



**Cloud  
Essentials**

Your cloud journey. **Accelerated.**

# Cloud Essentials

## PAIA Manual

Prepared and compiled on 2024-04-05 in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as amended) in respect of Cloud Essentials ("the Private Body").

Company Registration Number: 2007/017898/07

April 2024

Version 2.0



Content Services  
Partner Program  
Charter Member



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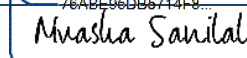
## Version history

Document version number	Date of version issued	Key revisions
V2.0	29.04.2024	Annual review and update

## Distribution

Name	Title
All Cloud Essentials Internal	All Cloud Essentials employees

## Approval

Name	Title	Signature	Date
Chris Hathaway	Director and Information Officer	 DocuSigned by: 76ABE060B6714F8...	6/15/2024
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## 1. The Act

The Promotion of Access to Information Act, No. 02 of 2000 (“herein referred to as The Act” or “PAIA”) was enacted on 3 February 2000. PAIA was enacted to give effect to Section 32 of the Constitution, which is the right to access information. PAIA gives individuals and organisations the right to access information held by public and private bodies, subject to certain limitations.

## 2. Purpose of the manual

The purpose of this PAIA Manual is to foster a culture of transparency and accountability by giving effect to the right of access to information in terms of the Promotion of Access to Information Act, No. 2 of 2000 (“PAIA”) and the Protection of Personal Information Act, No 4 of 2013 (“POPIA”).

To give effect to individuals’ right to data privacy, it is necessary that they understand their rights with respect to their personal information and be empowered to enforce those rights.

The Act sets out the procedural requirements attached to requests for information, the requirements which requests must meet as the grounds for refusing the requests.

The Act also recognises that the right to access information must be balanced with other rights and should be subject to limitations including, but not limited to, limitations aimed at the reasonable protection of privacy and commercial confidentiality.

This Manual informs requesters of procedural and other requirements which a request for information must meet, and further, this Manual in its entirety is available for inspection free of charge, at Cloud Essentials Offices and on our website.

Section 9 of PAIA recognises that the right to access information is not absolute and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of the privacy of others;
- Commercial confidentiality; and
- Effective, efficient, and good corporate governance; and
- In a manner which balances the individual’s rights with any other rights, including those entrenched in the Bill of Rights, Chapter 2 of the Constitution of the Republic of South Africa, Act 108 of 1996.

This PAIA Manual Assists you to:

- Check the categories of records held by Cloud Essentials which are available without a person having to submit a formal PAIA request;
- Have a sufficient understanding of how to make a request for access to a record of Cloud Essentials, by providing a description of the subjects on which Cloud Essentials holds records and the categories of records held on each subject;
- Know the description of the records of Cloud Essentials which are available in accordance with any other legislation;
- Access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist you with the records you intend to access;



- Know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- Know if Cloud Essentials processes personal information and the purpose of processing of personal information;
- Know the description of the categories of data subjects and the information or categories of information relating thereto;
- Know the recipients or categories of recipients to whom the personal information may be supplied;
- Know if Cloud Essentials plans to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- Know whether Cloud Essentials has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. Scope

This PAIA Manual was prepared in accordance with Section 51 of PAIA and to address requirements of POPIA. This PAIA Manual applies to Cloud Essentials (Proprietary) Limited (Cloud Essentials.)

Group Entity	Registration Number
Cloud Essentials (Proprietary) Limited	2007/017898/07

### 4. General information and contact details

General information and contact details	
<b>Name of Private Body:</b>	Cloud Essentials (Pty) Ltd
<b>Company registration number:</b>	2007/017898/07
<b>Postal address:</b>	P O Box 13139, Woodstock, 7915
<b>Physical address (principal place of business):</b>	Unit 12 Somerset House, 11 York Street, Kensington B, Randburg, 2194
<b>Telephone number:</b>	010 591 2323
<b>General e-mail address:</b>	<a href="mailto:compliance@cloudessentials.com">compliance@cloudessentials.com</a>
<b>Website:</b>	<a href="http://www.cloudessentials.com">www.cloudessentials.com</a>
<b>Information Officer:</b>	Chris Hathaway Email address: <a href="mailto:chris.hathaway@cloudessentials.com">chris.hathaway@cloudessentials.com</a>
<b>Deputy Information Officer:</b>	Nivasha Sanilal Email address: <a href="mailto:nivasha.sanilal@cloudessentials.com">nivasha.sanilal@cloudessentials.com</a>



