
PROMOTION OF ACCESS TO INFORMATION MANUAL

compiled in compliance with section 51 of the Promotion of Access to Information Act
(2 of 2000)

for

Seriti Resources Holdings (Pty) Ltd and its Subsidiaries

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1. INTRODUCTION

- 1.1 Seriti Resource Holdings (Pty) Ltd ("**Seriti Resource Holdings**") and its subsidiaries trade in the importation and exportation of minerals and operates principally in South Africa. This Manual applies to records held by Seriti Resource Holdings and its subsidiaries set out in clause 3 below (collectively "**Seriti**").
- 1.2 This Manual provides an outline of the type of records and the personal information Seriti holds and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 ("**PAIA**"). In addition, it explains how to access, or object to, personal information held by Seriti, or request correction of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 ("**POPIA**"). PAIA and POPIA give effect to everyone's constitutional right of access to information held by private sector or public bodies, if the record or personal information is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 1.3 The aim of this Manual is to facilitate requests for access to records and information held by Seriti, and to assist potential requesters as to the procedure to be followed when requesting access to such records and information.
- 1.4 This Manual has been prepared in accordance with section 51 of PAIA and reference to any information in this Manual in addition to that specifically required in terms of section 51 of PAIA does not create any right or entitlement to receive such information, other than in terms of PAIA or POPIA.
- 1.5 This Manual may be amended from time to time by Seriti, the latest version of the Manual will be made public as soon as it is finalised.
- 1.6 If any provision in a definition is a substantive provision, conferring rights or imposing obligations on any party, notwithstanding that such provision is only contained in the relevant definition, effect shall be given to that provision as if it were a substantive provision in the body of this Manual.
- 1.7 Where any term is defined within a particular clause other than clause 2, that term shall bear the meaning ascribed to it in that clause wherever it is used in this Manual.
- 1.8 This Manual does not purport to be exhaustive of or comprehensively deal with every procedure provided for in PAIA or POPIA. A requester is advised to familiarise himself with the provisions of PAIA or POPIA before lodging any request with Seriti.

2. INTERPRETATION

- 2.1 In this Manual, unless the context clearly indicates otherwise:
 - 2.1.1 "**Information Officer**" means the person duly authorised and appointed to facilitate or assist the head of the relevant Seriti entity, with any request in terms of PAIA and/or POPIA;
 - 2.1.2 "**Manual**" means this document as issued by Seriti, as may be updated from time to time;
 - 2.1.3 "**PAIA**" means the Promotion of Access to Information Act (2 of 2000);
 - 2.1.4 "**POPIA**" means the Protection of Personal Information Act (4 of 2013), including the Regulations relating to the Protection of Personal Information, 2018; and
 - 2.1.5 "**Regulator**" means the Information Regulator established under POPIA.
- 2.2 For the purposes of this Manual, unless the context requires otherwise:

- 2.2.1 the singular shall include the plural, and vice versa;
- 2.2.2 reference to one gender shall include the other gender; and
- 2.2.3 reference to a natural person shall include an artificial or juristic person, and vice versa.
- 2.3 Clause headings in this Manual are inserted for convenience only and shall not be taken into account for the purposes of interpreting it.
- 2.4 Any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the release date of this Manual, and as amended or substituted from time to time.

3. CONTACT DETAILS

Entity	Contact Details	Officers
Seriti Resources Holdings (Pty) Ltd Registration number: 2015/305867/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com
Seriti Coal (Pty) Ltd Registration number: 2016/416619/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com
Seriti New Largo Pty Ltd Registration number: 2016/416658/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com
Thabong Coal (Pty) Ltd Registration number: 2015/305867/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com

Seriti Power (Pty) Ltd Registration number: 1963/000537/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com
Seriti Power Finance (Pty) Ltd Registration number: 1963/000537/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com
Ingwe Housing Association (Pty) Ltd Registration number: 1991/007200/08	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com
Ingwe Surface Holdings (Pty) Ltd Registration number 1969/016351/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com
Kangwane Anthracite (Pty) Ltd Registration number 1980/007333/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com

