FYNKOS CC

2003/007143/23

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000.

DATE OF COMPILATION: JUNE 2026

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	**"CEO"**	Chief Executive Officer
1.2	**"DIO"**	Deputy Information Officer;
1.3	**"IO"**	Information Officer;
1.4	**"Minister"**	Minister of Justice and Correctional Services;
1.5	**"PAIA"**	Promotion of Access to Information Act No. 2 of 2000 (as Amended;
1.6	**"POPIA"**	Protection of Personal Information Act No.4 of 2013;
1.7	**"Regulator"**	Information Regulator; and
1.8	**"Republic"**	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

2.1 This manual has been compiled in terms of the Promotion of Access to Information Act, No. 2 of 2000 ("the Act"). The Act gives effect to the constitutional right of access to information contained in section 32 of the Constitution of the Republic of South Africa.

2.2 In terms of the Act, private bodies are required to compile a manual as a guide to requesters of information. This manual provides the procedure to be followed by requesters when requesting information from Fynkos for the purpose of exercising or protecting rights. This manual further sets out the type of records held by Fynkos and the availability of such records.

2.3 This PAIA Manual is useful for the public to-

2.3.1 check the categories of records held by Fynkos which are available without a person having to submit a formal PAIA request;

2.3.2 have a sufficient understanding of how to make a request for access to a record of Fynkos by providing a description of the subjects on which Fynkos holds records and the categories of records held on each subject;

2.3.3 know the description of the records of Fynkos which are available in accordance with any other legislation;

2.3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;

2.3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

2.3.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

2.3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;

2.3.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.3.9 know if Fynkos has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.3.10 know whether Fynkos has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF FYNKOS

3.1 Chief Information Officer:

Name:	Ms Des Adams
Tel:	074 142 1100
Email:	info@fynkos.co.za
Fax number:	N/A

3.2 Access to information general contact:

Email:	info@fynkos.co.za

3.3 National or Head Office

Postal Address:	Gate 2, Kirstenbosch National Botanical Gardens, Rhodes Drive
Physical Address:	Gate 2, Kirstenbosch National Botanical Gardens, Rhodes Drive
Telephone:	074 142 1100
Email:	info@fynkos.co.za
Website:	www.fynkos.co.za

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

4.1 The Information 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 is available in English.

4.3 The aforesaid Guide contains the description of-

4.3.1 the objects of PAIA and POPIA;

4.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1 the Information Officer of every public body, and

4.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA[1] and section 56 of POPIA[2];

4.3.3 the manner and form of a request for-

4.3.3.1 access to a record of a public body contemplated in section 11[3]; and

4.3.3.2 access to a record of a private body contemplated in section 50[4];

4.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

4.3.6.1 an internal appeal;

4.3.6.2 a complaint to the Regulator; and

4.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.7 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

4.3.7.1 an internal appeal;

4.3.7.2 a complaint to the Regulator; and

4.3.7.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

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[1] Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

[2] *Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

[3] *Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

[4] *Section 50(1) of PAIA- A requester must be given access to any record of a private body if-*
a) that record is required for the exercise or protection of any rights;
b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

4.3.8 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

4.3.8.1 an internal appeal;

4.3.8.2 a complaint to the Regulator; and

4.3.8.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.9 the provisions of sections 14[5] and 51[6] requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.10 the provisions of sections 15[7] and 52[8] providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.11 the notices issued in terms of sections 22[9] and 54[10] regarding fees to be paid in relation to requests for access; and

4.3.12 the regulations made in terms of section 92[11].

Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

[5] *Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

[6] *Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access*

[7] *Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access*

[8] *Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

[9] *Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

[10] *Section 92(1) of PAIA provides that –"The Minister may, by notice in the Gazette, make regulations regarding-*
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act

4.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5 The Guide can also be obtained from the website of the Regulator (https://www.justice.gov.za/inforeg/). Any queries related to the guide must be directed to the Information Regulator's office.

4.6 A copy of the Guide is also available from Fynkos, for public inspection during normal office hours.

5 CATEGORIES OF RECORDS OF FYNKOS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following are categories of records held by Fynkos which are available without a person having to request access by completing Form 2, meaning the types of the records that maybe available on the website and a person may download or request telephonically or by sending an email.

