



# Cedar Lakes

Lifestyle Estate

**Cedar Lakes Homeowners Association NPC  
(Registration Number: 2000/002883/08)**

**This Manual has been prepared in terms of the section 51 of the Promotion of Access to Information Act 2/2000 and to address the requirements of the Protection of Personal Information Act 4/2013.**

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## 1 Definitions

- 1.1 **“Client”** - refers to any natural or juristic person that received or receives services from the Association;
- 1.2 **“the Association”** - shall mean The Cedar Lakes Homeowners Association NPC, registration number 2000/002883/08, a non-profit company with Members to which this Memorandum of Incorporation is applicable, duly registered and incorporated according to the company laws of the Republic of South Africa;
- 1.3 **“the Association Area”** - means the development area is known as Cedar Lakes Residential Estate comprising extensions of the townships known as Maroeladal Extension 8 duly demarcated on S.G. No A10399/1993, Maroeladal Extension 11 duly demarcated on S.G. No 5217/2000, Maroeladal Extension 13 duly demarcated on S.G. No 1030/1996, Needwood duly demarcated on S.G. No 2542/1996 and Needwood Extension 4 or such other townships as may be approved from time to time, situated on former portion 32 of the Farm Zevenfontein No. 407 JR, portion 258 of the Farm Zevenfontein No 407 JR, the Farm Cedar Lakes 718 JR, portion 319 of the Farm Witkoppen No 194 IQ, portion 348 of the Farm Witkoppen 194 IQ and portion 317 of the Farm Witkoppen No. 194 IQ respectively
- 1.4 **“Conditions for Lawful Processing”** - the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPI and in paragraph 11 of this Manual;
- 1.5 **“Data Subject”** - as ascribed thereto in section 1 of POPI;
- 1.6 **“Information Officer”** - the duly authorised Head as defined in section 1 of PAIA;
- 1.7 **“Manual”** - this Manual was prepared in accordance with section 51 of PAIA and regulation 4(1) (d) of the POPI Regulations;
- 1.8 **“PAIA”** - the Promotion of Access to Information Act 2 of 2000;
- 1.9 **“Personal Information”** - as ascribed thereto in section 1 of POPI;
- 1.10 **“Personnel”** - any person who works for, or provides services to or on behalf of the Association and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the Association, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers;
- 1.11 **“POPI”** - the Protection of Personal Information Act 4 of 2013;
- 1.12 **“POPI Regulations”**- the regulations promulgated in terms of section 112(2) of POPI;
- 1.13 **“Private Body”** - as ascribed thereto in sections 1 of both PAIA and POPI;
- 1.14 **“Processing”** - as ascribed thereto in section 1 of POPI;
- 1.15 **“Requestor”** – as ascribed thereto in section 1 of PAIA;
- 1.16 **“Request for Access”** - as ascribed thereto in section 1 of PAIA;

- 1.17 “SAHRC” - the South African Human Rights Commission;
- 1.18 Any other terms not described herein will have the meaning as ascribed to them in terms of PAIA or POPI.

## **2 Introduction**

- 2.1 Cedar Lakes Homeowners Association NPC is a non-profit company incorporated in terms of the Companies Act 61 of 1973 and is governed by the Companies Act 71 of 2008. Its activity is limited to that of management of the common areas of the Association Area, *inter alia*, the collecting of levies and other ancillary charges, and protecting and promoting the communal rights and interests of all property owners. Its Board of Directors attends to the functioning and governing of Cedar Lakes Homeowners Association;
- 2.2 For the purposes of POPI and PAIA, the Association is defined as a private body. In accordance with the Association’s obligations in terms of POPI and PAIA, the Association has produced this Manual;
- 2.3 This Manual sets out all information required by both PAIA and POPI;
- 2.4 This Manual also deals with how requests must be made in terms of PAIA;
- 2.5 This Manual also establishes how compliance with POPI is achieved.