## 5. Guide on how to use the PAIA and how to obtain access to the guide

- The Regulator has, in terms of Section 10(1) of PAIA, as amended, updated, and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and the Protection of Personal Information Act, No 4 of 2013 (“POPIA”).
- The aforesaid Guide contains the description of:
  - o the objects of PAIA and POPIA;
  - o the postal and street address, phone and fax number and, if available, electronic mail address of:
    - the Information Officer of every public body, and
    - every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;
  - o the manner and form of a request for:
    - access to a record of a public body contemplated in Section 11 of PAIA; and
    - access to a record of a private body contemplated in Section 50 of PAIA;
  - o the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
  - o the assistance available from the Information Regulator in terms of PAIA and POPIA;
  - o all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
    - an internal appeal;
    - a complaint to the Regulator; and
    - an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
  - o the provisions of Sections 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
  - o the provisions of Sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
  - o the notices issued in terms of Sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
  - o the regulations made in terms of Section 92 of PAIA.
- Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- The Guide can also be obtained:
  - o upon request to the Information Officer;
  - o from the website of the Information Regulator (<https://info regulator.org.za/>)
- A copy of the Guide is also available in two official languages, for public inspection during normal office hours.



## 6. Records automatically available to the public

No.	Categories of Records/Information held	Type of Record/Information held	Availability
1	Compliance Services	PAIA Manual	Automatically available on the Cloud Essentials website, and at our physical address on request
2	Compliance Services	Form 2 & Form 3	Automatically available
3	Marketing	Category of services	Automatically available
		Website	Automatically available
		Brochures	Automatically available
		Press releases	Automatically available
		Blog posts	Automatically available
		Articles and publications	Automatically available
		Promotional material	Automatically available

## 7. Records of the private body

This clause serves as a reference to the records that Cloud Essentials holds to facilitate a request in terms of The Act.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

No.	Categories of records/information held	Type of record/information held	Availability
1	Company secretarial	Company documents	Not automatically available
2	Legal information	Agreements with customers	Not automatically available
		Agreements with vendors	Not automatically available
		Agreements with other third parties	Not automatically available
3	Compliance Services	Information Security Management System documentation	Not automatically available
4	Moveable and immoveable property	Hire agreements or hire-purchase	Not automatically available
		Sale agreements	Not automatically available
		Lease agreements	Not automatically available
		Credit sale agreements	Not automatically available





5	Intellectual Property	Trademarks	Not automatically available
		Designs & logos	Not automatically available
		Know-how & resource	Not automatically available
		Licensing agreements	Not automatically available
6	Insurance	Policies	Not automatically available
		Insurance claims	Not automatically available
7	Tax	PAYE records	Not automatically available
		Records of payments made to SARS on behalf of employees	Not automatically available
		Documents issued to employees for income tax purposes	Not automatically available
		Private body tax returns	Not automatically available
		VAT returns	
		Skills Development Levies	Not automatically available
		UIF submissions	Not automatically available
8	Finance & Accounting	Accounting records	Not automatically available
		Financial statements, reports & returns	Not automatically available
		Asset register	Not automatically available
		Bank statements	Not automatically available
		Banking details	Not automatically available
		Debtors/creditors statements	Not automatically available
		Invoices	Not automatically available
		Annual financial statements	Not automatically available
		Sales forecasts	Not automatically available
9	Human Resources	Policies & procedures	Not automatically available
		Employee contact information	Not automatically available
		Personnel files with performance & disciplinary information	Not automatically available
		Employment contracts	Not automatically available
		Forms & applications	Not automatically available
		Training records	Not automatically available





		Workplace agreements	Not automatically available
		Benefit arrangements rules & records	Not automatically available
		Salary & claims information	Not automatically available
		BBBEE certification	Not automatically available
		Disability information	Not automatically available
		Health & safety reporting	Not automatically available
		Leave records	Not automatically available
10	Operations	Standard operating procedures	Not automatically available
		Operational policies	Not automatically available
		Reports & supporting documentation	Not automatically available
		Client information	Not automatically available
		Supplier information	Not automatically available
		Contractor information	Not automatically available
11	Sales	Pricing information	Not automatically available
		Sales policies & procedures	Not automatically available
		General correspondence	Not automatically available
		Product/service sales records	Not automatically available
		Customer information	Not automatically available
		Statistical information on the market	Not automatically available
		Services or purchase information	Not automatically available
12	Information Technology	System documentation & performance records	Not automatically available
		User manuals	Not automatically available
		Disaster recover & implementation plans	Not automatically available
		IT policies & procedures	Not automatically available
		Configuration setups	Not automatically available
		General correspondence	Not automatically available
		Network diagrams	Not automatically available
		Asset registers	Not automatically available
13	Health & Security	CCTV footage	Not automatically available