Category of records	Types of the Record	Available on Website
Public Affairs/Website	• Public Product Information	X
	• Public Corporate Records	X
	• Media Releases	X
	• Publications	X
	• Newsletters	X

6 INDICATION OF OTHER LEGISLATION IN TERMS OF WHICH THE RECORDS OF FYNKOS ARE AVAILABLE

Records maintained by Fynkos in terms of other legislation includes but are not limited to:

6.1 Basic Conditions of Employment Act 75 of 1997;

6.2 Broad-Based Black Economic Empowerment Act 53 of 2003;

6.3 Compensation for Occupational Injuries and Diseases Act 130 of 1993;

6.4 Electronic Communications and Transactions Act 25 of 2002;

6.5 Employment Equity Act 55 of 1998;

6.6 Income Tax Act 58 of 1962;

6.7 Labour Relations Act 66 of 1995;

6.8 Occupational Health and Safety Act 85 of 1993;

6.9 Pension Funds Act 24 of 1956;

6.10 Promotion of Access to Information Act 2 of 2000;

6.11 Protection of Personal Information Act 4 of 2013;

6.12 Unemployment Insurance Contributions Act 4 of 2002;

6.13 Unemployment Insurance Act 30 of 1996; and

6.14 Value Added Tax Act 89 of 1991**.**

7 DESCRIPTION OF THE SUBJECTS ABOUT WHICH FYNKOS HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY FYNKOS

This section sets out the subjects (i.e. Finance or HR) in respect of which Fynkos holds records and the categories of records held on each subject, including records which are created and available in accordance with any of the South African legislation. These records are not freely available but can be requested in terms of form 2 **.** The inclusion of any subject of records should not be taken as an indication that the records in those categories will be made available under PAIA, as certain grounds for refusal may be applied.

Records	**Subject**
Company Secretarial	• Company documents including the memorandum of incorporation • Registers and minute books • Statutory returns • Powers of attorney
Company Authorisation and Licence	• CIPC Registration • Employer Registration • VAT Registration • Taxpayer Registration
Financial	• Financial Statements • Financial and Tax Records (Company & Employees) • Asset Register • Management Accounts • Bank statements • Debtors/Creditors statements and invoices

Legal Services	• Agreements with customers, suppliers, service providers and other parties.
Movable and immovable property	• Lease agreements • Credit sale agreements • Ordinary sale agreements • Stock/inventory
Marketing	• Market Information • Public Customer Information • Product Brochures • Sales Records
	• Marketing Strategies • Copies of advertisements and advertising register
	• Customer Database
	• Company performance Records
Strategic Documents, Plans, Proposals	• Annual Reports • Strategic Plan • Annual Performance Plan

Administration and Information Technology	• Correspondence with internal and external parties • Fynkos systems documentation and manuals
Operations	• Policies and Procedures • compliance records • Disaster recovery, Health and Safety and implementation plans

Human Resources	• Policies and procedures • Employee information • Employment contracts • Training Records • Workplace records
Compliance Delivery	• Compliance Reports • Correspondence with regulators and customers • Implementation records
Website/Social Media (where applicable)	• Company profile • Areas of Service and Expertise • News and Publications • Coverage

8 PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

Fynkos will only process personal information in line with the Fynkos Privacy Policy.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

This section specifies the categories of data subjects in respect of whom Fynkos processes personal information and the nature or categories of the personal information being processed. The inclusion of any subject of records should not be taken as an indication that the records in those categories will be made available under PAIA, as certain grounds for refusal may be applied.

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Name of customer/client, Contact information.

Service Providers	Names, registration number, vat numbers, address, trade secrets and bank details
Employees	Names, Last name, Identity number, Address, Banking details, Qualifications, gender, and Race, Contact information
Third party contractors	Name, Last name, Identity number, Address, Qualifications, Gender, Race, Contact information. Business address, Banking details of business, Registration number of business
IT Infrastructure	Name, Last name, Identity number, Login usernames, Address, Qualifications, Gender, Race, Contact information
Marketing	Name, Last Name, Business name
Front Office	Name, Last name, Personal E-mail address, Home postal address, Home telephone number.
Finance	Name, Last name, Identity number, ID type, Gender, Personal mobile number, Name of Account holder, Account type, Name of Bank, Account number, Branch code.