## **3 Contact Details**

- 3.1 Business Name: Cedar Lakes Homeowners Association NPC
- 3.2 Registration Number: 2000/002883/08
- 3.3 Registered Office: Cedar Lakes Estate  
Cedar Road  
Fourways  
2191
- 3.4 Postal Address: Postnet Suite 124  
Private Bag x153  
Bryanston  
2091
- 3.5 Contact Number: 011 469 1693
- 3.6 Email address: financemanager@cedarlakes.co.za
- 3.7 Director(s):

Brian Robert Rubinstein  
Martin Adrian Frere

Jane Suzanne Naude  
Jeanette Amy Budd  
Leigh Tarryn Wright  
Sharon Claire Richards-Lund  
Andrew Colin Sanders  
Angus Stuart Summers

3.8 Information Officer

3.8.1 Kassie Joanne Stephens

POSTAL ADDRESS: Postnet Suite 124  
Private Bag x153  
Bryanston  
2091  
011 469 1693  
financemaanager@cedarlakes.co.za

3.9 Deputy Information Officers:

3.9.1 Molly Wame Ako Ugamah

POSTAL ADDRESS: Postnet Suite 124  
Private Bag x153  
Bryanston  
2091  
011 469 1693  
reception@cedarlakes.co.za

3.9.2 Aneska Price

POSTAL ADDRESS: Postnet Suite 124  
Private Bag x153  
Bryanston  
2091  
011 469 1693  
admin@cedarlakes.co.za

3.9.3 Kirsten Bridget Reeves

POSTAL ADDRESS: Postnet Suite 124  
Private Bag x153  
Bryanston  
2091  
011 469 1693  
bookkeeper@cedarlakes.co.za

3.10 Background information of the Association can be found at [www.cedarlakes.co.za](http://www.cedarlakes.co.za)

## **4 Guide of SAHRC**

- 4.1 A guide to PAIA has been published according to section 10 of PAIA.
- 4.2 The guide contains information required by an individual who may wish to exercise their rights in terms of PAIA.
- 4.3 Should you wish to access the guide, you may contact the SAHRC at the following details:

### **PAIA UNIT**

Postal Address: Private Bag 2700, Houghton, 2041  
Telephone: (011) 877 3600  
Facsimile: (011) 403 0625  
Website: <http://www.sahrc.org.za>  
Email: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

## **5 Latest Notices in terms of section 52(2) of PAIA**

- 5.1 At this stage, no Notice(s) has/have been published on the categories of available records without requesting access to them in terms of PAIA.

## **6 Availability and publication of certain records in terms of PAIA**

- 6.1 The Association holds and/or processes the following records for PAIA and POPI;
- 6.2 The following records may be requested; however, it should be noted that there is no guarantee that the request will be approved. Each request will be evaluated in terms of PAIA, the Association's MOI, the Companies Act and any other applicable legislation.
  - 6.2.1 Statutory records:
    - 6.2.1.1 Statutory documents of incorporation of the Association;
    - 6.2.1.2 Contractors' Code of Conduct;
    - 6.2.1.3 Director's Confidentiality Agreements;
    - 6.2.1.4 Committee Members' Code of Conducts;
    - 6.2.1.5 Records relating to the appointment of:
      - 6.2.1.5.1 Directors;
      - 6.2.1.5.2 Auditors;
      - 6.2.1.5.3 Public Officer;
      - 6.2.1.5.4 Company Secretary.
    - 6.2.1.6 Register of Members;
    - 6.2.1.7 Register of Directors;
    - 6.2.1.8 Register of Directors other Directorships;
    - 6.2.1.9 Minute books of Members' General Meetings;
    - 6.2.1.10 Minute books of Board Meetings and Committee Meetings;
    - 6.2.1.11 Details of proxies;
    - 6.2.1.12 Ordinary resolutions passed at General Meetings;

