



**INFORMATION PAIA MANUAL OF DELOITTE SOUTH AFRICA
("PAIA MANUAL")**

**Prepared in accordance with Section 51 of the Promotion of
Access to Information Act, Number 2 of 2000 ("the Act")**

TABLE OF CONTENTS

1	BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT	3
2	DELOITTE & TOUCHE	3
3	PURPOSE OF THE PAIA MANUAL	4
4	CONTACT DETAILS OF THE CHIEF EXECUTIVE OFFICER (SECTION 51(1)(A))	4
5	THE INFORMATION OFFICER (SECTION 51(1)(B))	5
6	GUIDE OF SA HUMAN RIGHTS COMMISSION	6
7	THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY)	6
8	RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT (SECTION 51(1)(D))	7
9	RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT	8
10	RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION	9
11	REQUEST PROCEDURE	11
12	REFUSAL OF ACCESS TO RECORDS	12
13	REMEDIES AVAILABLE WHEN DELOITTE SOUTH AFRICA REFUSES A REQUEST	14
14	ACCESS TO RECORDS HELD BY DELOITTE SOUTH AFRICA	14
15	FEES	15
16	REPRODUCTION FEES	16
17	DECISION	18
18	AVAILABILITY AND UPDATING OF THE PAIA MANUAL	19

1 BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

- 1.1 The Promotion of Access to Information Act, No 2 of 2000 ("the Act") was enacted on 3 February 2000, giving effect to the constitutional right in terms section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 ("the Constitution") of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.
- 1.2 In terms of Section 51 of the Act, all Private Bodies are required to compile an Information Manual ("PAIA Manual").
- 1.3 Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where the Act expressly provides that the information may or must not be released. The Act sets out the relevant procedure to be adopted when requesting information from a Public or a Private Body.

2 DELOITTE & TOUCHE

- 2.1 Deloitte & Touche is a professional partnership established in accordance with the laws of South Africa with IRBA Registration Number: 902276 ("Deloitte South Africa"). This PAIA Manual is relevant and has application for the major subsidiaries/portfolios/subgroups of Deloitte South Africa as set out in the list below.
- 2.2 In this PAIA Manual, any reference to "Deloitte South Africa" also, in addition to 2.1, includes any of the entities as listed below:
- 2.2.1 Deloitte and Touche Holdings SA (Pty) Ltd, registration number 2022/866014/07
- 2.2.2 Deloitte Audit Services SA (Pty) Ltd, registration number 2022/762290/07;
- 2.2.3 Africa Talent by Deloitte (Pty) Ltd, registration number 2022/215482/07;
- 2.2.4 Deloitte Consulting (Pty) Ltd, registration number 2005/007151/07;
- 2.2.5 Deloitte Capital (Pty) Ltd, registration number 2010/009339/07;
- 2.2.6 Deloitte Tip-offs Anonymous (Pty) Ltd, registration number 1998/020207/07;
- This PAIA Manual of Deloitte South Africa is available in English and efforts will be made to make it available in another official language where required and practical and the manual can be explained in any other of the official languages of the Republic of South Africa to any requester upon completion of Form 1 in

Annexure A below. The English version of the manual can be viewed at its premises: Deloitte, 5 Magwa Crescent, Waterfall City, 2090 as well as on its website: www.deloitte.co.za.

3 PURPOSE OF THE PAIA MANUAL

- 3.1 This PAIA Manual is intended to ensure that Deloitte South Africa complies with the Act and to foster a culture of transparency and accountability within Deloitte South Africa by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.
- 3.2 In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to public and private bodies.
- 3.3 Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
- 3.3.1 Limitations aimed at the reasonable protection of privacy;
 - 3.3.2 Commercial confidentiality; and
 - 3.3.3 Effective, efficient and good governance;
- and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- 3.4 This PAIA Manual has been drafted in accordance with the generic manual for the Financial Services Industry, which has been submitted to the Human Rights Commission by the Compliance Institute of South Africa, of which this body is a member.
- 3.5 In addition, this PAIA Manual complies with the requirements of Section 10 of the Act and recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its Regulations by Public and Private Bodies.

4 CONTACT DETAILS OF THE CHIEF EXECUTIVE OFFICER (SECTION 51(1)(A))

Chief Executive Officer: Ms Ruwayda Redfearn

Registered Address: Deloitte, 5 Magwa Crescent, Waterfall City, 2090

Postal Address: Private Bag X6, Gallo Manor 2052, South Africa
Telephone Number: +27 11 806 5000 (Switchboard)
Website: www.deloitte.co.za

