

**MANUAL IN TERMS OF SECTION 51 OF**

**THE PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000**

**(“PAIA”)**

**as amended by the Protection of Personal Information Act, 4 of 2013**

**(“POPIA”)**

**OF**

**MÉDECINS SANS FRONTIÈRES SOUTHERN AFRICA (NPC)**

**(REG. NO.: 2007/008324/08)**

**(“MSF-SA”)**

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## **1. An introduction to PAIA**

- 1.1. South Africa's system of government, before 27 April 1994, resulted in a secretive and unresponsive culture within public and private bodies, which often led to an abuse of power and human rights violations.
- 1.2. PAIA, together with all relevant legislation, provides you with the right of access to information held by public and private bodies when you request such information in accordance with the provisions of PAIA, for the exercise or protection of any of your or another person's rights.
- 1.3. If you make such a request, a public or private body must release the information unless PAIA or any other relevant law states that the records containing such information may not be released.
- 1.4. For purposes of this Manual, we refer to ourselves as "MSF-SA", "we", "us" or "our".
- 1.5. We have compiled this Manual to inform you of, and guide you through, the procedural and other requirements with which a PAIA request must comply.

## **2. Our board members**

We thought it important that, before we get into the detail of how you go about submitting a PAIA request to us, we introduce you to our board members. At the time of publishing this version of our PAIA manual, the board members of MSF-SA are:

- 2.1. Bhelekazi Mdlalose - President
- 2.2. Maximina Kazetu - Vice President
- 2.3. Mncedisi Mpungose- Secretary
- 2.4. Walter Taderera - Treasurer
- 2.5. Amir Shroufi - Member
- 2.6. Munyaradzi Dhodho- Member
- 2.7. Gugulethu Ngidi - Member
- 2.8. Nkanyiso Gambu - Member
- 2.9. Spencer Botolo - Member

The board members may change from time to time. Please visit our website <https://www.msf.org.za/about-us/msf-board-members> to find out whether there have been any changes.

## **3. A list of our main subsidiaries and associate companies**

MSF-SA is an affiliate of Médecins Sans Frontières. If you have a PAIA request you would like to submit to it, you should follow the procedures set out in this Manual, as it will also apply to it.

#### 4. About us

MSF-SA is part of an international humanitarian aid movement that provides assistance in more than 70 countries, to populations in distress, to victims of natural or man-made disasters and to victims of armed conflicts, without discrimination and irrespective of race, religion, creed, or political affiliation.

If you would like to find out more about us, including our main business activities, go to <https://www.msf.org.za/about-us>.

#### 5. Our contact details<sup>1</sup>

PAIA requires us to provide you with certain contact details. We have set out our contact details immediately below.

<b>Postal Address</b>	PO Box 61624 Marshalltown 2107
<b>Street Address</b>	9 <sup>th</sup> Floor, Zurich House, 70 Fox Street, Marshalltown, Johannesburg, South Africa
<b>Telephone contact number</b>	+27 (0) 11 403 4440/1/2
<b>Information Officer PAIA</b>	Zoya Naidoo <a href="mailto:privacy@joburg.msf.org">privacy@joburg.msf.org</a>
<b>Information Officer POPIA</b>	Zoya Naidoo <a href="mailto:privacy@joburg.msf.org">privacy@joburg.msf.org</a>

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<sup>1</sup> Section 51(1)(a) of PAIA

<b>Deputy Information Officer</b>	N/A
<b>Head</b>	General Director – Andrew Mews

## 6. Where to get guidance regarding submitting a PAIA request<sup>2</sup>

6.1. The process of submitting a PAIA request can be quite daunting, even for trained lawyers. In order to assist those who are not familiar with PAIA requests, Section 10 of PAIA has instructed the Information Regulator to prepare a Guide that contains information to assist you in understanding how to exercise your rights under PAIA (“**the Guide**”). It is available in all the South African official languages and braille.

6.2. If you have any queries, or need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator

Braampark Forum 3,

33 Hoofd Street,

Braamfontein

Tel: +27 10 023 5200

Email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

Website: <https://www.justice.gov.za/infoereg/>

6.3. A copy of the Guide is also available in two South African languages at our office, for public inspection during normal office hours-

6.4. Please use the form in Annexure 1 to request a copy of the guide from MSF-SA. There is no fee payable when requesting a copy of the Guide.