- 6.2.1.13 Special resolutions passed at General Meetings;
- 6.2.1.14 Resolutions passed at Board Meetings;
- 6.2.1.15 Statutory records and returns;
- 6.2.1.16 Memorandum of Incorporation;
- 6.2.1.17 Association Rules and Appendices;
- 6.2.1.18 POPI Consent forms.
- 6.2.2 Financial records:
  - 6.2.2.1 Annual financial statements;
  - 6.2.2.2 Accounting records;
  - 6.2.2.3 General ledger;
  - 6.2.2.4 Subsidiary ledgers;
  - 6.2.2.5 Banking records;
  - 6.2.2.6 Banking details and bank accounts;
  - 6.2.2.7 Member levy account statements;
  - 6.2.2.8 Supplier statements and invoices;
  - 6.2.2.9 Cash books and petty cash books;
  - 6.2.2.10 Fixed asset register;
  - 6.2.2.11 Schedules to calculate accrued interest, interest on debtors in arrears, and interest held for deposits;
  - 6.2.2.12 Disposal of asset records;
  - 6.2.2.13 Budget schedules, calculations and quotes;
  - 6.2.2.14 Reserve plan;
  - 6.2.2.15 Tender process records;
  - 6.2.2.16 Property transfer records;
  - 6.2.2.17 CSOS records.
- 6.2.3 Tax records:
  - 6.2.3.1 Income tax returns calculations;
  - 6.2.3.2 Tax assessments PAYE returns;
  - 6.2.3.3 UIF returns;
  - 6.2.3.4 Workmen's Compensation records;
  - 6.2.3.5 ETI Claims;
  - 6.2.3.6 Tax Directives;
  - 6.2.3.7 TERS claim records.
- 6.2.4 Human resource records:
  - 6.2.4.1 Policies and procedures;
  - 6.2.4.2 Organogram with name and occupation of each employee;
  - 6.2.4.3 Job specifications for each employee;
  - 6.2.4.4 Employment contracts;
  - 6.2.4.5 Disciplinary records;
  - 6.2.4.6 Performance appraisal records;
  - 6.2.4.7 Training and development records;

- 6.2.4.8 Leave records;
- 6.2.4.9 IRP5 and IT3 records;
- 6.2.4.10 Maternity leave procedure;
- 6.2.4.11 Employment Equity reports and returns;
- 6.2.4.12 Insource .vs. outsourced workforce comparisons;
- 6.2.4.13 Time and attendance records;
- 6.2.4.14 Provident fund and employee benefit records;
- 6.2.4.15 Recruitment records;
- 6.2.4.16 Resignation letters;
- 6.2.4.17 Identity documentation;
- 6.2.5 Payroll Records:
  - 6.2.5.1 Overtime claim forms;
  - 6.2.5.2 Expense claim forms;
  - 6.2.5.3 Deduction approval forms;
  - 6.2.5.4 Salary increases letters;
  - 6.2.5.5 Performance bonus letters;
  - 6.2.5.6 Monthly payroll reports.
- 6.2.6 Property records:
  - 6.2.6.1 Title deeds of properties within the Association Area;
  - 6.2.6.2 Building plans of CLHOA properties;
  - 6.2.6.3 Copies of Members' building plans (not all);
  - 6.2.6.4 Maintenance letters and audits;
  - 6.2.6.5 Show day records.
- 6.2.7 Health and safety records:
  - 6.2.7.1 Appointment letters
  - 6.2.7.2 Reports by health and safety consultants;
  - 6.2.7.3 Contractor Health and Safety agreements and appointments;
  - 6.2.7.4 Contractor Health and Safety files;
  - 6.2.7.5 Certificates of compliance;
  - 6.2.7.6 Permits and licenses;
  - 6.2.7.7 Risk assessments;
  - 6.2.7.8 Annual audits.
- 6.2.8 Information Technology records:
  - 6.2.8.1 Software licenses;
  - 6.2.8.2 Software packages;
  - 6.2.8.3 Backup of accounting and payroll files;
  - 6.2.8.4 Biometric access data records;
  - 6.2.8.5 Surveillance camera footage and data (time-limited);
  - 6.2.8.6 Record of IT issues and resolutions;
  - 6.2.8.7 Register of IT infrastructure;