5 THE INFORMATION OFFICER (SECTION 51(1)(B))

- 5.1 The Act prescribes the appointment of an Information Officer for Public Bodies where such Information Officer is responsible to, inter alia, assess requests for access to information. The Head of a Private Body fulfils such a function in terms of section 51. Deloitte South Africa has opted to appoint Information Officers who have delegated the function to the Deputy Information Officer to assess requests for correction, deletion and access to information as well as to oversee its required functions in terms of the Act.
- 5.2 The Information Officers appointed in terms of the Act also refers to the Information Officers as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officers oversee the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of section 55 of the Protection of Personal Information Act 4 of 2013 after registering with the Information Regulator. Details of the Information Officers can be obtained from the Deputy Information Officer if required, but it should be noted the delegation of responsibilities per section 5.3.
- 5.3 The Information Officers of Deloitte South Africa have, as allowed in terms of section 17 of the Act as well as section 55 and 56 of the Protection of Personal Information Act 4 of 2013 appointed a Deputy Information Officer. This is in order to render Deloitte South Africa as accessible as reasonably possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of the Protection of Personal Information Act 4 of 2013. All requests for information in terms of the Act must be addressed to the Deputy Information Officer.

Contact Details of the duly appointed Deputy Information Officer to whom the responsibilities of Information Officer have been delegated:

Full Name and Surname Ms. Audrey Roodt-Jacobs
Physical Address Deloitte, 5 Magwa Crescent, Waterfall City, 2090
Telephone +27 11 806 6291
Email aroodtjacobs@deloitte.co.za
Alternative Email africafirmcompliance@deloitte.co.za

6 GUIDE OF SA HUMAN RIGHTS COMMISSION

6.1 Enquiry Details

6.2 The South African Human Rights Commission has compiled the Guide as required in terms of Section 10 of the Act. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and accordingly it:

6.2.1 Contains information on understanding and how to use the Act;

6.2.2 Includes: The objectives of the Act; Particulars of every Public and Private Body; The manner and form for requests; Contents of the Regulations promulgated under the Act;

6.2.3 Will be updated and published every two years.

6.3 The Guide is available in English, with consideration and practicality of all the official languages of the Republic of South Africa.

6.4 Any enquiries regarding this Guide should be directed to:

The South African Human Rights Commission, at:

PAIA Unit (The Research and Documentation Department),

Private Bag X2700, Houghton, 2041

Telephone Number: (011) 877-3600

Mobile: 082 059 6520

Website: www.sahrc.org.za

E-mail Address: section51.paia@sahrc.org.za or info@sahrc.org.za

Address: Human Rights Commission at Sentinel House, Sunnyside Office Park, 32 Princess of Wales Terrance, Parktown.

7 THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY)

No category of notice(s), except as indicated in section 9 of this Manual, are automatically available to any person, and as such, no category of records has been published as being automatically available. Any request for records must be made by the requester by completing Form 2 in Annexure A hereto.

8 RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT (SECTION 51(1)(D))

8.1 Records held by Deloitte South Africa

8.1.1 This clause serves as a reference to the categories of information that Deloitte South Africa holds. The information is classified and grouped according to records relating to the following subjects and categories:

8.1.1.1 Personnel Records

8.1.1.1.1 Personal records provided by personnel.

8.1.1.1.2 Records provided by a third party relating to personnel.

8.1.1.1.3 Conditions of employment and other personnel-related contractual and quasi-legal records.

8.1.1.1.4 Internal evaluation records and other internal records.

8.1.1.1.5 Correspondence relating to personnel.

8.1.1.1.6 Training schedules and material.

"Personnel" refers to any person who works for, or provides services to or on behalf of Deloitte South Africa, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Deloitte South Africa. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

8.1.1.2 Customer Related Records

8.1.1.2.1 Records provided by a customer to a third party acting for or on behalf of Deloitte South Africa.

8.1.1.2.2 Records provided by a third party.

8.1.1.2.3 Records generated by or within Deloitte South Africa relating to its customers, including transactional records.

A "customer" refers to any natural or juristic entity that receives services from Deloitte South Africa.

8.1.1.3 Private Body Records

8.1.1.3.1 Financial records

8.1.1.3.2 Operational records

8.1.1.3.3 Databases

8.1.1.3.4 Information Technology

8.1.1.3.5 Marketing records

8.1.1.4 Internal Correspondence

8.1.1.4.1 Product records

8.1.1.4.2 Statutory records

8.1.1.4.3 Internal Policies and Procedures

8.1.1.4.4 Records held by officials of the institution

These records include, but are not limited to, the records which pertain to Deloitte South Africa's own affairs.

8.1.1.5 Other Party Records

8.1.1.5.1 Personnel, customer or private body records which are held by another party, as opposed to the records held by Deloitte South Africa itself.

8.1.1.5.2 Records held by Deloitte South Africa pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

8.1.1.5.3 Deloitte South Africa may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Deloitte South Africa.

8.2 Note that the accessibility of the records may be subject to the grounds of refusal set out in this PAIA Manual. Amongst others, records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to normal requirements, before Deloitte South Africa will consider access.