## 7. Information that is automatically available without a PAIA request<sup>3</sup>

<sup>2</sup> Section 51(1)(b)(i) of PAIA once amended by section 110 of POPIA.

<sup>3</sup> Section 51(1)(b)(ii) of PAIA once amended by section 110 of POPIA.

- 7.1. PAIA tries to make access to information easier for everyone. It does this by suggesting that entities, such as MSF-SA, voluntarily compile categories of documents and information (records) that you may request, without having to go through the formal PAIA request process.<sup>4</sup>
- 7.2. Information on the MSF-SA website is automatically available and does not need to be formally requested in terms of the PAIA request process. Our brochures, press releases, publications and marketing material are also automatically available.
- 7.3. You may request a copy of this record, upon payment of a fee for reproduction as set out in Annexure 3.

## **8. Records kept in terms of the other legislation<sup>5</sup>**

- 8.1. We are subject to various laws and regulations, some of which require us to keep certain records. We have set out, below, laws that we may be subject to, and which may require us to keep certain records.
- Basic Conditions of Employment Act 75 of 1997
  - Broad Based Black Economic Empowerment Act 53 of 2003 and Codes of Good Practice
  - Companies Act 71 of 2008
  - Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
  - Competition Act 89 of 1998
  - Copyright Act 98 of 1978
  - Consumer Protection Act 68 of 2008
  - Electronic Communications Act 36 of 2005
  - Employment Equity Act 55 of 1998
  - Financial Intelligence Centre Act 38 of 2001
  - Income Tax Act 58 of 1962
  - Insolvency Act No. 24 of 1936
  - Labour Relations Act 66 of 1995

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<sup>4</sup> This is set out in section 52(2) of PAIA.

<sup>5</sup> Section 51(1)(b)(ii) of PAIA once amended by section 110 of POPIA.

- National Credit Act 34 of 2005
- Occupational Health & Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- POPIA
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Standards Act 8 of 2008
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 30 of 1966
- Tobacco Products Control Act 83 of 1993
- Value Added Tax Act 89 of 1991

8.2. Although we have used our best endeavours to provide a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a requester access on a basis other than as set out in PAIA, we will update the list accordingly. If you believe that a right of access to a record exists in terms of other legislation listed above or any other legislation, you are required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity to consider the request in light thereof.

**9. A description of subjects we hold records on and categories of records<sup>6</sup>**

9.1. PAIA requires us to make access to our records easier. To do so, we have described below, some of the key subjects on which we hold records, divided into categories:

Subject matter	Category
Corporate documents	<ul style="list-style-type: none"> <li>• Documents of incorporation;</li> <li>• Memorandum of Incorporation;</li> <li>• Minutes of board of director’s meetings and general meetings;</li> <li>• Written resolutions;</li> <li>• Records relating to the appointment of directors / auditors / company secretary public officer and other officers; and</li> </ul>

<sup>6</sup> Section 51(1)(b)(iv) of PAIA once amended by section 110 of POPIA.

	<ul style="list-style-type: none"> <li>• Other statutory records.</li> </ul>
Financial records and tax records	<ul style="list-style-type: none"> <li>• Annual financial statements;</li> <li>• Tax returns;</li> <li>• Accounting records;</li> <li>• Banking records;</li> <li>• Bank statements;</li> <li>• Paid cheques;</li> <li>• Asset register;</li> <li>• Rental agreements;</li> <li>• Invoices;</li> <li>• PAYE records;</li> <li>• Documents issued to employees for income tax purposes;</li> <li>• Records of payments made to SARS on behalf of employees;</li> <li>• All other statutory compliances;</li> <li>• VAT records;</li> <li>• Regional services levies;</li> <li>• Skills development levies;</li> <li>• UIF; and</li> <li>• Workmen's compensation.</li> </ul>
Personnel records	<ul style="list-style-type: none"> <li>• Employment contracts;</li> <li>• Employment policies and procedures;</li> <li>• Employment equity plan;</li> <li>• Medical aid records;</li> <li>• Pension fund records;</li> <li>• Internal evaluations and disciplinary records;</li> <li>• Salary records;</li> <li>• Disciplinary codes;</li> <li>• Leave records;</li> <li>• Training records and manuals;</li> <li>• Operating manuals;</li> <li>• Personal records provided by personnel;</li> <li>• Other statutory records; and</li> <li>• Related correspondence.</li> </ul>