- 6.2.9 Insurance records:
  - 6.2.9.1 Insurance policy documents;
  - 6.2.9.2 Insurance audits;
  - 6.2.9.3 Insurance valuations of immovable property;
  - 6.2.9.4 Claims records.
- 6.2.10 Legal records:
  - 6.2.10.1 Agreements with contractors/suppliers/agents/operators;
  - 6.2.10.2 Litigation records.
- 6.2.11 Security records:
  - 6.2.11.1 Incident reports;
  - 6.2.11.2 Monthly audit report from the security service provider;
  - 6.2.11.3 Infrastructure records and audits;
  - 6.2.11.4 Access reports at the entrance gates.
- 6.2.12 Admin records:
  - 6.2.12.1 Committee meeting presentations and action sheets;
  - 6.2.12.2 General meeting presentations, registers of attendees, and publications to members;
  - 6.2.12.3 Schedules for tracking all income activities;
  - 6.2.12.4 Schedules for tracking contractual expenses;
  - 6.2.12.5 Monthly audit report from security service provider;
  - 6.2.12.6 Standard Operating Policies and Procedures;
  - 6.2.12.7 All records relating to projects;
  - 6.2.12.8 Record of animals on the Association Area (resident's pets);
  - 6.2.12.9 Gift registry;
  - 6.2.12.10 Complaints and complements register;
  - 6.2.12.11 Schedule of licenses;
  - 6.2.12.12 Schedule of destroyed documentation;
  - 6.2.12.13 Schedule of documentation stored off-site;
  - 6.2.12.14 Demographic study records;
  - 6.2.12.15 Association application forms;
  - 6.2.12.16 Association Area history records;
  - 6.2.12.17 Annual Christmas gift collection records;
  - 6.2.12.18 Association Area maps;
  - 6.2.12.19 Monthly reports to Board ;
  - 6.2.12.20 Risk register.
- 6.2.13 Operational records:
  - 6.2.13.1 Stocktake registers and recons;
  - 6.2.13.2 GIS data with records of Association Area infrastructure;
  - 6.2.13.3 Research and records for each portfolio's projects and purchases;
  - 6.2.13.4 Records and photographs of events and functions hosted by CLHOA;
  - 6.2.13.5 Maintenance and landscape job cards and records of work completed

- 6.2.13.6 Master plan research and reports;
- 6.2.13.7 Member survey records;
- 6.2.13.8 Schedules to track all elements of vehicle usage (logbooks, fuel control, maintenance records, KM tracking, inspections);
- 6.2.13.9 Compliance records;
- 6.2.13.10 Penalties issued and schedules to record information.
- 6.2.14 General records:
  - 6.2.14.1 Correspondence files with Members;
  - 6.2.14.2 Identity documentation of Members, residents and contractors;
  - 6.2.14.3 Newsletters.
- 6.3 Information is available in terms of the following legislation, if and where applicable:
  - 6.3.1 Basic Conditions of Employment Act, No. 75 of 1997;
  - 6.3.2 Companies Act, Act 61 of 1973;
  - 6.3.3 Companies Act, No. 71 of 2008;
  - 6.3.4 Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993;
  - 6.3.5 Constitution of the Republic of South Africa Act, No. 108 of 1996;
  - 6.3.6 Employment Equity Act, No. 55 of 1998;
  - 6.3.7 The Labour Relations Act, No. 66 of 1995;
  - 6.3.8 Pension Funds Act, No. 24 of 1956;
  - 6.3.9 Skills Development Levies Act, No. 9 of 1999;
  - 6.3.10 Skills Development Act, Act 97 of 1998;
  - 6.3.11 Unemployment Insurance Act, No. 63 of 2001;
  - 6.3.12 Unemployment Insurance Contributions Act, Act 4 of 2002;
  - 6.3.13 Value Added Tax Act, No. 89 of 1991;
  - 6.3.14 Electronic Communication and Transactions Act, No. 25 of 2002;
  - 6.3.15 Income Tax Act, No. 58 of 1962;
  - 6.3.16 Tax Administration Act, Act 28 of 2011;
  - 6.3.17 Occupational Health and Safety Act No. 85 of 1993;
  - 6.3.18 Protection of Personal Information Act, Act 4 of 2013;
  - 6.3.19 The Community Schemes Ombud Service Act, 2011.

