

# PAIA/POPIA MANUAL

As required in terms of section 51 of the Promotion of Access to Information Act, No. 2 of 2000 ("PAIA") and compliance with the requirements of the Protection of Personal Information Act, No.4 2013 ("POPIA")

This manual contains information required to request access to the records of:

**Camarena Porter Optometrists Incorporated**

**t/a Spectacle World**

**(Registration number 2001/007527/21)**

## Contact Details

Postal Address	Private Bag 163  Postnet N1 Value Centre  7463
Physical Address	Shop 50/51 N1 Value Centre  Solly Smiedt Road  Goodwood  Cape Town  7463
Information Officer	Adele Camarena-Eichinger(CEO)
Telephone	+27 21 595 3410
Email	adele@spectacleworld.co.za
Website	www.spectacleworld.co.za

**NOTE: All requests for access to records must be addressed to the Information and Compliance Officer (see section E below)**

## **A. INTRODUCTION TO THIS MANUAL**

The Promotion of Access to Information Act No. 2 of 2000 ("the Act") came into operation on 23 November 2001. This manual, compiled in accordance with section 51 of the Act, in compliance with the requirements of the POPIA, informs a requestor of information about the procedural and other requirements which such request must meet in terms of the Act. This manual further incorporates the requirements of the POPIA and sets out the framework for our company's compliance with the same.

We as a private body have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights.

You will be able to view the categories of information which we possess. You will also be shown the correct procedure to follow should you require access to any of this information.

## **B. CATEGORIES OF RECORDS AND SUBJECTS IN RESPECT OF WHICH RECORDS ARE HELD**

### Company Act Records

- Documents of incorporation
- Memorandum and Articles of Association
- Minutes of Board of Directors meetings
- Records relating to the appointment of directors/ auditor/ secretary/public officer and other officers
- Share Register and other statutory registers

### Financial Records

- Accounting records
- Annual financial statements
- Asset register
- Banking records
- General trading licenses
- Rental agreements
- Invoices

### Income Tax Records

- Documents issued to employees for income tax purposes
- PAYE Records
- Records of payments made to SARS on behalf of employees
- Tax returns
- All other statutory compliances:
  - Skills Development Levies
  - UIF
  - VAT
  - Workmen's Compensation

### Employees

- Disciplinary code
- Disciplinary records
- Employment contracts
- Employment equity plan
- Leave records
- Medical aid records
- Pension fund records
- Performance appraisals
- Policy and Procedures Manual
- Remuneration/salary records
- Safety and Security Document
- SETA records
- Training manuals
- Training records

### Customers and prospective customers

- Account and transactional records
- Credit bureau reports (if applicable)
- Insurance quotations and policies
- Marketing records and databases including customer contact details
- Patient's Medical Aid records
- Product applications
- Records required to be kept in terms of other legislation
- Records required to be kept in terms of the National Credit Act including credit and affordability assessments

### Information Technology

- Computer software support and maintenance agreements
- Software license agreements

- Agreements in respect of hardware
- Agreements with internet service providers

#### Miscellaneous Agreement

#### Operations

- Firm policies
- Production records
- Register of clients
- Agreements with suppliers
- Agreements with service providers

#### Client Records

- Clients' files
- Client Mandates – records and evidence
- Billing information

#### Supplier and Services Records

- Agreements with suppliers
- Agreements with service providers

#### Communication

- Correspondence with clients
- Correspondence to persons outside of the firm

### **C. APPLICABLE LEGISLATION**

All records kept in terms of legislation as below

- Basic Conditions of Employment Act, No. 75 of 1997
- Basic Conditions of Employment Amendment Act, No. 11 of 2002
- Broad Based Black Economic Empowerment Act, No. 53 of 2013
- Companies Act, No. 61 of 1973
- Companies Act, No. 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act, No. 130 of 1993