Lehlaka Property Development (Pty) Ltd Registration number 2000/021807/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com
Manhattan Syndicate (Pty) Ltd Registration number 1893/000815/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Email: mike.teke@seritiza.com Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com
New Largo Coal (Pty) Ltd Registration number 2017/242141/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Email: mike.teke@seritiza.com Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com
Seriti Green (Pty) Ltd Registration Number: 2022/387381/07	Postal address: P O BOX 639 NORTHLANDS, 2196 Physical address: 15 CHAPLIN ROAD CNR CHAPLIN AND OXFORD ROAD ILLOVO, 2196 Website: https://seritiza.com/ Telephone: +27 11 047 7000	Head of Resources Holdings (Pty) Ltd: M S TEKE Information Officer: M S TEKE Contact number: 011 047 7000 Email: mike.teke@seritiza.com Deputy Information Officer: A C Visser Contact Number (011) 047 7000 Email: anlia.visser@seritiza.com

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("**Guide**"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA
- 4.2 The Guide can also be obtained-
- 4.2.1 upon request to the Information Officer of the entity concerned;
 - 4.2.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

5. RECORDS AVAILABLE IN TERMS OF SECTION 51(1)(D) OF PAIA

- 5.1 To the extent applicable, Seriti keeps such information and documents as may be required in accordance with, inter alia, the following legislation:

- 5.1.1 Basic Conditions of Employment Act (75 of 1997)
- 5.1.2 Broad-Based Black Economic Empowerment Act (53 of 2003)
- 5.1.3 Companies Act (71 of 2008)
- 5.1.4 Competition Act (89 of 1998)
- 5.1.5 Employment Equity Act (55 of 1998)
- 5.1.6 Income Tax Act (58 of 1962)
- 5.1.7 Labour Relations Act (66 of 1995)
- 5.1.8 Mineral and Petroleum Resources Development Act (28 of 2002)
- 5.1.9 National Credit Act (34 of 2005)
- 5.1.10 National Environmental Management Waste Act (59 of 2008)
- 5.1.11 Precious Metals Act (37 of 2005)
- 5.1.12 Prevention and Combating of Corrupt Activities Act (12 of 2004)
- 5.1.13 Promotion of Access to Information Act (2 of 2000)
- 5.1.14 Promotion of Equality and Prevention of Unfair Discrimination Act (4 of 2000)
- 5.1.15 Protection of Personal Information Act (4 of 2013)
- 5.1.16 Skills Development Levies Act (9 of 1999)
- 5.1.17 Transfer Duty Act (40 of 1949)
- 5.1.18 Unemployment Insurance Act (63 of 2001)
- 5.1.19 Unemployment Insurance Contribution Act (4 of 2002)
- 5.1.20 Value Added Tax Act (89 of 1991)

6. RECORDS HELD BY SERITI IN TERMS OF SECTION 51(1)(E) OF PAIA

The following is a non-exclusive list of the subjects on which Seriti holds records and the categories into which these fall:

- 6.1 Company Secretarial:
 - 6.1.1 Memorandum of Incorporation of Seriti;
 - 6.1.2 certificate of change of name;
 - 6.1.3 customer related records;
 - 6.1.4 minutes and resolutions;
 - 6.1.5 records in respect of trademarks;
 - 6.1.6 certificate of incorporation of Seriti; and

6.1.7 share registers.

6.2 Financial:

6.2.1 asset register;

6.2.2 audit reports;

6.2.3 financial records;

6.2.4 financial statements;

6.2.5 insurance records;

6.2.6 management accounts;

6.2.7 tax records; and

6.2.8 VAT records.

6.3 Personnel/Human Resources:

6.3.1 employment contracts;

6.3.2 employment equity policy;

6.3.3 health & safety records;

6.3.4 internal policies and procedures;

6.3.5 payroll; and

6.3.6 staff records.

6.4 Legal:

6.4.1 various contracts and agreements; and

6.4.2 letters of engagement.