Health and safety, and sustainability records	<ul style="list-style-type: none"> <li>• Health and safety records</li> <li>• Occupation certificates of all buildings</li> <li>• Fire clearance certificates of all buildings</li> <li>• Sustainability policy and operational plan</li> <li>• Project feasibilities</li> <li>• Environmental authorisations</li> <li>• Environmental plans</li> <li>• Environmental audit records</li> </ul>
Procurement records	<ul style="list-style-type: none"> <li>• Standard terms and conditions for supply of services and products</li> <li>• Contractor, client and supplier agreements</li> <li>• Lists of suppliers, products, services and distribution</li> <li>• Policies and procedures</li> <li>• Proposal and tender documents</li> <li>• Project plans</li> </ul>
Operations records	<ul style="list-style-type: none"> <li>• Access control records</li> <li>• Service level agreements</li> <li>• General correspondence</li> <li>• Patents and trade mark documents</li> <li>• Insurance documentation</li> </ul>
Marketing records	<ul style="list-style-type: none"> <li>• Advertising and donation material</li> <li>• Proposal documents</li> <li>• Brand information management</li> <li>• Marketing strategies</li> </ul>
Risk audit records	<ul style="list-style-type: none"> <li>• Audit reports</li> <li>• Risk management frameworks and plans</li> </ul>
Information and Technology records	<ul style="list-style-type: none"> <li>• Computer/mobile device usage policy documentation</li> <li>• Disaster recovery plans</li> <li>• Hardware asset registers</li> <li>• Information technology policies/standards/procedures/manuals</li> <li>• Software licensing</li> </ul>

Fundraising records	<ul style="list-style-type: none"> <li>• Schedule of projects/record of organisations that receive funding</li> <li>• Reports, books, publication and general information related to fundraising and expenditure</li> <li>• Records and contracts of agreement with funded or funder organisations</li> </ul>
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**10. Information on how you can make a PAIA request to us<sup>7</sup>**

- 10.1. If you would like to make a PAIA request to MSF-SA, you must do so on Form 2 of Annexure A to Government Notice No. R 757 dated 27 August 2021, or a substantially similar form. We have, for your convenience, also attached the form to this Manual. It is attached as Annexure 2.
- 10.2. It is important that you address any requests for access to records to the Information Officer of MSF-SA at the address, telefax number or e-mail address provided above in this Manual.
- 10.3. It is important that you provide us with sufficient detail on the request form to enable us to identify you and the record you need from us. You must also indicate in what form you would like to access the records, for example hardcopy printouts or electronic format. Please also let us know whether, in addition to a written response, you would like us to contact you in some other way, for example by telephone or email. If so, please provide us with your additional contact details.
- 10.4. It is crucial that you identify the right that you want to exercise or protect and provide us with an explanation of why the requested record is required for the exercise or protection of that right.
- 10.5. If you are making a request on behalf of another person, you must submit proof of the capacity in which you make the request. This proof will be subject to the satisfaction of MSF-SA's Information Officer.
- 10.6. If you do not use the standard form (which is Annexure 2 annexed to this Manual), your request may be rejected for lack of procedural compliance, refused (if sufficient information is not provided or otherwise) or delayed.

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<sup>7</sup> Section 51(1)(b)(iv) of PAIA once amended by section 110 of POPIA and section 53 of PAIA.

- 10.7. Please note that you will also be required to pay the prescribed fees. The list of prescribed fees in respect of requests, and in respect of access to records (if the request is granted) is set out in Annexure 3 to this Manual.
- 10.8. If you require assistance to complete the request form, MSF-SA will assist you at no charge.
- 10.9. If you are requesting records that are not related to a personal request, we will first notify you of the prescribed fee (if any) before processing the request any further. You may lodge an internal appeal or an application to Court, against our requirement that you pay a request fee.
- 10.10. We will then make a decision on the request and notify you on a form set out in Annexure 4 .
- 10.11. If your request is granted, then a further access fee must be paid for the reproduction and search and preparation of the record, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- 10.12. If the search for or preparation of a record would, in the opinion of the Information Officer, require more than 6 hours, we will require you to pay as a deposit, a portion of the access fee. We will notify you on a form that corresponds with the form in Annexure 4.
- 10.13. Please note that all requests which we receive, will be evaluated and considered in accordance with PAIA. It is important to remember that, even though we have published this Manual and described the categories and subject matter of information or records that we hold, this does not give you any rights to access such information or records, except in terms of PAIA. Records that you may not be entitled to include those of third parties who are natural persons (i.e. humans), the commercial information of third parties, the safety of individuals or protection of property, those that are privileged from production in legal proceedings, the commercial information of a private body and research information of a third party and a private body.