- Competitions Act, No. 98 of 1998
- Consumer Affairs (Unfair Business Practices) Act, No. 71 of 1988
- Consumer Affairs (Unfair Business Practices) Amendment Act, No. 21 of 2001
- Consumer Protection Act, No. 68 of 2008
- Electronic Communications and Transactions Act, No. 25 of 2002
- Employment Equity Act, No. 55 of 1998
- Income Tax Act, No. 58 of 1962
- Labour Relations Act, No. 66 of 1995
- National Credit Act, No. 34 of 2005
- Occupational Health & Safety Act, No. 85 of 1993
- Prevention and Combatting of Corrupt Activities Act, No. 12 of 2004
- Prevention of Organised Crime Act, No. 121 of 1998
- Promotion of Access to Information Act, No. 2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act, No. 4 of 2000
- Protection of Personal Information Act 4 of 2013
- Skills Development Act, No. 97 of 1998
- Skills Development Levies Act, No. 9 of 1999
- Unemployment Insurance Contributions Act, No. 4 of 2002
- Value Added Tax Act, No. 89 of 1991

**D. NOTICE IN TERMS OF SECTION 52 (2) OF THE ACT: VOLUNTARY DISCLOSURE AND AUTOMATIC AVAILABILITY OF CERTAIN RECORDS**

No Notice in terms of Section 52 (2) of the Act has been published.

**E. PROCEDURES TO BE FOLLOWED TO REQUEST ACCESS TO RECORDS HELD PER SECTION 51(1)(e)**

- Requestors are to complete the prescribed FORM C - see Appendix 1 attached.
- The completed FORM C may be posted to the Information and Compliance Officer, Camarena Porter Optometrists Inc t/a Spectacle World, at the following address:

The Information and Compliance Officer  
Camarena Porter Optometrists Inc t/a Spectacle World  
Private Bag 163  
Postnet N1 Value Centre  
7463

- The Information and Compliance Officer will process the request and inform you of the fees (if any) that you have to pay and of the further steps that will follow in the processing of the request. Alternatively, you may access the fees as listed in **Appendix 2** attached.
- Note: Access to certain records may be denied on the grounds set out in the Promotion of Access to Information Act, No 2 of 2000.
- The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.
- The Information Officer will take reasonable steps, if the requester is not a personal requester, to inform a third to whom the requested record relates, in order for the third party to make submissions to the Information officer why the request should be refused, or where required, give written consent for the disclosure of the requested record.

#### Grounds of refusal

A Private Body, such as this, is entitled to refuse a request for information. Potential reasons for refusal may include:

- Mandatory protection of the privacy of a third party which would involve the unreasonable disclosure of the personal information of that third party.
- Mandatory protection of commercial information of a third party if the record contains:
  - Trade secrets of the third party
  - Financial, commercial, scientific or technical information which disclosure could cause harm to the commercial or financial interests of the third party
  - Information disclosed to us in confidence if the disclosure of the information will put the third party at a disadvantage in negotiations or commercial competition.
- Mandatory protection of information if it is protected in terms of any agreement
- Mandatory protection of the safety of individuals and the protection of property.

- Mandatory protection of records which would be regarded as privileged in legal proceedings.
- Commercial activities of a Private Body such as us, which may include
  - Our trade secrets
  - Information which may put us at a disadvantage in negotiations
  - Any program or procedure protected by copyright

If a requested record cannot be found or does not exist, the Information officer shall notify the requester and such a notice shall be regarded as a decision to refuse access. If the record should later be found, the requester shall be given access in the manner stipulated in the prescribed form, unless the Information Officer has grounds to refuse access.

#### **F. AVAILABILITY OF THIS MANUAL**

This manual is available for inspection, free of any charge, at the offices of Camarena Porter Optometrists Inc t/a Spectacle World, Shop 50/51 N1 Value Centre, Solly Smiedt Road, Goodwood, Cape Town. Copies are also available from our website [www.spectacleworld.co.za](http://www.spectacleworld.co.za) and the SA Human Rights Commission by writing to their address indicated in section G below.