6.5 Public relations:

6.5.1 Seriti brochures, marketing materials, and publications; and

6.5.2 media releases.

7. **INFORMATION AUTOMATICALLY AVAILABLE**

The following categories of records are automatically available for inspection, purchase or photocopying, and do not need to be requested in terms of PAIA:

7.1 newsletters;

7.2 booklets;

7.3 pamphlets/brochures;

7.4 marketing materials;

- 7.5 posters;
- 7.6 other literature intended for public viewing; and
- 7.7 any other information provided on the Seriti website, located at www.seritiza.com.

8. **PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA**

- 8.1 Seriti uses a person's personal information to manage its business (including communications with suppliers and employees), recruit new staff, comply with its legal obligations, and improve and monitor the performance of its digital platforms.
- 8.2 Seriti has measures in place to safeguard a person's personal information when it transfers it outside of the Republic.
- 8.3 Seriti takes steps to minimise the amount of personal information it holds and to keep it secure.
- 8.4 Seriti deletes personal information when it no longer needs it, and it has policies in place governing this.
- 8.5 We are happy to answer your questions about any of the above – please send them to information.officer@seritiza.com.
- 8.6 For further details about how we process your personal data you can read the appropriate privacy notice available on Seriti's website at <https://seritiza.com/privacy-policy/>.

9. **THE PURPOSE OF PROCESSING OF PERSONAL INFORMATION**

- 9.1 We process personal information for a variety of purposes, including but not limited to the following:
 - 9.1.1 to provide or manage any information, products and/or services requested by data subjects;
 - 9.1.2 to help us identify data subjects when they contact Seriti;
 - 9.1.3 for recruitment and employment purposes;
 - 9.1.4 for general administration, financial and tax purposes;
 - 9.1.5 for legal or contractual purposes;
 - 9.1.6 for health and safety purposes;
 - 9.1.7 to monitor access, secure and manage our premises and facilities;
 - 9.1.8 to transact with our suppliers and business partners;
 - 9.1.9 to help us improve the quality of our products and services;
 - 9.1.10 to help us recover debts; and
 - 9.1.11 to identify other products and services which might be of interest to data subjects and to inform them about our products and services.

10. **SHARING OF PERSONAL INFORMATION**

- 10.1 We do not share the personal information of our data subjects with any third parties, except if:
- 10.1.1 we are obliged to provide such information for legal or regulatory purposes;
 - 10.1.2 we are required to do so for purposes of existing or future legal proceedings, we are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with you;
 - 10.1.3 they perform services and process personal information on our behalf;
 - 10.1.4 this is required to provide or manage any information, products and/or services to data subjects; or
 - 10.1.5 needed to help us improve the quality of our products and services.
- 10.2 We will send our data subjects notifications or communications if we are obliged by law, or in terms of our contractual relationship with them.
- 10.3 We will only disclose personal information to government authorities if we are required to do so by law.
- 10.4 Our employees, our agencies, and our suppliers, are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

11. **INFORMATION SECURITY MEASURES TO PROTECT PERSONAL INFORMATION**

- 11.1 Reasonable technical and organisational measures have been implemented for the protection of personal information processed by Seriti and its operators. In terms of the POPIA, operators are third parties that process personal information on behalf of Seriti.
- 11.2 We continuously implement and monitor technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss, or destruction.
- 11.3 We will take steps to ensure that operators that process personal information on behalf of Seriti apply adequate safeguards as outlined above.

12. **TRANS-BORDER FLOWS OF PERSONAL INFORMATION**

- 12.1 We will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing and will do so only in accordance with South African legislative requirements; or if the data subject consents to transfer of their personal information to third parties in foreign countries.
- 12.2 We will take steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the POPIA.
- 12.3 We will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, apply adequate safeguards as outlined in this clause 12.