## **11. Information related to POPIA<sup>8</sup>**

### **11.1. Introduction**

- 11.1.1. POPIA requires us to provide you with certain information relating to how personal information that we process is, amongst others, used, disclosed and destroyed. We have set out the required information below.

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<sup>8</sup> Section 51(1)(c) of PAIA once amended by section 110 of POPIA.

## 11.2. **Information requests made under POPIA**

- 11.2.1. POPIA provides that you may, upon proof of identity, request us to confirm, free of charge, whether or not we hold any personal information about you. You may also request the record or description of the personal information about you, including information about the identity of third parties who have or have had access to such information.
- 11.2.2. Requests for personal information under POPIA must be made in accordance with the provisions of PAIA.<sup>9</sup> This process is outlined in paragraph 10 above.
- 11.2.1. If we provide you with your personal information, you have the right to request the correction, deletion or destruction of your personal information, in the prescribed form.<sup>10</sup> If you wish to request correction, deletion or destruction of personal information, you must submit a request to the Information Officer at the postal or physical address, fax number or electronic mail address set out above on the form attached hereto as Annexure 5.
- 11.2.2. Under certain circumstances, you may also object to the processing of your personal information in the prescribed form.<sup>11</sup> We have, for your convenience, attached the form to this Manual. It is attached as Annexure 6.<sup>12</sup>
- 11.2.3. We will give you a written estimate of the fee for providing you with your personal information, before providing you with the services. We may also require you to provide us with a deposit for all or part of the fee prior to giving you the requested personal information.<sup>13</sup>
- ## 11.3. **Purpose of processing<sup>14</sup>**
- 11.3.1. POPIA provides that personal information must be processed for a specified purpose.
- 11.3.2. The purpose for which information is processed will depend on the type of personal information that we collect and our relationship with you as a data subject. The purpose for which your information is processed is ordinarily disclosed, explicitly or implicitly at the time of collection.
- 11.4. Should you wish to object to MSF-SA, or MSF-SA's third party service providers,

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<sup>9</sup> Section 25 of POPIA.

<sup>10</sup> Section 23(2) and 24 of POPIA.

<sup>11</sup> Section 11(3)(a) of POPIA.

<sup>12</sup> Form 2 of the Regulations Relating to the Protection of Personal Information.

<sup>13</sup> Section 23(3)(a) and (b) of POPIA.

<sup>14</sup> Section 51(1)(c)(i) of PAIA once amended by section 110 of POPIA.

processing your personal information, please complete Annexure 6.

**11.5. Personal Information that is processed<sup>15</sup>**

11.5.1. Please refer to the table below for a non-exhaustive list of the information processed by MSF-SA.

<b>Category of Data Subject</b>	<b>Category of Personal Information</b>
Natural Persons	Names; contact details; physical and postal addresses; date of birth; age; ID number; tax related information; nationality; gender; banking details; and confidential correspondence
Juristic Persons / Entities	names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.
Foreign Persons / Entities	names; contact details; physical and postal, financial information addresses; date of birth; passport number tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
Contracted Service Providers	names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners

<sup>15</sup> Section 51(1)(c)(ii) of PAIA once amended by section 110 of POPIA. The information provided under this section refers to broad categories of information. This list is not exhaustive.

Intermediary / Advisor	names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
Employees / Directors / Potential personnel / Shareholders / Volunteers / Employees' family members / Temporary Staff	gender, pregnancy; marital status; race, age, language, education information; financial information; employment history; ID number; next of kin; children's name, gender, age,; physical and postal address; contact details; opinions, criminal behaviour and/or criminal records; well-being; trade union membership; external commercial interests; medical information:
Website end-users / Application end-users	Names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.

**11.6. Categories of recipients for purposes of processing personal information<sup>16</sup>**

11.6.1. We may supply personal Information to these potential recipients:

- Entities within the MSF global network;
- Our suppliers, service providers, vendors, agents and representatives who perform services on our behalf;
- Third party verification agencies and credit bureaus;
- Collection agencies;
- Banks and other financial institutions; and
- Our business partners that perform business operations for us.