#### **G. THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE (SEC. 10 OF THE ACT)**

The Human Rights Commission has compiled a guide containing such information as may reasonably be required by any person who wishes to exercise any right contemplated in the Act. An electronic version of the Guide will be kept on the website of the South African Human Rights Commission, [www.sahrc.org.za](http://www.sahrc.org.za). The South African Human Rights Commission can be contacted at the following address:

Postal address:	Private Bag 2700 Houghton 2041
Telephone:	+27 11 484-8300
Fax:	+27 11 484-7146
Website:	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>
E-mail:	<a href="mailto:PAIA@sahrc.org.za">PAIA@sahrc.org.za</a>

#### **F. PROCESSING OF PERSONAL INFORMATION BY CAMARENA PORTER OPTOMETRIST INC.**

1. Chapter 3 of POPIA provides for the minimum Conditions for the Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.
2. Camarena Porter Optometrist Inc. needs Personal Information relating to both individual and juristic persons to carry out its business and organisational functions. The manner in which this information

is processed and the purpose for which it is processed is determined by Camarena Porter Optometrist Inc. Camarena Porter Optometrist Inc. is accordingly a Responsible Party for the purposes of POPIA and will ensure that the Personal Information of a Data Subject:

- a. is processed lawfully, fairly, and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by Camarena Porter Optometrist Inc., in the form of privacy or data collection notices. Camarena Porter Optometrist Inc. must also have a legal basis (for example, consent) to process Personal Information;
  - b. is processed only for the purposes for which it was collected;
  - c. will not be processed for a secondary purpose unless that processing is compatible with the original purpose.
  - d. is adequate, relevant, and not excessive for the purposes for which it was collected;
  - e. is accurate and kept up to date;
  - f. will not be kept for longer than necessary;
  - g. is processed in accordance with integrity and confidentiality principles; this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used, and communicated by Camarena Porter Optometrist Inc., to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;
  - h. is processed in accordance with the rights of Data Subjects, where applicable. Data Subjects have the right to:
    - i. be notified that their Personal Information is being collected by Camarena Porter Optometrist Inc. The Data Subject also has the right to be notified in the event of a data breach;
    - ii. know whether Camarena Porter Optometrist Inc. holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;
    - iii. request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or unlawfully obtained personal information;
    - iv. object to Camarena Porter Optometrist Inc.'s use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to Camarena Porter Optometrist Inc.'s record-keeping requirements);
    - v. object to the processing of Personal Information for purposes of direct marketing through unsolicited electronic communications; and
    - vi. complain to the Information Regulator regarding an alleged infringement of any of the rights protected under the POPIA and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her, or its personal information.
3. *Purpose of the Processing of Personal Information by the Company* As outlined above, Personal Information may only be processed for a specific purpose. To this regard Camarena Porter Optometrist Inc. processes or will process Personal Information as set out below:

<b>Data Subject</b>	<b>Purpose</b>
Patients	a. For the proper treatment of the patient and care;  b. For the administration of the patient treatment and the practice.



	<p>c. For the performance of duties in terms of any agreement with patients.</p> <p>d. Make, or assist in making, account decisions about patients</p> <p>e. Operate and manage patients' accounts and manage any application, agreement, or correspondence patients may have with Camarena Porter Optometrist Inc.</p> <p>f. Communicating (including direct marketing) with patients by email, SMS, letter, telephone, or in any other way about Camarena Porter Optometrist Inc.'s products and services, unless patients indicate otherwise</p> <p>g. To form a view of patients as individuals and to identify, develop or improve products, that may be of interest to patients</p> <p>h. Carrying out market research, business, and statistical analysis</p> <p>i. Performing other administrative and operational purposes including the testing of systems</p> <p>j. Recovering any debt owed by the patients to Camarena Porter Optometrist Inc.</p> <p>k. Complying with the Camarena Porter Optometrist Inc.'s regulatory and other obligations</p> <p>l. Any other reasonably required purpose relating to the Camarena Porter Optometrist Inc. business</p>
Prospective patients	<p>a. Verifying and updating information</p> <p>b. Direct marketing</p> <p>c. Any other reasonably required purpose relating to the processing of a prospect's personal information reasonably related to the Camarena Porter Optometrist Inc.'s business.</p>
Employees	<p>a. Verification of applicant employees' information during the recruitment process</p> <p>b. General matters relating to employees:</p> <ul style="list-style-type: none"> <li>i. Pension</li> <li>ii. Medical aid</li> <li>iii. Payroll</li> <li>iv. Disciplinary action</li> <li>v. Training</li> </ul> <p>c. Any other reasonably required purpose relating to the employment or possible employment relationship.</p>