It should be noted that this list is not exhaustive.

## **7 Request Process**

- 7.1 An individual who wishes to place a request must comply with all the procedures laid down in PAIA. The Requestor must complete the prescribed form Appendix 1 – Prescribed Form: Request for Information. The prescribed form must be submitted as well as payment of a

request fee and a deposit, if applicable, to the information officer at the postal or physical address, fax number or electronic mail as is stated herein.

- 7.2 The prescribed form must be completed with enough information to enable the information officer to determine:
- 7.3 The record(s) requested;
- 7.4 The identity of the Requestor;
- 7.5 What form of access is required; and
- 7.6 The physical address and email address of the Requestor.
- 7.7 The Requestor must state what the records are required for the Requestor to exercise or protect a right and clearly state the nature of the right to be exercised or protected.
- 7.8 The request for access will be dealt with within 30 days from the date of receipt unless the Requestor has set out special grounds that satisfy the information officer that the request is dealt with sooner.
- 7.9 The period of 30 days may be extended by not more than 30 additional days if the request is for a large quantity of information, or the request requires a search for information held at another office of the Association and the information cannot be reasonably obtained within 30 days. The information officer will notify the Requestor in writing should an extension be necessary.
- 7.10 The Requestor will be informed in writing whether access to the records has been granted or denied. If the Requestor requires a reason for the decision, the request must be expressed in the prescribed form, and the Requestor must further state what particulars of the reasoning the Requestor requires.
- 7.11 If a Requestor has requested the records on another individual's behalf, the Requestor must submit proof of the capacity the Requestor submits the request in, to the satisfaction of the information officer.
- 7.12 If the Requestor is unable to complete the prescribed form due to illiteracy or disability, the Requestor may request it orally from the information officer.

## **8 Grounds for refusal**

- 8.1 The following are grounds upon which the Association may, subject to the exceptions in Chapter 4 of PAIA, refuse a request for access following Chapter 4 of PAIA:
  - 8.1.1 Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable;
  - 8.1.2 Mandatory protection of the commercial information of a third party if the Records contain:
    - 8.1.2.1 Trade secrets of that third party;

- 8.1.2.2 Financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
- 8.1.2.3 Information disclosed in confidence by a third party to The Association, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;
- 8.1.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 8.1.4 Mandatory protection of the safety of individuals and the protection of property;
- 8.1.5 Mandatory protection of Records that would be regarded as privileged in legal proceedings;
- 8.1.6 Protection of the commercial information of the Association, which may include:
  - 8.1.6.1 Trade secrets;
  - 8.1.6.2 Financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the Association;
  - 8.1.6.3 Any information which, if disclosed, could put the Association at a disadvantage in contractual or other negotiations or prejudice the Association in commercial competition; and/or
  - 8.1.6.4 Computer programs which are owned by the Association and which are protected by copyright and intellectual property laws;
- 8.2 Any research information of the Association or a third party, if such disclosure would place the research or the researcher at a serious disadvantage; and
- 8.3 Requests for Records that are clearly frivolous or vexatious or which involve an unreasonable diversion of resources.