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<sup>16</sup> Section 51(1)(c)(iii) of PAIA once amended by section 110 of POPIA.

- 11.6.2. We may disclose personal information that we have collected to any of our third-party service providers, with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions.
- 11.6.3. We may disclose personal information to any Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities.
- 11.6.4. We endeavour to enter into written agreements to ensure that other parties comply with our confidentiality and privacy requirements. Personal information may also be disclosed where we have a legal duty or a legal right to do so.

11.7. **General description of information security measures<sup>17</sup>**

MSF-SA employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

- Firewalls;
- Virus protection software and update protocols;
- Information security policies;
- Logical and physical access control; and
- Secure setup of hardware and software making up our information technology infrastructure.

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<sup>17</sup> Section 51(1)(c)(v) of PAIA once amended by section 110 of POPIA.

**ANNEXURE 1**

FORM 1  
REQUEST FOR A COPY OF THE GUIDE

To: \*The Information Regulator  
P.O Box 31533  
Braamfontein,  
2017  
E-mail address: infoereg@justice.gov.za  
Tel number: +27 (0) 10 023 5200

OR

To: \*The Information Officer  
[insert email]

I,

Full Names:				
In my capacity as (mark with "x"):	Information Officer		Other	
Name of *public/private body (if applicable):				
Postal Address:				
Street Address:				
E-mail Address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular	

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

Language (mark with "x")		No of Copies	Language (mark with "x")		No of Copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			isiXhosa	
	isiZulu				



Manner of Collection (mark with "x"):			
Personal Collection	Postal Address	Facsimile	Electronic Communication (please specify)

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

.....

*Signature of requester*

\*Delete whichever is not applicable.

**ANNEXURE 2**

FORM 2  
REQUEST FOR ACCESS TO A RECORD

**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  
MSF SA – Doctors Without Borders  
9<sup>th</sup> Floor, Zurich House  
70 Fox Street  
Marshalltown  
Johannesburg  
2001

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 <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<i>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.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
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			

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

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

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

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

<b>FEES</b>	
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 3

#### FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: <ul style="list-style-type: none"> <li>i. Flash drive (to be provided by requester)</li> <li>ii. Compact disc               <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to requester</li> </ul> </li> </ul>	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced.
6.	Copy of visual images	Will depend on quotation from service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: <ul style="list-style-type: none"> <li>i. Flash drive (to be provided by requestor)</li> <li>ii. Compact disc               <ul style="list-style-type: none"> <li>• If provided by requester</li> <li>• If provided to requester</li> </ul> </li> </ul>	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of:	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of item 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

**ANNEXURE 4**

**FORM 3  
OUTCOME OF REQUEST AND OF FEES PAYABLE**

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: (Requester name)

You request dated \_\_\_\_\_ refers.

1. You requested:

Personal inspection of information at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, all information held on computer or in an electronic or machine readable form</i> ) 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 3.	
--	--

**OR**

2. You requested:

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

3. To be submitted:

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

Kindly note that your request has been:

Approved

Denied for the following reasons:


4. Fees payable with regard 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	R40.00		
• To be provided by requestor			
ii. Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requester			
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	R40.00		
• To be provided by requestor			
ii. Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requester			
Postage, email or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

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

Yes

No

Hours of search
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Amount of deposit <i>(calculated on one third of total amount per request)</i>
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The amount must be paid into the following bank account:

Name of Bank: Nedbank  
Name of account holder: Medecins Sans Frontieres SA



Type of account: Current  
Account number: 1944201661  
Branch code: 194405  
Reference number: PAIA Request  
Submit proof of payment to: [privacy@joburg.msf.org](mailto:privacy@joburg.msf.org)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
*Information Officer*

## ANNEXURE 5

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

#### REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

- 1 Affidavits or other documentary evidence as applicable in support of the request may be attached.
- 2 If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- 3 Complete as is applicable.

Mark the appropriate box with an "x".

**Request for:**

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

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

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address	
	Code (    )
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (    )

Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>
<b>D</b>	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS OR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</b> <i>(Please provide detailed reasons for the request)</i>

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

.....  
Signature of data subject/ designated person

## ANNEXURE 6

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

#### REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

Note:

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

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address	
	Code (    )
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>


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

.....  
*Signature of data subject/ designated person*