		Access control (physical) records	Not automatically available
		Information related to health & safety	Not automatically available
		Information related to fire response	Not automatically available
		Policies & procedures	Not automatically available
14	General communication	Communication records (such as customer reviews & service ratings, general electronic enquiries etc.)	Not automatically available

### 8. Records required in terms of legislation:

Records are kept in accordance with legislation applicable to Cloud Essentials, which includes but is not limited to, the following –

No.	Reference	The Act
1	No. 75 of 1997	Basic Conditions of Employment Act
2	No. 75 of 1997	Broad- Based Black Economic Empowerment Act
3	No. 71 of 2008	Companies Act (as Amended)
4	No. 130 of 1993	Compensation for Occupational Injuries & Diseases Act
5	No. 108 of 1996	Constitution of the Republic of South Africa
6	No. 68 of 2008	Consumer Protection Act
7	No. 98 of 1978	Copyright Act
8	No. 91 of 1964	Customs & Excise Act
9	Act. 19 of 2020	Cybercrimes Act
10	No. 57 of 2002	Disaster Management Act
11	No. 36 of 2005	Electronic Communications Act
12	No. 25 of 2002	Electronic Communications and Transactions Act
13	No. 55 of 1998	Employment Equity Act
14	No. 58 of 1962	Income Tax Act
15	No. 66 of 1995	Labour Relations Act
16	No. 34 of 2005	National Credit Act
17	No. 85 of 1993	Occupational Health & Safety Act
18	No. 2 of 2000	Promotion of Access to Information Act:



		Promotion of access to information Act 2000 (Act No. 2 of 2000): Regulations relating to the Promotion of access to information Act No. 2 of 2000)
19	No. 4 of 2013	Protection of Personal Information Act; Protection of Personal Information Act, 2013 (Act No. 4 of 2013): Regulations relating to the Protection of Personal Information
20	No. 26 of 2000	Protected Disclosures Act
21	No. 9 of 1999	Skills Development Levies Act
22	No. 4 of 2002	Unemployment Insurance Contributions Act
23	No. 30 of 1996	Unemployment Insurance Act
24	No. 89 of 1991	Value Added Tax Act

This list does not represent a comprehensive list of all laws, standards and regulations applicable to Cloud Essentials. Should any law (not listed above) permit a Data Subject access to any information on a basis other than as set out in PAIA, such requests will be considered, and the list above updated accordingly.

## 9. Processing of personal information

### *Purpose of processing personal information*

We may process personal information for various reasons, including but not limited to the following:

- Communication purposes;
- To maintain customer, supplier and employee records;
- For employment and payroll purposes;
- For general administration and operational functions;
- For legal, contractual, financial and/or tax purposes;
- Compliance with statutory, legal, regulatory and/or other obligations and requirements;
- To manage information, products and/or services requested by data subjects;
- Health and safety purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or satisfaction research or for statistical analysis;
- For audit and record keeping purposes; - In connection with legal proceedings.



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

No.	Categories of individuals or juristic persons	Categories of information held	Availability
1	Employees	<ul style="list-style-type: none"> <li>• Contact Details:               <ul style="list-style-type: none"> <li>- Street address</li> <li>- Contact number</li> <li>- Email address</li> </ul> </li> <li>• Identification Information:               <ul style="list-style-type: none"> <li>- ID number and document</li> <li>- Passports</li> </ul> </li> <li>• Banking and financial details:               <ul style="list-style-type: none"> <li>- Income tax details/reference number</li> <li>- Payroll records</li> <li>- Details of payments to third parties (deductions from salary)</li> <li>- Salary records</li> </ul> </li> <li>• Employment contracts:               <ul style="list-style-type: none"> <li>- Sick leave notes</li> <li>- Employee Performance records:</li> </ul> </li> <li>• Performance appraisals</li> <li>• Disciplinary records</li> <li>• Training records and qualifications</li> <li>• CV and educational history</li> <li>• Employment history:               <ul style="list-style-type: none"> <li>- Time and attendance records:</li> <li>- Electronic access records</li> </ul> </li> <li>• Leave records</li> <li>• Photographs</li> <li>• Ethnic group</li> <li>• Age</li> <li>• Gender</li> <li>• Psychometric assessment results</li> <li>• Criminal Checks</li> <li>• Browsing habits and click patterns on Cloud Essential's website</li> </ul>	Not automatically available
2	Customers & prospective customers	<ul style="list-style-type: none"> <li>• Contact details:               <ul style="list-style-type: none"> <li>- Postal address</li> <li>- Street address</li> <li>- Contact number</li> <li>- Email address</li> </ul> </li> <li>• Customer details:               <ul style="list-style-type: none"> <li>- Customer contact name</li> <li>- Title</li> </ul> </li> <li>• Financial information:               <ul style="list-style-type: none"> <li>- Tax number</li> <li>- Banking details</li> </ul> </li> <li>• Company registration information</li> </ul>	Not automatically available