Vendors / Suppliers / Other businesses	<p>a. Verifying information and performing checks;</p> <p>b. Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties;</p> <p>c. Payment of invoices;</p> <p>d. Complying with the Camarena Porter Optometrist Inc.'s regulatory and other obligations; and</p> <p>e. Any other reasonably required purpose relating to the Camarena Porter Optometrist Inc. business.</p>
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4. *Categories of Data Subjects and Personal Information/Special Personal Information relating thereto*  
As per section 1 of POPI, a Data Subject may either be a natural or a juristic person. The following table sets out the various categories of Data Subjects that Camarena Porter Optometrist Inc. Processes Personal Information on and the types of Personal Information relating thereto.

Data Subjects	Type of Personal Information
Consumers and prospective consumers  (which may include employees)	<p>a. Special personal information (Health Information)</p> <p>b. Medical Aid information</p> <p>c. Postal and/or street address</p> <p>d. title and name</p> <p>e. contact numbers and/or e-mail address</p> <p>f. ethnic group</p> <p>g. employment history</p> <p>h. age</p> <p>i. gender</p> <p>j. marital status</p> <p>k. nationality</p> <p>l. language</p> <p>m. financial information</p>

	<p>n. identity or passport number</p> <p>o. browsing habits and click patterns on Camarena Porter Optometrist Inc's websites.</p>
Employees	<p>a. Name and contact details</p> <p>b. Identity number and identity documents including passports</p> <p>c. Employment history and references</p> <p>d. Banking and financial details</p> <p>e. Details of payments to third parties (deductions from salary)</p> <p>f. Employment contracts</p> <p>g. Employment equity plans</p> <p>h. Medical aid records</p> <p>i. Pension Fund records</p> <p>j. Remuneration/salary records</p> <p>k. Performance appraisals</p> <p>l. Disciplinary records</p> <p>m. Leave records</p> <p>n. Training records</p>
Vendors / Suppliers / Other businesses	<p>a. Name and contact details</p> <p>b. Identity and/or company information and directors' information</p> <p>c. Banking and financial information</p> <p>d. Information about products or services</p> <p>e. Other information not specified, reasonably required to be processed for business operations</p>

5. *Recipients of Personal Information*

Camarena Porter Optometrist Inc. may provide a Data Subjects Personal Information to the following:

- a. Medical Funds and/or their administrators which the Data Subject and/or Camarena Porter Optometrist Inc. is contracted to;
- b. Any firm, organisation, or person that Camarena Porter Optometrist Inc. uses to collect payments and recover debts or to provide a service on its behalf;
- c. Any firm, organisation, or person that/who provides the Camarena Porter Optometrist Inc. with products or services;
- d. Any payment system Camarena Porter Optometrist Inc. uses;
- e. Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where Camarena Porter Optometrist Inc. has a duty to share information;
- f. Third parties to whom payments are made on behalf of employees;
- g. Financial institutions from whom payments are received on behalf of data subjects;
- h. Any other operator not specified;
- i. Employees, contractors, and temporary staff; and j. Agents.

6. *Cross-border flows of Personal Information*

Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the:

- a. recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; or
- b. Data Subject consents to the transfer of their Personal Information; or
- c. the transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
- d. the transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
- e. the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would likely provide such consent.

In accordance with the above, Personal Information may be transmitted transborder to Camarena Porter Optometrist Inc.’s suppliers in other countries, and Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. Camarena Porter Optometrist Inc. will endeavour to ensure that its dealers and suppliers will make all reasonable efforts to secure said data and Personal Information.

