performance of the National Conventions Bureau; and
- 4.1.7 perform any function imposed on it in accordance with a policy direction issued by the Minister of Tourism that is not in conflict with the Act.

6. STRUCTURE OF SAT

- 6.1. The high level structure of SAT is as follows:



7. INFORMATION OFFICERS

- 7.1. The CEO is the designated Information Officer of SAT, including in respect of all its Country Offices. The contact details of the CEO in his capacity as Information Officer are as follows:

Item	Details
Name	Sthembile Dlamini
Telephone Number	011 895 3000
E-mail	ceo@southafrica.net
Physical Address	Bojanala House 90 Protea Road Chislehurst Sandton Johannesburg
Postal Address	Private Bag X10012 Sandton 2146

- 7.2. As permitted by the provisions of PAIA and POPIA, the CEO has APPOINTED A Deputy Information Officer in terms of PAIA, POPIA and GDPR to the GM: GRC and Company Secretary of SAT, whose contact details are as follows:

Item	Details
Name	Maseapo Kganedi
Telephone Number	011 895 3000
E-mail	informationoffice@southafrica.net
Physical Address	Bojanala House 90 Protea Road Chislehurst Sandton Johannesburg
Postal Address	Private Bag X10012 Sandton 2146

- 7.3. The contact details of the Information Officer as set out above will be updated from time to time as and when they change.

8. SECTION 10 GUIDE ON HOW TO USE PAIA

- 8.1. The SAHRC is responsible for and has compiled a guide in each of the country's eleven official languages, containing information on how to use PAIA as required by section 10 thereof. The guide is available on the SAHRC's website: www.sahrc.org.za as well as at its offices as follows:

SAHRC: Research and Documentation Department, PAIA Unit
Braampark Forum 3, 33 Hoofd Street
Braamfontein

Parktown

Johannesburg

- 8.2. Any queries in connection with the SAHRC PAIA guide may be referred to the SAHRC at the following contact details:

Contact type	Contact details
Postal address	Private Bag X2700 Houghton 2041
Phone	011 877 3600
Fax	011 403 0668
Email	info@sahrc.org.za

9. DESCRIPTION OF SUBJECTS ON WHICH SAT HOLDS RECORDS

- 9.1. The subjects on which SAT holds records and the categories of records held on each subject are described below:

Subject	Description
Brand, Marketing and Communications records	(a) Newsletters, publications and media statements (b) Tourism marketing brochures, video footage, photography and collateral (c) Brand, Marketing and communication strategies (d) Domestic and international marketing coverage reports (e) Partnership registers
Finance and Supply Chain records	(a) Cashbooks and reconciliations (b) General ledgers (c) Trial balances (d) Annual financial statements

	<ul style="list-style-type: none"> (e) SAT bank accounts statements and records (f) Asset registers (g) Supplier records (h) Procurement related records and correspondence (i) Procurement related policies and procedures (j) Travel records
Audit records	<ul style="list-style-type: none"> (a) Audit reports (b) Investigation reports
Strategy, Insights and Analytics	<ul style="list-style-type: none"> (a) Market insights and trends records (b) Datasets, reports and presentations (c) Tourism industry performance reports and dashboards
Human Capital records	<ul style="list-style-type: none"> (a) Employee records (b) Personal records provided by employees (c) Employee records received from third parties (d) Employment contracts (e) Payroll records (f) Tax, VAT and PAYE records (g) Recruitment records (h) Human Capital related policies and procedures (i) Employment equity plans (j) Employee related correspondence (k) Skills development and safety records
Information and Communications Technology records	<ul style="list-style-type: none"> (a) Information Technology asset registers (b) Licencing records (c) Electronic communication records (d) Electronic access records (e) Databases (f) Automated audit trails (g) IT governance records

Governance, Risk, Compliance and Legal records	<ul style="list-style-type: none"> (a) Corporate governance policies and documents (b) Shareholder correspondence (c) Board records (d) Minute books and resolutions (e) Declaration of interests and gifts registers (f) Administrative policies and procedures (g) Risk assessments and registers (h) Business Continuity and Disaster Recovery plans (i) Compliance records (j) Litigation records (k) Contract records and registers (l) Legal correspondence and advices
Facilities	<ul style="list-style-type: none"> (a) Physical and electronic access and surveillance records (b) Archived documents

10. AUTOMATICALLY AVAILABLE RECORDS

10.1. The following the categories of records held by SAT are publically available on SAT's website (www.southafrica.net) without the need for a request for access in terms of this Manual:

- 10.1.1. Board members' names;
- 10.1.2. Executive Management names;
- 10.1.3. SAT contact details and events calendar;
- 10.1.4. Media reports and press releases;
- 10.1.5. Annual reports;
- 10.1.6. Digital library of tourism related video footage and images;
- 10.1.7. SAT Corporate Identity; and
- 10.1.8. Advertised tenders.

11. PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA AND GDPR

SAT processes personal information in accordance with POPIA and GDPR. As required by its Data Protection Policies, SAT will ensure that all processing conditions of POPIA and GDPR are complied with at all times processing of personal information. SAT processes the personal information of both natural and juristic persons.

11.1. Purpose of Processing Personal Information by SAT

SAT processes personal information for several purposes, including the following:

- 11.1.1. Brand and marketing
- 11.1.2. Insights, analytics and research
- 11.1.3. Detecting and preventing fraud and money laundering
- 11.1.4. Recovering debts
- 11.1.5. Monitoring access, maintaining and securing its premises, offices and facilities
- 11.1.6. Transacting with suppliers and third parties
- 11.1.7. Health and safety purposes
- 11.1.8. Financial, administration and taxation purposes
- 11.1.9. Legal, contractual and company secretarial purposes; and
- 11.1.10. Recruitment and employment purposes

11.2. Categories of Data Subjects and Personal Information Processed by SAT

Categories of data subjects and personal information processed by SAT includes the following:

Categories of Data Subjects	Personal Information Processed
Board members	<ul style="list-style-type: none">• Personal information

	<ul style="list-style-type: none"> • Banking details
Employees	<ul style="list-style-type: none"> • Employee personal information • Employee medical information • Employee disability information • Employee biometric information • Employee provident fund and medical aid scheme information • Employee banking details • Employee tax and financial information • Employee contract information • Employee vehicle registration • Employee performance records • Payroll records • Health and safety records • Training records • Employment history • Employee correspondence and emails • Physical and electronic access records
Family members of Employees	<ul style="list-style-type: none"> • Names and contact details of next of kin • Medical aid details (where they are dependants on an employee's medical aid)
Suppliers	<ul style="list-style-type: none"> • Supplier proposals to render services • Supplier personal information • Supplier contracts • Supplier banking details • Supplier VAT information • Supplier vetting and monitoring records • Supplier tenders and proposals • Personal information of supplier representatives
Job applicants	<ul style="list-style-type: none"> • Curriculum vitae and application forms

	<ul style="list-style-type: none"> • Results of psychometric assessments • Interview notes • Results of criminal checks • Results of background checks
Visitors to the premises	<ul style="list-style-type: none"> • Physical access records • Surveillance records • Electronic access records (including scanned fingerprint and car license disc)

11.3. SAT may share personal information with third parties for the purposes in clause 11.1. Recipients of the personal information of SAT's data subject include suppliers that process personal information on behalf of SAT and the Department of Tourism.

12. PROCEDURE TO REQUEST ACCESS TO A RECORD

- 12.1. A request for access to a Record held by SAT must be made in writing by completing the prescribed Form A, which is attached to this Manual as Annexure A.
- 12.2. A Requester who is unable to read or write or has a disability that prevents them from reading or writing may orally request access to a Record, in which case the Information Officer must complete the form on behalf of the Requester.
- 12.3. The request must contain the name and contact details of the Requester and such further information as would enable SAT to identify the Record that is being requested by the Requester
- 12.4. The Requester must indicate the format in which they wish to access the record; and further if they wish to receive a copy of the record or to view the record at the offices of SAT.
- 12.5. The request form must be addressed to the Information Officer using the contact details contained in this Manual.
- 12.6. Requests for access to Records made on behalf of another person must be accompanied by adequate proof that the Requester is authorised to make such a request on behalf of such other person.