9 RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT

9.1 Records of a public nature, typically those disclosed on the Deloitte South Africa's website and in its various annual reports, may be accessed without the need to submit a formal application.

9.2 Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however,

please note that an appointment to view such records will still have to be made with the Deputy Information Officer.

10 RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

10.1 Where applicable to its operations, Deloitte South Africa also retains records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; the below mentioned legislation, and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of the Act.

- 10.1.1 Attorneys Act No. 53 of 1979;
- 10.1.2 Auditing Professions Act No. 26 of 2005;
- 10.1.3 Basic Conditions of Employment Act No. 75 of 1997;
- 10.1.4 Broad-Based Black Economic Empowerment Act, 2003;
- 10.1.5 Business Act No. 71 of 1991;
- 10.1.6 Companies Act No. 71 of 2008;
- 10.1.7 Compensation of Occupational Injuries and Diseases Act No. 130 of 1993;
- 10.1.8 Competition Act. No. 71 of 2008;
- 10.1.9 Constitution of the Republic of South Africa 2008;
- 10.1.10 Copyright Act No. 98 of 1978;
- 10.1.11 Customs and Exercise Act No. 91 of 1964;
- 10.1.12 Cybercrimes Act No. 19 of 2020;
- 10.1.13 Debt Collectors' Act No. 114 of 1998;
- 10.1.14 Designs Act No. 195 of 1993;
- 10.1.15 Electronic Communications Act No. 36 of 2005;
- 10.1.16 Electronic Communications and Transaction Act No. 25 of 2002;
- 10.1.17 Employment Equity Act No. 55 of 1998;
- 10.1.18 Financial Advisory and Intermediary Services Act of 2002;
- 10.1.19 Financial Intelligence Centre Act No 38 of 2001;

- 10.1.20 Identification Act No.68 of 1997;
- 10.1.21 Income Tax Act No. 58 of 1962;
- 10.1.22 Insider Trading Act No. 135 of 1998;
- 10.1.23 Insolvency Act No. 24 of 1936;
- 10.1.24 Inspection of Financials Institutions Act No. 18 of 1998;
- 10.1.25 Intellectual Property Laws Amendment Act 38 of 1997;
- 10.1.26 Labour Relations Act No. 66 of 1995;
- 10.1.27 Leases of Land Act No. 18 of 1969;
- 10.1.28 Long Term Insurance Act 52 of 1998;
- 10.1.29 Machinery and Occupational Safety Act No. 6 of 1983;
- 10.1.30 National Credit Act No. 34 of 2005;
- 10.1.31 National Road Traffic Act 93 of 1996;
- 10.1.32 National Environmental Management Act No 107 of 1998;
- 10.1.33 Occupational Health and Safety Act No. 85 of 1993;
- 10.1.34 Patents Act No. 57 of 1978;
- 10.1.35 Pension Funds Act No. 24 of 1956;
- 10.1.36 Prescription Act No. 68 of 1969;
- 10.1.37 Prevention of Organised Crime Act No. 121 of 1998;
- 10.1.38 Promotion of Access to Information Act No. 2 of 2000;
- 10.1.39 Protection of Personal Information Act No. 4 of 2013;
- 10.1.40 Revenue laws Second Amendment Act. No 61 of 2008;
- 10.1.41 Road Transportation Act. No. 74 of 1977;
- 10.1.42 Skills Development Levies Act No. 9 of 1999;
- 10.1.43 Short-term Insurance Act No. 53 of 1998;
- 10.1.44 Stock Exchanges Control Act No. 1 of 1985;
- 10.1.45 Taxation Laws Amendment Act No. 7 of 2010;
- 10.1.46 Trademarks Act No. 194 of 1993;
- 10.1.47 Transfer Duty Act No 40 of 1949;
- 10.1.48 Uncertificated Securities Tax Act No. 31 of 1998;

- 10.1.49 Unemployment Contributions Act 63 of 2001;
- 10.1.50 Unemployment Insurance Act No. 30 of 1966;
- 10.1.51 Value Added Tax Act 89 of 1991.
- 10.2 It is further recorded that the accessibility of documents and records may be subject to the grounds of refusal set out in this PAIA Manual.

11 REQUEST PROCEDURE

11.1 Procedural Requirements

- 11.1.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 11.1.2 The requester must complete the prescribed form enclosed herewith (refer to Form 1 in Annexure A) and submit same as well as payment of a request fee and a deposit (if applicable) to the Information Officer/Deputy Information Officer at the postal or physical address, fax number or electronic mail address as noted in clause 5 above.
- 11.1.3 The prescribed form must be filled in with sufficient information to enable the Deputy Information Officer to identify:
 - 11.1.3.1 the record or records requested; and
 - 11.1.3.2 the identity of the requester.
- 11.1.4 The requester should indicate which form of access is required and specify a postal address or fax number of the requester in the Republic.
- 11.1.5 The requester must state that he / she requires the information in order to exercise or protect a right and clearly state what the nature of the right is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right (section 53(2)(d)).
- 11.1.6 Deloitte South Africa will process the request within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer/Deputy Information Officer that circumstances dictate that the above time periods not be complied with.
- 11.1.7 The requester shall be advised whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, the requester will be obliged to state which manner and the particulars required.