13. **HOW TO REQUEST RECORDS HELD BY SERITI IN TERMS OF SECTION 53(2) OF PAIA AND 23 OF POPIA**

- 13.1 A data subject may request Seriti:
- 13.1.1 to confirm whether or not Seriti is processing their personal information;

- 13.1.2 for a copy of their personal information; and
- 13.1.3 other supplementary information (for example, how are we using it, who are we sharing it with, and where did we get it from).
- 13.2 An individual is only entitled to their own personal information, and not to information relating to other people (unless the information is also about them, or they are acting on behalf of someone).
- 13.3 Requests for access to records:
 - 13.3.1 of personal information held by Seriti in terms of POPIA must be made by the requester using the form attached hereto as **Annexure A**. Such request must be made by emailing the completed Annexure A marked for the attention of the Information Officer of the relevant entity at information.officer@seritiza.com.
 - 13.3.2 held by Seriti in terms of PAIA must be made by the requester using the prescribed Form C: Request for Access to Record of Private Body, attached hereto as **Annexure B** or otherwise made available on the Regulator's website or the Department of Justice and Constitutional Development website (www.doj.gov.za). Such request must be made by emailing the completed Form C: Request for Access to Record of Private Body marked for the attention of the Information Officer of the relevant entity at information.officer@seritiza.com.
- 13.4 In lodging a request, the requester must:
 - 13.4.1 provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester;
 - 13.4.2 indicate which form of access is required, and specify a postal address, fax number and/or email address within the Republic;
 - 13.4.3 indicate whether, in addition to a written response, the requester requests to be informed in any other manner and state the necessary particulars to be so informed; and
 - 13.4.4 identify the right that the requester is seeking to exercise or protect, and provide an explanation of why the requested record is required for the exercise or protection of such right.
- 13.5 If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request, to the satisfaction of the Information Officer.
- 13.6 The Information Officer, as soon as reasonably possible, but in any event within 30 days, after the request has been received, shall decide whether or not to grant the request and notify the requester of its decision.
- 13.7 If the request for access is granted by the Information Officer, Seriti will specify, in the notice referred to in clause 13.6, the access fee payable and the form in which access will be given to the requester.
- 13.8 If the Information Officer refuses access, Seriti will provide adequate reasons for the refusal, based on the provisions of PAIA relied upon (and summarised in clause 14 below), in the notice referred to in clause 13.6.
- 13.9 The requester may lodge an application with a court to challenge Seriti's decision, or the contents of the notice referred to in clause 13.6, in accordance with the procedure and time period specified in such notice.

14. GROUNDS FOR REFUSAL IN TERMS OF CHAPTER 4 OF THE PAIA

14.1 In terms of PAIA, there are certain grounds upon which Seriti may refuse to grant a requester access to its records, as certain categories of information may be subject to protection in the interests of privacy. Such records which may be protected would include but would not be limited to records containing:

14.1.1 privileged information;

14.1.2 private information of a third party who is a natural person;

14.1.3 commercial information of a third party;

14.1.4 confidential information of a third party, the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations, or to prejudice that third party in commercial competition;

14.1.5 information that, if disclosed, could endanger the safety of an individual or could impair a party's protection of their property;

14.1.6 commercial information relating to the private body in question which would include information regarding trade secrets, financial, commercial or technical information, the disclosure of which would cause harm to the commercial or financial interests of the body; and

14.1.7 research information of a third party or of the private body in question.

15. RECORDS NOT FOUND OR THAT DO NOT EXIST IN TERMS OF SECTION 55 OF PAIA

15.1 If all reasonable steps have been taken to find a record, and such record cannot be found or if the record does not exist, the Information Officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.

15.2 The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine the existence thereof, including details of all communications by the Information Officer with every person who conducted the search.

15.3 The notice, as set out in 15.1, shall be regarded as a decision to refuse a request for access to the record concerned for purposes of PAIA.

15.4 If the record in question 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 access is refused by the Information Officer.

15.5 The attention of the requester is drawn to the provisions of Chapter 4 of PAIA, as set out in clause 14 above, in terms of which Seriti may refuse, on certain specified grounds, to provide information to a requester.