**9 Remedies should a request be refused**

- 9.1 The Association does not have an internal appeal procedure in light of a denial of a request; decisions made by the information officer are final;
- 9.2 The Requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 days of notification of the decision for appropriate relief.

**10 Fees**

- 10.1 The following fees shall be payable upon request by a Requestor, any information available to Members under the provisions of the Association’s MOI and the Companies Act will be supplied at no cost:

Description	Amount
Request Fee (payable on every request)	R 140.00
Photocopy of an A4 page or part thereof	R 2.00
Printed copy of an A4 page or part thereof	R 2.00
Hard copy on a flash drive (flash drive to be provided by the Requestor)	R 40.00

Description	Amount
Hard copy on a compact disc (compact disc to be provided by the Requestor)	R 40.00
Hard copy on a compact disc (compact disc to be provided by the Association)	R 60.00
Transcription of visual images per A4 page	As per quotation of service provider
Copy of visual images	As per quotation of service provider
Transcription of an audio record per A4 page	R 24.00
Copy of an audio record on flash drive (flash drive to be provided by the Requestor)	R 40.00
Copy of an audio on a compact disc (compact disc to be provided by the Requestor)	R 40.00
Copy of an audio on a compact disc (compact disc to be provided by the Association)	R 60.00
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 (minimum charge)	R 145.00
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 (maximum charge)	R 435.00
Postage, email or any other electronic transfer	Actual expense, if any.

## 11 POPI

### 11.1 Conditions for lawful processing

11.1.1 POPI has eight conditions for lawful processing, which include:

- 11.1.1.1 Accountability;
- 11.1.1.2 Processing limitation;
- 11.1.1.3 Purpose specification;
- 11.1.1.4 Further processing limitation;
- 11.1.1.5 Information quality;
- 11.1.1.6 Openness;
- 11.1.1.7 Security safeguards;
- 11.1.1.8 Data subject participation.

11.1.2 The Association is involved in the following types of processing:

- 11.1.2.1 Collection;
- 11.1.2.2 Recording;
- 11.1.2.3 Organisation;
- 11.1.2.4 Structuring;
- 11.1.2.5 Storage;
- 11.1.2.6 adaptation or alteration;

- 11.1.2.7 retrieval;
  - 11.1.2.8 consultation;
  - 11.1.2.9 use;
  - 11.1.2.10 disclosure by transmission;
  - 11.1.2.11 dissemination or otherwise making available;
  - 11.1.2.12 alignment or combination;
  - 11.1.2.13 restriction;
  - 11.1.2.14 erasure;
  - 11.1.2.15 destruction.
- 11.1.3 The Association processes information for the following purposes:
- 11.1.3.1 provide services to its members in accordance with terms agreed to by the members;
  - 11.1.3.2 to undertake activities related to the provision of services, such as:
    - 11.1.3.2.1 to fulfil domestic legal, regulatory and compliance requirements
    - 11.1.3.2.2 to verify the identity of member representatives who contact the Association or may be contacted by The Association;
    - 11.1.3.2.3 for risk assessment, information security management, statistical, trend analysis and planning purposes;
    - 11.1.3.2.4 to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes;
    - 11.1.3.2.5 to enforce or defend the Association or the Association affiliates' rights;
    - 11.1.3.2.6 to manage the Association's relationship with its clients, which may include providing information to its clients and its clients affiliates about the Association's and the Association affiliates' products and services.
  - 11.1.3.3 the purposes related to any authorised disclosure made in terms of agreement, law or regulation;
  - 11.1.3.4 any additional purposes expressly authorised by The Association's members;
  - 11.1.3.5 any additional purposes as may be notified to the members or Data Subjects in any notice provided by the Association.
- 11.1.4 The Association processes personal information the following categories of Data Subjects:
- 11.1.4.1 Juristic persons;
  - 11.1.4.2 Corporate members;
  - 11.1.4.3 Suppliers;
  - 11.1.4.4 Natural persons;
  - 11.1.4.5 Individuals;
  - 11.1.4.6 Staff;
  - 11.1.4.7 Members;
  - 11.1.4.8 Suppliers.
- 11.1.5 The Association may process the following categories of personal information:
- 11.1.5.1 Individual profile information;
  - 11.1.5.2 Bank account details;
  - 11.1.5.3 Payment information;
  - 11.1.5.4 Member representatives;