- 11.1.8 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer/Deputy Information Officer (section 53(2)(f)).
- 11.1.9 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 11.1.10 The requester must pay the prescribed fee, before any further processing can take place.
- 11.1.11 All information as listed in clause 11 herein should be provided and failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information. The Information Officer/Deputy Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

12 REFUSAL OF ACCESS TO RECORDS

12.1 Grounds to Refuse Access

A Private Body such as Deloitte South Africa is entitled to refuse a request for information.

- 12.1.1 The main grounds for Deloitte South Africa to refuse a request for information relates to the:
 - 12.1.1.1 mandatory protection of the privacy of a third party who is a natural person or a deceased person (section 63) or a juristic, as included in the Protection of Personal Information Act 4 of 2013, which would involve the unreasonable disclosure of personal information of that natural or juristic person;
 - 12.1.1.2 mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of the Protection of Personal Information Act 4 of 2013;
 - 12.1.1.3 mandatory protection of the commercial information of a third party (section 64), if the record contains:
 - 12.1.1.3.1 trade secrets of the third party;
 - 12.1.1.3.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;

- 12.1.1.3.3 information disclosed in confidence by a third party to Deloitte South Africa, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 12.1.1.4 mandatory protection of confidential information of third parties (section 65) if it is protected in terms of any agreement;
- 12.1.1.5 mandatory protection of the safety of individuals and the protection of property (section 66);
- 12.1.1.6 mandatory protection of records which would be regarded as privileged in legal proceedings (section 67).
- 12.1.2 The commercial activities (section 68) of a Private Body, such as Deloitte South Africa, which may include:
 - 12.1.2.1 trade secrets of Deloitte South Africa;
 - 12.1.2.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Deloitte South Africa;
 - 12.1.2.3 information which, if disclosed could put Deloitte South Africa at a disadvantage in negotiations or commercial competition;
 - 12.1.2.4 a computer program which is owned by Deloitte South Africa, and which is protected by copyright;
 - 12.1.2.5 the research information (section 69) of Deloitte South Africa or a third party, if its disclosure would disclose the identity of Deloitte South Africa, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 12.1.3 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 12.1.4 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 12.1.5 If a requested record cannot be found or if the record does not exist, the Information Officer/Deputy Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of the Act. If the record should later be found, the requester shall be given access to the record

in the manner stipulated by the requester in the prescribed form, unless the Information Officer/Deputy Information Officer refuses access to such record.

13 REMEDIES AVAILABLE WHEN DELOITTE SOUTH AFRICA REFUSES A REQUEST

13.1 Internal Remedies

As a Private Body, Deloitte South Africa does not have an internal appeal procedure. The decision made by the Information Officer/Deputy Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer/Deputy Information Officer.

13.2 External Remedies

13.2.1 A requestor that is dissatisfied with the Information Officer/Deputy Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

13.2.2 A third party dissatisfied with the Information Officer/Deputy Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief. Refer to Form 5 in Annexure A below.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development and which is presided over by a designated Magistrate.

14 ACCESS TO RECORDS HELD BY DELOITTE SOUTH AFRICA

14.1 Prerequisites for Access by Personal/Other Requester

14.1.1 Records held by Deloitte South Africa may be accessed by requests only once the prerequisite requirements for access have been met.

14.1.2 A requester is any person making a request for access to a record of Deloitte South Africa. There are two types of requesters:

14.1.3 Personal Requester

14.1.3.1 A personal requester is a requester who is seeking access to a record containing personal information about the requester.

- 14.1.3.2 Deloitte South Africa will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

14.1.4 **Other Requester**

- 14.1.4.1 The requester (or another requester acting on behalf of the requester) is entitled to request access to information on third parties. Refer to Form 2 in Annexure A hereto.

- 14.1.4.2 In considering such a request, Deloitte South Africa will adhere to the provisions of the Act. Section 71 requires that the Information Officer/Deputy Information Officer take all reasonable steps to inform a third party to whom the requested record relates of the request, informing him / her that he /she may make a written or oral representation to the Information Officer/Deputy Information Officer why the request should be refused or, where required, give written consent for the disclosure of the Information.

Deloitte South Africa is not obliged to voluntarily grant access to such records. The requester must fulfil the prerequisite requirements, in accordance with the requirements of the Act and as stipulated in Chapter 5; Part 3, including the payment of a request and access fee.