16. INFORMATION REQUESTED ABOUT A THIRD PARTY

16.1 Section 71 of PAIA makes provision for a request for information or records about a third party.

16.2 In considering such a request, Seriti will adhere to the provisions of sections 71 to 73 of PAIA, as well as the relevant provisions of POPIA.

16.3 The attention of the requester is drawn to the provisions of Chapter 5 of PAIA, in terms of which Seriti is required to notify the third party of the request lodged in respect of information applicable to or concerning such third party. Within 21 days of being informed, the third party

has an opportunity to grant his, her or its consent to the disclosure of the record, or to make representations (written or oral) as to why the requested record should not be disclosed to the requester. If Seriti decides to grant access to the record, it will notify the affected third party of its decision to do so. In addition, the provisions of Chapter 2 of Part 4 of PAIA entitles the third party to dispute the decision of the Information Officer by referring the matter to the High Court once all internal appeal procedures have been exhausted by the third party. The High Court will then determine whether or not the record should have been disclosed by Seriti.

17. UPDATING THE MANUAL

Seriti may update this Manual every six months or at such intervals as may be necessary.

18. AVAILABILITY OF THIS MANUAL IN TERMS OF SECTION 51(3) OF PAIA

18.1 This Manual is available for inspection, on prior arrangement with the Information Officer, at the offices of Seriti.

18.2 Copies of this Manual may be obtained, subject to the prescribed fees, at the offices of Seriti. The prescribed fees to obtain a copy of this manual are set out in Annexure C.

18.3 This Manual can also be accessed on the website of Seriti at <https://seritiza.com/wp-content/uploads/2021/08/seriti-manual-PAIA-2021.pdf>.

19. PRESCRIBED FEES

19.1 Seriti is entitled, under both POPIA and PAIA, to require a requester to pay a prescribed fee in order to provide access to records. Upon receipt of a request for records, as described in clause 9, the Information Officer will by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

19.2 Confirmation as to whether not Seriti is processing a data subject's personal information will be made free of charge.

20. REMEDIES

Seriti does not have internal appeal procedures regarding PAIA and POPIA requests. As such, the decision made by the duly authorised persons is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Regulator, for relief.

Right of Access Request Form

Under section 23 of the Protection of Personal Information Act (4 of 2013) (“**POPIA**”), you have a right to (i) request Seriti to confirm whether or not it holds personal information about you; and (ii) request a copy of the record or a description of the personal information Seriti holds about you, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information.

Seriti could hold personal information in a number of different areas. Completing this form will help us to locate the information you are seeking and deal with your request as quickly as possible.

1 Part 1 – About Yourself

SURNAME:	
FIRST NAME(S):	
ALTERNATIVE NAMES:	
IDENTITY NUMBER:	
DATE OF BIRTH:	
CURRENT ADDRESS:	
PHONE NUMBER:	
EMAIL ADDRESS:	
RELATIONSHIP TO DATA SUBJECT:	

2 Part 2 – Are You Requesting Information About Yourself?

IF YES:	Please go to Part 4
IF NO	If you are making the request on behalf of another person you must enclose with the request a signed authority from them to do so. If you are making the application because the data subject lacks capacity to make the application in their own right, please outline your authority to make the application in their stead (for example, Power of Attorney). You should enclose a copy of any evidence that you may have of that authority. The Information Officer of Seriti will contact you if further evidence is required. (please complete Part 3)

3 **Part 3 – Details of the Data Subject (if requesting information on behalf of someone else)**

If requesting information about an individual:	
SURNAME:	
FIRST NAME(S):	
ALTERNATIVE NAMES:	
IDENTITY NUMBER:	
DATE OF BIRTH:	
CURRENT ADDRESS:	
PHONE NUMBER:	
EMAIL ADDRESS:	

If requesting information about a juristic person:	
NAME OF ENTITY:	
ALTERNATIVE NAMES:	For example, if the entity trades under a name different to its registered name or it has changed its name
REGISTRATION NUMBER:	
REGISTERED ADDRESS:	
PRINCIPAL PLACE OF BUSINESS:	

4 Part 4 - Locating Your Personal Information

In order for us to be able to locate the information you are seeking, please provide some details, if known, as to where you feel information is held about you. If you would like to provide any further information that you feel would be helpful in locating your personal information, please provide this in the box named Additional Information.