		<ul style="list-style-type: none"> <li>• Identification Information: <ul style="list-style-type: none"> <li>- ID number and document</li> <li>- Company registration information</li> </ul> </li> <li>• Browsing habits and click patterns on Cloud Essentials' website</li> </ul>	
3	Vendors/suppliers/other businesses	<ul style="list-style-type: none"> <li>• Entity name</li> <li>• Registration number</li> <li>• VAT number</li> <li>• Tax information</li> <li>• Registration details</li> <li>• Contact details: <ul style="list-style-type: none"> <li>- Postal address</li> <li>- Street address</li> <li>- Contact number</li> <li>- Email address</li> </ul> </li> <li>• Identity and/or company information and directors' information</li> <li>• Banking and financial information</li> <li>• BBBEE certificates</li> </ul>	Not automatically available
4	New Job Applicants (Shouldn't be a direct hire and not via an external third party)	<ul style="list-style-type: none"> <li>• Name</li> <li>• ID number</li> <li>• Contact details: <ul style="list-style-type: none"> <li>- Street address</li> <li>- Contact number</li> <li>- Email address</li> </ul> </li> <li>• Educational history</li> <li>• Skills</li> <li>• Employment history</li> <li>• Current remuneration</li> <li>• Disability for purposes of indicating where Cloud Essentials must adapt the working environment to accommodate the candidate.</li> </ul>	Not automatically available
5	Website visitors	<ul style="list-style-type: none"> <li>• Physical access records</li> <li>• Electronic access records</li> <li>• IP Address</li> <li>• Contact details such as name, surname, contact phone numbers, email addresses, job title and company information</li> <li>• Information provided as part of an enquiry</li> <li>• Comments regarding blog articles as posted on the website or on social media platforms</li> <li>• Website cookie data</li> </ul> <p><b>Career Portal (form):</b></p>	Not automatically available



		<ul style="list-style-type: none"> <li>• Name</li> <li>• Contact details: <ul style="list-style-type: none"> <li>- Street address</li> <li>- Contact number</li> <li>- Email address</li> </ul> </li> <li>• Information that will be included on your CV: <ul style="list-style-type: none"> <li>- Educational history</li> <li>- Skills</li> <li>- Employment history</li> <li>- Current remuneration</li> <li>- Disability for purposes of indicating where Cloud Essentials must adapt the working environment to accommodate the candidate.</li> </ul> </li> </ul>	
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## 10. The recipients or categories of recipients to whom the personal information may be supplied

No.	Category of personal information	Recipients of categories of recipients to whom the personal information may be supplied
1	Identity number and names, for criminal checks	South African Police Service
2	Qualifications, for qualification verifications	South African Qualifications Authority
3	Credit and payment history, for credit information	Credit Bureaus
4	Identifying information and contact information, for debt recovery	Any organisation or person uses to collect payments and recover debts or to provide a service on its behalf.

Personal information may also be shared with service providers or third-party suppliers should the transaction/service rendering require the sharing of information.

## 11. Planned Transborder flows of Personal information

Cloud Essentials has not planned transborder flows of personal information. However, should it become necessary to transfer personal information to another country for any lawful purposes, Cloud Essentials, will ensure that anyone to whom it pass personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection and the third party agrees to treat that personal information with the same level of protection as Cloud Essentials is obliged under POPIA.

Any transfer of personal information cross border shall be with data subject's consent, however, should it not be reasonably practicable to obtain data subject's consent, Cloud Essentials shall transfer the personal information if:

- It will be for the data subject's benefit; and



- The Data subject would have given consent should it have been reasonably practicable to obtain such consent.

## 12. General description of Information Security Measures

Our security policies and procedures cover, amongst others, but not limited to:

- Physical security;
- Computer and network security;
- Access to personal information;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of personal information;
- Investigating and reacting to security incidents;
- When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure;
- We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

## 13. Form of Request of Access to Information

*Form of Request for Access to a Record*

For Cloud Essentials to facilitate the processing of a Data Subject's request the Data Subject must:

- Fully complete the prescribed Form 2, the Form is available in this manual and on a separate link via our website; and
- Provide adequate proof of identity document to the satisfaction of the information officer.