15 **FEES**

15.1 **Fees Provided by the Act**

- 15.1.1 The Act provides for two types of fees, namely:

- 15.1.1.1 A request fee, which is a form of administration fee to be paid by all requesters except personal requesters, before the request is considered. The request fee is not refundable; and

- 15.1.1.2 An access fee, which is paid by all requesters in the event that a request for access is granted. This fee is inclusive of costs involved by the Private Body in obtaining and preparing a record for delivery to the requester.

Refer to Form 3 in Annexure A hereto.

- 15.1.2 When the request is received by the Information Officer/Deputy Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (section 54(1)).

- 15.1.3 If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer/Deputy Information Officer shall notify the requester to pay, as a deposit, the prescribed portion of the access fee which would be payable if the request is granted.
- 15.1.4 The Information Officer/Deputy Information Officer shall withhold a record until the requester has paid the fees as indicated below.
- 15.1.5 A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 15.1.6 If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer/Deputy Information Officer concerned must repay the deposit to the requester.

16 REPRODUCTION FEES

- 16.1 Where Deloitte South Africa has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

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: (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
5.	For a transcription of visual images per A4-size page	Where services require to be outsourced: the cost will be dependent on the service provider fee.
6.	Copy of visual image	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record 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

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 items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

16.3 Request Fees

Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself, a request fee in the amount of R140.00 or less may be payable up-front before the institution will further process the request received.

16.4 Access Fees

16.4.1 An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 54(8).

16.4.2 The applicable access fees which will be payable are:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy	As per access fees table per point 16.1 above		
Printed copy			
Printed copy of A4-size page			
For a copy in a computer-readable form on:	R40.00 R40.00 R60.00		
(i) Flash drive			
• To be provided by requestor			
(ii) Compact disc			
• If provided by requestor			
• If provided to the requestor			
For a transcription of visual images per A4-size page	Where services require to be outsourced: the cost will be dependent on the service provider fee.		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record:	R40.00 R40.00 R60.00		
(i) Flash drive			
• To be provided by requestor			
(ii) Compact disc			
• If provided by requestor			
• If provided to the requestor			
Postage, e-mail or any other electronic transfer	Actual costs		
TOTAL:			

16.5 Deposits

- 16.5.1 Where the institution receives a request for access to information held on a person other than the requester himself / herself and the Information Officer/Deputy Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.
- 16.5.2 The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

16.6 Collection Fees

- 16.6.1 An initial "request fee" of R50,00 may be required and if so, should be deposited into the bank account below and a copy of the deposit slip, application form and other correspondence/documents, forwarded to the Information Officer/Deputy Information Officer via fax.
- 16.6.2 Deloitte will collect the initial "request fee" of applications received directly by the Information Officer/Deputy Information Officer via email.
- 16.6.3 All fees must be deposited into the following bank account:
- Banking Institution: Absa Bank
- Account Name: Deloitte Consulting (Pty) Ltd
- Account Number: 4119078982
- Branch Code: 632005
- 16.7 All fees are subject to change as allowed for in the Act and as a consequence such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.

17 DECISION

17.1 Time Allowed to Institution

- 17.1.1 Deloitte South Africa will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 17.1.2 The 30 (thirty) day period within which Deloitte South Africa has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days if the request is for a large number of information, or the request requires a search for information held at another office of

Deloitte South Africa and the information cannot reasonably be obtained within the original 30 (thirty) day period.

- 17.1.3 Deloitte South Africa will notify the requester in writing should an extension be sought.

18 AVAILABILITY AND UPDATING OF THE PAIA MANUAL

18.1 Regulation Number R.187 of 15 February 2002

- 18.1.1 This PAIA Manual is made available in terms of Regulation Number R.187 of 15 February 2002. Deloitte South Africa will update this PAIA Manual at such intervals as may be deemed necessary.
- 18.1.2 This PAIA Manual of Deloitte South Africa is available to view at its premises: Deloitte, 5 Magwa Crescent, Waterfall City, 2090, as well as on its website: www.deloitte.co.za.

**ANNEXURE A
FORM 1
REQUEST FOR A COPY OF THE GUIDE**
[Regulations 2 and 3]

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

*The information officer

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
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

* Delete whichever is not applicable

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	
<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:	

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

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

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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	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

Form 4 is not applicable as it relates only to Public Bodies.