<p>DESCRIBE THE INFORMATION YOU ARE REQUESTING:</p>	<p>If you are only seeking certain records, it would be helpful for us to know which types of record you are seeking, any time period to cover, and if you would like to see only specific document(s). Please describe these below with as much detail as you can.</p>
<p>DATES OF CONTACT: (approximately)</p>	
<p>ADDITIONAL INFORMATION:</p>	

5 Part 5 – Confirming Your Identity

We may ask for identification to confirm who you are.

It would therefore be helpful if, at the outset, you could provide, for identification purposes, a copy of any one of the documents listed below. Your document will be returned once the search for your personal data is completed.

- Certified copy of current identity document
- Certified copy of current passport

6 Part 6 - Declaration

Please read the following declaration carefully and sign and date it.

I, _____, certify that the information provided on this application to Seriti is true and correct. I understand that it is necessary for Seriti to confirm the data



subject's identity, and that it may be necessary for Seriti to request more details from me to be able to locate the correct information.

Signature: _____ Date: _____

Please return the completed form and supporting documents to the Information Officer by email at information.officer@seritiza.com



REPUBLIC OF SOUTH AFRICA

FORM C

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to
Information Act, 2000 (Act No. 2 of 2000)) [Regulation
10]**

A. Particulars of private body

The Head:

B. Particulars of person requesting access to the record

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

Full names and surname:

Identity number:

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

Postal address:

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

E-mail address:

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

C. Particulars of person on whose behalf request is made

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

Full names and surname:

Identity number:

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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.

Description of record or relevant part of the record:

.....
.....

.....
.....

1. Reference number, if available:

.....
.....
.....
.....

2. 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.

Disability: _____ Form in which record is required: _____

Mark the appropriate box with an **X**.

NOTES:

(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record	<input type="checkbox"/>	<input type="checkbox"/>
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches,					
<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"/>	<input type="checkbox"/>
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* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
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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..... ofyear

SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE

Fees in Respect of Private Bodies

- | | |
|--|------------|
| 1. The fee for a copy of the Manual as contemplated in regulation 9 (2) (c) is R1.10 for every photocopy of an A4-size page or part thereof. | |
| 2. The fees for reproduction referred to in Regulation 11 (1) are as follows: | ZAR |
| (a) For every photocopy of an A4-size page or part thereof | 1.10 |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | 0.75 |
| (c) For a copy in a computer-readable form on compact disk | 70.00 |
| (d) (i) For a transcription of visual images, for an A4-sized page or part thereof | 40.00 |
| (ii) For a copy of visual images | 60.00 |
| (e) (i) For a transcription of an audio record, for an A4-size page or part thereof | 20.00 |
| (ii) For a copy of an audio record | 30.00 |
| 3. The request fee payable by a requester, other than a personal request referred to in Regulation 11 (2) is | 50.00 |
| 4. The access fees payable by a requester referred to in Regulation 11 (3) are as follows: | |
| (1) (a) For every photocopy of an A4-size page or part thereof | 1.10 |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | 0.75 |
| (c) For a copy in a computer-readable form on compact disk | 70.00 |
| (a) (i) For a transcription of visual images, for an A4-size page or part thereof | 40.00 |
| (ii) For a copy of visual images | 60.00 |
| (d) (i) For a transcription of an audio record, for an A4-size page or part thereof | 20.00 |
| (ii) For a copy of an audio record | 30.00 |
| (e) To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation. | 30.00 |
| (2) For purposes of Section 54 (2) of the Act, the following applies: | |
| (a) Six hours as the hours to be exceeded before a deposit is payable; and | |
| (b) One third of the access fee is payable as a deposit by the requester. | |
| (3) The actual postage is payable when a copy of a record must be posted to a requester. | |