8.3 **The recipients or categories of recipients to whom the personal information may be supplied**

Category of personal information	**Recipients or Categories of Recipients to whom the personal information may be supplied**
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority Regulatory bodies
Credit and payment history, for credit information	Credit Bureaus

Name, address, registration numbers or identity numbers, employment status and bank details	Third party contractors
Name, address, registration numbers or Identity numbers, Employment status, Bank details, Business information, Trading information, Statutory reports, Business reports.	Regulatory bodies

8.4 **Planned transborder flows of personal information**

Fynkos uses the necessary security functionality to their systems which safeguards its information against malicious access and use.

8.5 **General description of Information Security Measures implemented by Fynkos to ensure the confidentiality, integrity and availability of the information**

Fynkos allows for the safeguarding of Information, including personal information. It ensures that basic security platforms, solutions, software, principles and architecture are in place to protect its information systems against data leakage and the misuse of information.

9 AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available as follows:

9.1.1 On info@fynkos.co.za

9.1.2 From the location of Fynkos during normal business hours on request by any person on payment of a prescribed fee; and

9.1.3 From the Information Officer.

10 PRESCRIBED FEES AND FORMS

10.1 If you request access to records containing personal information about yourself you will not be required to pay the request fee. Any other request under PAIA must be made by use of the required forms and upon payment of prescribed fees. For details pertaining to the fees payable and how the outcome of your request will be communicated to you please refer to Form 3 (Annexure 4).

10.2 The following fees are, or could be, payable-

10.2.1 Initial Request fee, when submitting the initial request.

10.2.2 If the request is granted, an access fee must be paid for the reproduction of records and for time in excess of one hour to search and prepare the records for disclosure. Where the time to prepare the records for disclosure is likely to exceed six hours, a deposit of one third of the anticipated access fee may be required as a deposit.

10.2.3 Payment details can be obtained from the Information Officer.

Refer to **Annexure 1** for the Fynkos PAIA process and **Annexure 2** for Prescribed fees.

11 UPDATING OF THE MANUAL

The head of Fynkos will on a regular basis update this manual and will be published according to the requirements of PAIA and POPIA.

Issued by

Ms Des Adams

Information Officer

"ANNEXURE 1"

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

_____
_____
_____
_____

(Address)

E-mail address: _____

Fax number: _____

*Mark with an **"X"***

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(if applicable):*				
Identity Number				
Postal Address				

Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (*If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
*(Mark the applicable box with an "**X**")*

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS *(Mark the applicable box with an "**X**")*	
Printed copy of record *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

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

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

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

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

Postal address	**Facsimile**	**Electronic communication** ***(Please specify)***

Signed at _____this _____day of _____20 _____

_____

Signature of Requester / person on whose behalf request is made

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FOR OFFICIAL USE

Reference number:	
Request received by: *(State Rank, Name And Surname of Information Officer)*	
Date received:	
Access fees:	
Deposit (if any):	

_____

Signature of Information Officer

"ANNEXURE 2"

FORM 1

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017

[Regulation 2(1)]

Note:

1. *Affidavits or other documentary evidence in support of the objection must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number….

A	**DETAILS OF DATA SUBJECT**
Name and surname of data subject:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	
B	**DETAILS OF RESPONSIBLE PARTY**
Name and surname of responsible party*(if the responsible party is a natural)*:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body*(if the responsible party is not a natural person)*:	
Business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

C	**REASONS FOR OBJECTION** *(Please provide detailed reasons for the objection)*

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

.....
Signature of data subject (applicant)

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 3(2)]

Note:
1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number….

Mark the appropriate box with an "x".

Request for:

☐ Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐ Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	**DETAILS OF THE DATA SUBJECT**
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	
B	**DETAILS OF RESPONSIBLE PARTY**
Name and surname of responsible party*(if the responsible party is a natural person)*:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body *(if the responsible party is not a natural person)*:	
Business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

C	**REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY.** *(Please provide detailed reasons for the request)*

***** *Delete whichever is not applicable*

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

.....
Signature of Data subject

"ANNEXURE 3"

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

1. *If your request is granted the—*
   (a) amount of the deposit, (if any), is payable before your request is processed; and
   (b) requested record/portion of the record will only be released once proof of full payment is received.
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO: _____
_____
_____
_____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)* is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	

OR

2. You requested:

Printed copies of the information *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of information on flash drive *(including virtual images and soundtracks)*	
Copy of information on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language: *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	 R40.00 R40.00 R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

☐ Yes ☐ No

Hours of search		Amount of deposit *(calculated on one third of total amount per request)*	

The amount must be paid into the following Bank account:
Name of Bank: _____
Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____

Signed at _____this _____day of _____20 _____

_____
Information officer