FORM 5
LODGING OF COMPLAINT
[Regulation 10]

Note:

1. *This form is designed to assist the Requester (hereinafter referred to as "the Complainant") in requesting a review of a public or private body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the Information Regulator or complete the online complaint form available at <https://www.justice.gov.za/infoereg/>.*
2. *PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part E of this complaint form.*
3. *It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed PAIA form and submit it to the Body.*
4. *A copy of this form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.*
5. *The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.*
6. *Please attach copies of the following documents, if you have them:*
 - *Copy of the form to the Body requesting access to records;*
 - *The Body's response to your complaint or access request;*
 - *Any other correspondence between you and the Body regarding your request;*
 - *Copy of the appeal form, if your complaint relate to a public body;*
 - *The Body's response to your appeal;*
 - *Any other correspondence between you and the Body regarding your appeal;*
 - *Documentation authorizing you to act on behalf of another person (if applicable);*
 - *Court order or court documents relevant to your complaint, if any.*
7. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

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

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

☐

Complainant personally

☐

Representative of complainant

☐

Third party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR INFORMATION REGULATOR'S USE ONLY

Received by: (Full names)			
Position:			
Signature:			
Complaint accepted:	Yes		No
Reference Number:			
<i>Date stamp</i>			

Postal address	Facsimile	Other electronic communication (Please specify)

PART A
PERSONAL INFORMATION OF COMPLAINANT

Full names:			
Identity number:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		

PART B
REPRESENTATIVE INFORMATION

(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)

Full names of representative:			
Nature of representation:			
Identity number/Registration number:			
Postal Address:			

Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular:		
PART C			
THIRD PARTY INFORMATION			
<i>(Please attach letter of authorisation)</i>			
Type of body:	Private		Public
Name of *public/private body:			
Registration number (if any):			
Name, surname and title of person authorised to lodge complaint:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular:		
PART D			
BODY AGAINST WHICH THE COMPLAINT IS LODGED			
Type of body:	Private		Public
Name of *public/private body:			
Registration number (if any):			
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request to access of information:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular:		
Reference number given (if any):			
PART E			
COMPLAINT			
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public body for response and possible resolution; there are limited exceptions.)</i>			

Date on which request for access to records submitted:		
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body:		
Have you attempted to resolve the matter with the organisation?	Yes	No
If yes, when did you receive it? (Please attach the letter to this application.)		
Did you appeal against a decision of the information officer of the public body?	Yes	No
If yes, when did you lodge an appeal?		
Have you applied to Court for appropriate relief regarding this matter?	Yes	No
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.		
PART F		
DETAILED TYPE OF ACCESS TO RECORDS		
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>		
Unsuccessful appeal: (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful.	
Unsuccessful application for condonation: (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.	
Refusal of a request for access: (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	I requested access to information held by a body and that request was refused or partially refused.	
The body requires me to pay a fee and I feel it is excessive: (Sections 22 or 54 of PAIA)	Tender or payment of the prescribed fee.	
	The tender or payment of a deposit.	
Repayment of the deposit: (Section 22(4) of PAIA)	The information officer refused to repay a deposit paid in respect of a request for access which is refused.	
Disagree with time extension: (Sections 26 or 57 of PAIA)	The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.	
Form of access denied: (Section 29(3) or 60(a) of PAIA)	I requested access in a particular and reasonable form and such form of access was refused.	
Deemed refusal: (Section 27 or 58 of PAIA)	It is more than 30 days since I made my request and I have not received a decision.	
	Extension period has expired and no response was received.	
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.	

No adequate reasons for the refusal of access: (Section 56(3)(a) of PAIA)	My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.	
Partial access to record: (Section 28(2) or 59(2) of PAIA)	Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.	
Fee waiver: (Section 22(8) or 54(8) of PAIA)	I am exempt from paying any fee and my request to waive the fees was refused.	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.	
Failure to disclose records:	The Body decided to grant me access to the requested records, but I have not received them.	
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	The Body indicated that the requested records are excluded from PAIA and I disagree.	
Frivolous or vexatious request: (Section 45 of PAIA)	The Body indicated that my request is manifestly frivolous or vexatious and I disagree.	
Other: (Please explain):		
PART G EXPECTED OUTCOME		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

- ☐ I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.
- ☐ The information in this Complaint Form is true to the best of my knowledge and belief.
- ☐ I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

☐ I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

☐ If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator, otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party

FORM 6
ACKNOWLEDGEMENT OF RECEIPT OF COMPLAINT
[Regulation 11(1)]

Note: Please use the undermentioned reference number in all future correspondence.

Reference number: _____

TO: _____

COMPLAINT LODGED		
Receipt of your complaint, regarding:		
Unsuccessful appeal: (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful.	
Unsuccessful application for condonation: (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.	
Refusal of a request for access: (Section 77A(2)(c)(i) or 77A (d)(i) or 77A(3)(b) of PAIA)	I requested access to information held by a body and that request was refused or partially refused.	
The body requires me to pay a fee and I feel it is excessive: (Section 22 or 54 of PAIA)	Tender or payment of the prescribed request fee.	
	The tender or payment of a deposit.	
Repayment of the deposit: (Section 22(4) of PAIA)	The information officer refused to repay a deposit paid in respect of a request for access which is refused.	
Disagree with time extension:	The body decided to extend the time limit for responding to my request, and I disagree with the	

(Section 26 or 57 of PAIA)	<i>requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied: (Section 29(3) or 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal: (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonably been disclosed.</i>	
No adequate reasons for the refusal of access: (Section 56(3)(a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record: (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver: (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records:	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request: (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other: (Please explain):		

is hereby acknowledged. Kindly note that the complaint will be dealt with as follows:

- ☐ The Information Regulator will investigate the complaint further.
- ☐ The complaint will be referred to the Enforcement Committee.