7. *Description of information security measures to be implemented by Camarena Porter Optometrist Inc.*

Camarena Porter Optometrist Inc. undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. Camarena Porter Optometrist Inc. may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

- a. Access Control of Persons- Camarena Porter Optometrist Inc. shall implement suitable measures to prevent unauthorized persons from gaining access to the data processing equipment where the data are processed. Our business premises where records are kept may be protected by access control, burglar alarms, and armed response where necessary.
- b. Data Media Control- Camarena Porter Optometrist Inc. undertakes to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration, or removal of the data media used by Camarena Porter Optometrist Inc. and containing personal data of Customers.
- c. Data Memory Control- Camarena Porter Optometrist Inc. undertakes to implement suitable measures to prevent unauthorized input into data memory and the unauthorised reading, alteration, or deletion of stored data.
- d. User Control- Camarena Porter Optometrist Inc. shall implement suitable measures to prevent its data processing systems from being used by unauthorised persons through data transmission equipment.
- e. Access Control to Data- Camarena Porter Optometrist Inc. represents that the persons entitled to use Camarena Porter Optometrist Inc.'s data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).
- f. Transmission Control- Camarena Porter Optometrist Inc. shall be obliged to enable the verification and tracing of the locations/destinations to which the personal information is transferred by utilization of Camarena Porter Optometrist Inc.'s data communication equipment/devices.
- g. Transport Control- Camarena Porter Optometrist Inc. shall implement suitable measures to prevent Personal Information from being read, copied, altered, or deleted by unauthorized persons during the transmission thereof or the transport of the data media.
- h. Organisation Control- Camarena Porter Optometrist Inc. shall maintain its internal organisation in a manner that meets the requirements of this Manual.

8. *Objection to the Processing of Personal Information by a Data Subject*

Section 11 (3) of POPI and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form attached to this manual as Appendix 2 subject to exceptions contained in POPIA.

9. *Request for correction or deletion of Personal Information*

Section 24 of POPI and regulation 3 of the POPI Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as Appendix 3 to this Manual.

**PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER**

**FORM C**

**REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY**

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)

(Regulation 10)

**A. Particulars of private body**

The Head:

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**B. Particulars of Person requesting access to the record**

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

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

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

Full Name and Surname:

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Identity Number:

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Postal Address:

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Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

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

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**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:

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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

1. Description of the Record or relevant part of the record:

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2. Reference number, if available:

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3. Any further particulars of the record:

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**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. You can also access the list of applicable fees from Appendix 2.

(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 of payment of fee:


**F. Form of Access to the Record:**

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

Disability:

Form in which record is required:


Mark the appropriate box with an "X"

1. If the record is in written or printed form:			
	Copy of record*		Inspection of record

2. If the record consists of visual images. This include photographs, slides, video recordings, computer-generated images, sketches, etc.					
	View images		Copy of the images*		Transcription*

3. If the record consists of recorded words or information which can be reproduced in sound:			
	Listen to the soundtrack (compact disc)		Transcription of soundtrack * (written or printed document)

4. If the record is held on computer or in an electronic or machine-readable form:					
	Printed copy of record		Printed copy of information derived from the record*		Copy in computer readable form* (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



**NOTES:**

*(a) Compliance with your request 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.*

**G. Particulars of right to be exercised or protected:**

If the provided space is inadequate, please continue of 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:

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2. Explain why the requested record is required for the exercising or protection of the aforementioned right:

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**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 thereof 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?

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

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SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF REQUEST IS MADE

**FEES IN RESPECT OF PRIVATE BODIES**

- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request. A personal requester does not pay such a fee. [s22(1)]
  - The fee that the requester must pay to a private body is R50. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee. [s22(3)(b)]
  - The head of the private body will then make a decision on the request and notify the requester in the required form.
  - If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure. [s22(6)]
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:
    - (a) For every photocopy of an A4-size page or part thereof: R1,10
    - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form: R0,75
    - (c) For a copy in a computer-readable form on compact disc: R70,00
    - (d)
      - (i) For a transcription of visual images, for an A4-size page or part thereof: R40,00
      - (ii) For a copy of visual images: R60,00
    - (e)
      - (i) For a transcription of an audio record, for an A4-size page or part thereof: R20,00
      - (ii) For a copy of an audio record: R30,00
  3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.
  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: R1,10
      - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form: R0,75
      - (c) For a copy in a computer-readable form on compact disc: R70,00

- (d) (i) For a transcription of visual images, for an A4-size page or part thereof:  
R40,00
- (d) (ii) For a copy of visual images: R60,00
- (e) (i) For a transcription of an audio record, for an A4-size page or part thereof:  
R20,00
- (e) (ii) For a copy of an audio record: R30,00
- (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.

(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.

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