- 11.1.5.5 Names;
  - 11.1.5.6 Email Addresses;
  - 11.1.5.7 Telephone numbers;
  - 11.1.5.8 Facsimile numbers;
  - 11.1.5.9 Physical addresses;
  - 11.1.5.10 Tax numbers;
  - 11.1.5.11 Identity Numbers;
  - 11.1.5.12 Passport Numbers;
  - 11.1.5.13 Vehicle details;
  - 11.1.5.14 Children's details;
  - 11.1.5.15 Biometric data;
  - 11.1.5.16 Visitor's details;
  - 11.1.5.17 Access logs;
  - 11.1.5.18 CCTV footage.
- 11.1.6 Recipients of Personal Information:
- 11.1.6.1 The Association, the Association's affiliates, their respective representatives
- 11.2 When making authorised disclosures or transfers of personal information in terms of Section 72 of POPI, personal information may be disclosed to recipients in countries that do not have the same level of protection for personal information as South Africa does;
- 11.3 The following Security measures are implemented by the Association:
- 11.3.1 The Association implements numerous Security measures to protect personal information that is stored electronically and physically;
  - 11.3.2 The Association ensures that appropriate security measures are taken and updates these measures on a regular basis;
  - 11.3.3 The Association have also implemented various policies for additional security for personal information stored both physically and electronically.
- 11.4 The personal information that is stored physically is protected as follows:
- 11.4.1 Where physical records of the data exist, such records will be stored in a secure area that can be 'locked-away' as to avoid a breach of the personal information;
  - 11.4.2 Such physical data records will be 'locked-away' and secured when not in use;
  - 11.4.3 The Association may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the Protection of Personal Information Act No.4 of 2013.
- 11.5 Objection to the processing of personal information by a data subject:
- 11.5.1 Section 11(3) of POPI and regulation 2 of the POPI regulations provides that a data subject may, at any time object to the processing of their personal information in the prescribed form attached to this Manual as Appendix 2 – Prescribed Form: Objection to Processing Personal Data.

11.6 Request for correction or deletion of personal information:

11.6.1 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 and/or deleted in the prescribed form attached hereto as Appendix 3 – Prescribed Form: Correction of Personal Data.

SIGNATURE INFORMATION OFFICER: \_\_\_\_\_

DATE: \_\_\_\_\_



**Appendix 1 – Prescribed Form: Request for Information**

[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)

Email address: \_\_\_\_\_

Fax number: \_\_\_\_\_

Mark with an “X”

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made ( <i>when made on behalf of another person</i> )			
Postal Address			
Street Address			
Email Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made ( <i>if applicable</i> ):			
Identity Number			
Postal Address			

Street Address			
Email Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic or machine-readable form			

**FORM OF ACCESS**  
*(Mark the applicable box with an "X")*

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

**MANNER OF ACCESS**  
*(Mark the applicable box with an "X")*

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

**PARTICULARS OF THE RIGHT TO BE EXERCISED OR PROTECTED**

*If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*

Indicate which right is to be exercised or protected	

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

<b>FEEES</b>	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

u 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 <i>(Please specify)</i>

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**

## Appendix 2 – Prescribed Form: Objection to Processing Personal Data

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

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

[Regulation 2]

*Note:*

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

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


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

\_\_\_\_\_  
*Signature of data subject/designated person*

### Appendix 3 – Prescribed Form: Correction of Personal Data

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

#### REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 3]

*Note:*

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

Mark the appropriate box with an “x”.

**Request for:**

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

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

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

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

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

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