Signed at _____ this _____ day of _____ 20 _____

Information Regulator

FORM 7
NOTIFICATION TO INFORMATION OFFICER
 [Regulation 11(2)]

Note: Please use the undermentioned reference number in all future correspondence.

Reference number: _____

TO: _____

RE: COMPLAINT RECEIVED AND INTENTION TO INVESTIGATE

The following complaint was received from _____, identity number _____, on _____.

COMPLAINT LODGED		
Unsuccessful appeal: (Section 77A(2)(a) or 77A(3)(a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>	
Unsuccessful application for condonation: (Sections 77A(2)(b) and 75(2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>	
Refusal of a request for access: (Section 77A(2)(c)(i) or 77A (d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	
The body requires me to pay a fee and I feel it is excessive: (Section 22 or 54 of PAIA)	<i>Tender or payment of the prescribed request fee.</i>	
	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit: (Section 22(4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	
Disagree with time extension: (Section 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied: (Section 29(3) or sections 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal: (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	

Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonably been disclosed.	
No adequate reasons for the refusal of access: (Section 56(3)(a) of PAIA)	My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.	
Partial access to record: (Section 28(2) of 59(2) of PAIA)	Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.	
Fee waiver: (Section 22(8) or 54(8) of PAIA)	I am exempt from paying any fee and my request to waive the fees was refused.	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.	
Failure to disclose records:	The Body decided to grant me access to the requested records, but I have not received them.	
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	The Body indicated that the requested records are excluded from PAIA and I disagree.	
Frivolous or vexatious request: (Section 45 of PAIA)	The Body indicated that my request is manifestly frivolous or vexatious and I disagree.	
Other: (Please explain):		

You are hereby notified that the Information Regulator intends to investigate the matter. You are hereby requested to respond to the complaint and produce to the Information Regulator any information, item or document, on which your decision is based, within 20 working days after receipt of this notification.

Signed at _____ this _____ day of _____ 20 _____

Information Regulator

FORM 8
DEVELOPMENT AND OUTCOME OF INVESTIGATION
[Regulation 11(5)]

Reference number: _____

TO: _____

RE: COMPLAINT LODGED WITH REGARDS TO _____

Kindly note that:

- ☐ The investigation is ongoing.
- ☐ The following decision is taken:

Signed at _____ this _____ day of _____ 20 _____

Information Regulator

FORM 9
SETTLEMENT MEETING
[Regulation 12(2)]

Reference number: _____

TO: _____

RE: COMPLAINT LODGED WITH REGARDS TO: _____

KINDLY TAKE NOTE THAT:

- (a) It appears from the nature of the complaint and the response made in relation to the complaint, that it may be possible to secure a settlement between the parties concerned.
- (b) The Information Regulator has decided to act as facilitator in the matter.

YOU ARE HEREBY INVITED

to attend a conciliation meeting at (place) _____ on the _____
day of _____ 20____, at _____ (time) and on any subsequent date that
may be required, regarding the above-mentioned matter.

Kindly confirm your attendance with the Information Regulator on/before _____.

Signed at _____ this _____ day of _____ 20 _____

Information Regulator

FORM 10
SETTLEMENT CERTIFICATE
[Regulation 12(4)]

Reference Number: _____

IN THE MATTER BETWEEN

Full names	_____
Identity number	_____
Full names	_____

Identity number	
-----------------	--

Full names	
Identity number	

Full names	
Identity number	

AND

Name of public/private body	
Name of information officer	

I, _____ in my capacity as facilitator in the matter between the above-mentioned parties,

HEREBY CERTIFY THAT:

☐ The matter has been resolved, and the following settlement reached:

☐ The matter has not been resolved, and will be referred back to the Information Regulator to be dealt with in terms of section 77C of the Act.

Signed at _____ this _____ day of _____ 20 _____

Facilitator

FORM 11
CONCILIATION OF MATTER
[Regulation 13(2)]

Reference number: _____

TO: _____

RE: COMPLAINT LODGED WITH REGARDS TO: _____

KINDLY TAKE NOTE THAT:

- (a) It appears from the nature of the complaint and the response made in relation to the complaint, that it may be possible to secure a settlement between the parties concerned.
- (b) The Information Regulator has decided to act as a conciliator in the matter.

YOU ARE HEREBY INVITED

to attend a conciliation meeting at (place) _____ on the _____
day of _____ 20____, at _____ (time) and on any subsequent date that
may be required, regarding the above-mentioned matter.