13. PRESCRIBED FEES

- 13.1. There are two types of fees payable in respect of access to a Record as provided in this Manual, namely the Request Fee and the Access Fee.
- 13.2. A Request Fee is payable in respect of every request for access to a Record in terms of this Manual; provided that a Personal Requester is not liable to pay a Request Fee.
- 13.3. An Access fee may become payable by a Requester if a request for access to a Record is granted by SAT, depending on the format in which the Record will be made available to the Requester.
- 13.4. The amount of both request fees and access fees are prescribed by law as detailed in Annexure C.
- 13.5. Every request for access to a Record must be accompanied by proof of payment of a request fee. Payment of a request fee must be made into the following banking details of SAT:

Account Holder: South African Tourism

Bank: ABSA Bank

Account No: 2310000062

Type of Account: Current Account

Branch Code: 632005

- 13.6. The date of receipt of a duly completed request form together proof of payment of a request fee is regarded as the date of formal receipt of the request.

14. DECISION BY SAT

- 14.1. SAT shall endeavour to consider the request, make a decision on whether or not to grant such request and inform the requester of its decision within a period of 30 days from the date of receipt of the request.
- 14.2. A Requester must be granted access to a record if the Requester has complied with all procedural requirements in the Act and this Manual in requesting access thereto and there are no lawful grounds to refuse access to the Record.
- 14.3. Once a request for access to a Record is granted, a Requester may be required to pay an access fee into the banking details set out in this Manual. SAT shall strive to provide the Requester access to a record within 30 days of receipt of the access fee or such longer period as may be practicable in the circumstances.

14.4. A request for access to a Record may be refused on the following grounds:

- 14.4.1. Mandatory protection of the privacy of a third party who is a natural person;
- 14.4.2. Mandatory protection of certain records of South African Revenue Services;
- 14.4.3. Mandatory protection of commercial information of a third party;
- 14.4.4. Mandatory protection of certain confidential information and protection of certain other confidential information of a third party;
- 14.4.5. Mandatory protection of safety of individuals and protection of property;
- 14.4.6. Mandatory protection of police dockets in bail proceedings and protection of law enforcement and legal proceedings;
- 14.4.7. Mandatory protection of records privileged from production in legal proceedings;
- 14.4.8. Mandatory protection of research information of a third party and protection of research information of a public body;
- 14.4.9. For reasons of defence, security and international relations of the Republic;
- 14.4.10. For reasons of economic interests and financial welfare of the Republic as well as commercial activities of public bodies;
- 14.4.11. For operational reasons in line with section 44 of the PAIA;
- 14.4.12. The request is manifestly frivolous or vexatious or would cause a substantial and unreasonable diversion of resources; or
- 14.4.13. Where granting access would result in SAT contravening its obligations in terms of POPIA.

14.5. Notwithstanding the grounds for refusal above, a request must be access where it is in the public interest to do so.

15. INTERNAL APPEAL

15.1. A requester has a right to lodge an appeal against the following decisions / actions by SAT pursuant to a request for access:

-
- 15.1.1. A decision to refuse access;
 - 15.1.2. The access fee required by SAT to provide the Requester with access to a record; and
 - 15.1.3. a decision on the form in which access will be given.
- 15.2. An appeal must be lodged in writing by completion of Form B, which is attached to this Manual as Annexure B, within 60 days of receipt of the decision with which the Requester is aggrieved.
 - 15.3. A decision on the appeal must be made and the outcome thereof communicated to the Requester, within 30 days of receipt of the appeal.
 - 15.4. The decision may either confirm or set aside the decision and where applicable, substitute the decision.

16. APPEAL

- 16.1. A requester whose internal appeal is unsuccessful has a right to apply to court within a period of 180 days from the date of receipt of the outcome of the appeal, for appropriate relief.

17. OTHER REMEDIES FOR AN ACT OR FAILURE TO ACT

- 17.1. In addition to the right to appeal and apply to a court of law as stipulated in this Manual, persons also have the following remedies in respect of acts or omissions to act by SAT:
 - 17.1.1. Lodgement of a complaint with the office of the Public Protector in terms of the Public Protector Act, 1994;
 - 17.1.2. Lodgement of a complaint with the SAHRC in terms of the Human Rights Commission Act, 1994; and
 - 17.1.3. Institution of judicial review proceedings in terms of the Promotion of Administrative Justice Act, 2000.

FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

(Section 18(1) of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000)

[Regulation 6]

FOR DEPARTMENTAL USE

Reference number:

Request received by
name and surname of information officer/deputy information officer on (date)
at (place)

Request fee (if any): R35.00

Deposit (if any): R

Access fee: R.....