Kindly confirm your attendance with the Information Regulator on/before _____.

Signed at _____ this _____ day of _____ 20 _____

Information Regulator

FORM 12
CONCILIATION CERTIFICATE
[Regulation 13(5)]

Reference Number: _____

IN THE MATTER BETWEEN

Full names	_____
Identity number	_____

Full names	_____
Identity number	_____

Full names	_____
Identity number	_____

Full names	_____
Identity number	_____

AND

Name of public/private body	_____
Name of information officer	_____

I, _____ in my capacity as conciliator in the matter between the
above-mentioned parties,

HEREBY CERTIFY THAT:

☐ The matter has been resolved, and the following settlement reached:

☐ The matter has not been resolved, and will be referred back to the Information Regulator to be dealt with in terms of section 77C of the Act.

Signed at _____ this _____ day of _____ 20_____

Conciliator

FORM 13
REQUEST FOR ASSESSMENT
[Regulation 14(1)]

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

Full names:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B): Cellular		Facsimile:

hereby in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), request that the Information Regulator assess whether the undermentioned public or private body generally complies with the provisions of the Act insofar as its policies and implementation procedures are concerned.

Name of private/public body:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B): Cellular:		Facsimile:
PARTICULARS OF INFORMATION TO BE ASSESSED			
PERSONS AFFECTED BY THE RELEVANT INFORMATION PRACTICE/S			
THE REASON WHY AN ASSESSMENT IS REQUESTED			

SPECIFIC ASPECTS OF THE INFORMATION THAT THE ASSESSMENT SHOULD ADDRESS

Signed at _____ this _____ day of _____ 20 _____

Requester _____

FORM 14
NOTICE OF "REQUEST/INFORMATION REGULATOR'S OWN DECISION TO DO AN ASSESSMENT"
[Regulation 14(2)]

Reference number: _____

TO: _____

You are hereby notified that the Information Regulator—

☐

was requested to conduct an assessment

☐

has on its own initiative decided to conduct an assessment,

in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

PARTICULARS OF INFORMATION TO BE ASSESSED
PERSONS AFFECTED BY THE RELEVANT INFORMATION PRACTICE/S
THE REASON WHY AN ASSESSMENT IS REQUESTED

SPECIFIC ASPECTS OF THE INFORMATION THAT THE ASSESSMENT SHOULD ADDRESS

You are hereby invited to submit a written response, together with substantiated proof with regards to the *request/the Information Regulator's own initiative to conduct an assessment on/before _____.

Signed at _____ this _____ day of _____ 20____

Information Regulator

FORM 15
DECISION WITH REGARDS TO CONDUCTING AN ASSESSMENT
[Regulation 14(3)]

Reference number: _____

TO: _____

The Information Regulator *was requested to conduct an assessment/ has on its own initiative decided to conduct an assessment, in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), and has, after taking all the relevant information into consideration, to—



proceed with an assessment; or

1

not to proceed with an assessment.

Signed at _____ this _____ day of _____ 20____

Information Regulator

FORM 16
DECISION WITH REGARDS TO ASSESSMENT
[Regulation 14(5)]

Reference number:

TO: _____

The Information Regulator *was requested to conduct an assessment/ has on its own initiative decided to conduct an assessment, in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), and has, after taking all the relevant information into consideration, formed the undermentioned views:

IEWS OF INFORMATION REGULATOR

- ☐ The Information Regulator hereby wishes to confirm that it wishes to take no further action in this regard.
- ☐ The Information Regulator hereby wishes to confirm that it wishes to take the following action in this regard:

Signed at _____ this _____ day of _____ 20 _____

 Information Regulator

ANNEXURE B FEES

Fees in Respect of Public Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof.
3.	Printed copy of A4-size page	R1.50 per page or part thereof.
4.	For a copy in a computer-readable form on:	
	(i) Flash drive (to be provided by requestor)	R40.00
	(ii) Compact disc	
	• If provided by requestor	R40.00
	• If provided to the requestor	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on:	

Item	Description	Amount
	(i) Flash drive (to be provided by requestor)	R40.00
	(ii) Compact disc	
	• If provided by requestor	R40.00
	• If provided to the requestor	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	R100.00 R300.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

Fees in Respect of Private Bodies

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:	
	(iii) Flash drive (to be provided by requestor)	R40.00
	(iv) Compact disc	
	• If provided by requestor	R40.00
	• If provided to the requestor	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on:	
	(v) Flash drive (to be provided by requestor)	R40.00
	(vi) Compact disc	
	• If provided by requestor	R40.00
	• If provided to the requestor	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 items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

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)

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

This PAIA Manual of Deloitte South Africa is approved and deemed effective by the Head of the Private Body, Deloitte South Africa, from 1 June 2025.



**Ms Ruwayda Redfearn, Chief Executive Officer
Deloitte South Africa**

Date: 17 June 2025