.....Signature of information officer/deputy Information Officer

Initial

A Particulars of public body

The Information Officer/Deputy Information Officer:

18.B Particulars of person requesting access to the record

(a) The particulars of the person who requests access to the record must be given below.

(b) The address and/or fax number in the Republic to which the information is to be sent, must be given.

(c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

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

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

D. Particulars of record

(a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*

(b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form.*

The requester must sign all the *additional* folios.

1 Description of record or relevant part of the record:

2 Reference number, if available:

3 Any further particulars of record:

E. Fees

(a) *A request for access to a record, other than a record containing Personal Information about yourself, will be processed only after a request fee has been paid.*

(b) *You will be notified of the amount required to be paid as the request fee.*

(c) *The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*

(d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

<u>Disability:</u>	Form in which record is required:				
Mark the appropriate box with an X.					
NOTES:					
(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.					
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.					
(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.					
1. If the record is in written or printed form:					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record		
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 record consists of recorded words or information which can be reproduced in sound:					
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)	<input type="checkbox"/>	
4. If record is held on computer or in an electronic or machine-readable form:					

	printed copy of record'	printed copy of information derived from the record*	copy in computer readable form* (stiffy or compact disc)		
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.			<table border="1"> <tr> <td data-bbox="1098 481 1198 750">YES</td> <td data-bbox="1198 481 1316 750">NO</td> </tr> </table>	YES	NO
YES	NO				
Note that <i>if</i> the record is not available in the language you prefer, access may <i>be granted</i> in the language in <i>which</i> the record is available.					
In which language would you prefer the record?					

G. Notice of decision regarding request for access

You will be notified 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

Initial

FORM B

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 6]

STATE YOUR REFERENCE NUMBER:

*NOTE: A person who lodges an internal appeal may have to pay an appeal fee.
If an appeal fee is payable, the decision of the internal appeal may be deferred until the fee is paid.*

A. Particulars of public body

The Information Officer / Deputy Information Officer:

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B. Particulars of requester/third party who lodges the internal appeal

(a) The particulars of the person who is lodging the internal appeal, must be completed below.

(b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.

(c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be stated at C below.

Full names and surname :

Identity number :

Postal address :

Fax number :

Telephone number :

E-mail address :

Capacity in which an internal appeal on behalf of another person is lodged:

.....

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) is lodging the internal appeal.

Full names and surname :

Identity number :

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an "X" in the appropriate box:

<input type="checkbox"/>	Refusal of request for access.
<input type="checkbox"/>	Decision regarding fees determined in terms of section 22 of the Act.
<input type="checkbox"/>	Decision regarding the extension of the period within which request must be dealt with in terms of section 26(1) of the Act.
<input type="checkbox"/>	Decision in terms of section 29(3) of the Act to refuse access in the form as requested by the requester.
<input type="checkbox"/>	Decision to grant request for access.

E. Grounds for appeal

If the provided space is inadequate, please continue on a separate folio and attach it to this form. **You must sign all the additional folios.**

State the grounds upon which the internal appeal is based:

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State any other information that may be relevant in considering the appeal:

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F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner:

Particulars of manner:

Signed at..... this..... day..... of 20....

SIGNATURE OF APPELLANT

.....

Initial

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on (date) by (state rank, name and surname of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the records, submitted by information officer/deputy information officer on (date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER
CONFIRMED/SUBSTITUTED BY NEW DECISION

NEW DECISION:

DATE RELEVANT AUTHORITY

DATE RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM
THE RELEVANT AUTHORITY:

Annexure C: Fees

1. The Request Fee payable by every Requester, other than a Personal Requester referred to in section 22(1) of the Act, is R35.00.
2. The “access fee” referred to in section 22(7) of the Act (unless the requester is exempted under section 22(8)) and “fees for reproduction” referred to in section 15(3) of the Act, are as follows:

Item	Fee
(a) for every photocopy of an A4-size page or part thereof	R0.60
(b) for every printed copy of an A4-size page or part thereof	R0.40
(c) held on a computer or in electronic or machine readable form for a copy in a computer-readable form on: (i) stifty disc (ii) compact disc	R5.00 R40.00
(d) (i) for transcription of visual images, for an A4-size of part thereof (ii) for a copy of visual images	R22.00 R60
(e) (i) for a transcription of an audio record, for an A4-size page or part thereof (ii) for a copy of an audio record	R12.00 R17.00

The actual postal fee is payable when a copy of a record must be posted to a requester.