Kindly note that when requesting access on behalf on another, you must provide us with adequate proof of capacity in which you are making the request to the satisfaction of the information officer together with your identity document. These documents must be enclosed or attached to the request form.

*Cost of Request*

If the data subject has provided adequate proof of identity to the satisfaction of the Information Officer, the data subject has the right to request that Cloud Essentials confirm, whether their personal information is being held by the company, the request will be free of charge.

In the event that the data subject requests Cloud Essentials to provide the record or a description of the personal information, that is being held by the company and/or information about the identity of all third parties, categories of third parties, who have, or have had, access to the information within the previous 30 days, this information can be requested at a prescribed fee, as per Form 3.





When a request to access the record is granted, the data subject will be provided with the fees applicable as per Form 3. The data subject must make payment of the request fee into the bank account details contained in Form 3. Proof of payment must be submitted to the Information Officer/Deputy Information Officer by way of email address contained in this manual or at the physical address of the Cloud essentials.

#### *Prescribed Form*

The prescribed Form 2 must be completed with relevant and sufficient information to enable the Information Officer to identify:

- The record or records requested by the Data Subject;
- the identity of the Data Subject;
- the form access required;

If requested on behalf of another:

- proof of capacity; and
- specify the postal address, fax number and/or electronic mail address of the data subject in the Republic.

Cloud Essentials will process the request within 30 days, unless the requester has stated a special reason that would satisfy the Information Officer that circumstances dictate that the above time periods are not complied with.

The requester shall be informed whether access has been granted or denied in the form of Form3. If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

In the event the data subject is unable to complete the prescribed form because of illiteracy or disability, the data subject may make the request orally.

## 14. Fees

When the Information Officer receives the request, such Officer shall by notice inform the requester to pay the prescribed request fee (if any) before any further processing of the request.

If the search for the record has been made in the preparation of the record for disclosure, including arrangements to make it available in the requested form, and it requires more than the hours prescribed in the regulation for this purpose, the 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. If the data subject fails to pay the fees partially or in full, the Information may withhold a record until the fees are paid. The requester must pay the prescribed fee before any further processing can take place.

A requester, whose request for access to a record has been granted, must pay an access 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 planning to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, the Information Officer concerned must repay the deposit to the requester. The fees applicable to a request for information are set out in Form 3.



## 15. Grounds for refusal of access to information

The main grounds for Cloud Essentials to refuse a request for information relates to the following:

- Mandatory protection of the privacy of a third party that is a natural person that would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
  - o Trade secrets of that third party;
  - o Financial, commercial, scientific or technical information, disclosure of which could likely cause harm to the financial or commercial interests of that third party;
  - o Information disclosed in confidence by a third party to the Private Body, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of confidential information of the protection of property;
- Mandatory protection of records that would be regarded as privileged in legal proceedings;
- The commercial activities of Cloud Essentials which may include:
  - o Trade secrets of Cloud Essentials
  - o Financial, commercial, scientific or technical information, disclosure which could likely cause harm to the financial or commercial interest of Cloud Essentials; o Information which, if disclosed could put Cloud Essentials at a disadvantage in negotiations or commercial competition;
  - o A computer program, owned by Cloud Essentials and protected by copyright.
- The research information of Cloud Essentials or a third party, if its disclosure would reveal the identity of Cloud Essentials, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which would involve an unreasonable diversion of resources shall be refused.

## 16. Decision

Cloud Essentials 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.

The requester shall be informed whether access has been granted or denied in the form of Form 3. If, in addition, the requester requires the reason for the decision in any other manner, they must state the manner and the particulars so required.

The 30-day period within which Cloud Essentials has to decide whether to grant or refuse the request, may be extended for further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of Cloud Essentials and the information cannot reasonably be obtained within the original 30-day period. Cloud Essentials will notify the requester in writing should an extension be sought.



## Availability of PAIA Manual

This manual is available for inspection by the public by the following means:

- An Electronic copy is available on the Cloud Essentials website, the link is below:  
[www.cloudessentials.com](http://www.cloudessentials.com)
- A hard copy or soft copy of this manual is available during office hours and free of charge, at the offices of Cloud Essentials.

## Updating of the manual

Cloud Essentials will, if necessary, update and publish this Manual annually.



## Form 2 – Request for access to record

### 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)

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

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

Mark with an "X"

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

PERSONAL INFORMATION	
Full Names	
Identity Number	
Capacity in which request is made <i>(when made on behalf of another person)</i>	
Postal Address	
Street Address	
E-mail Address	



Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				
Street Address				
E-mail 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	
<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	
<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	



Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<i>If the provided space is in adequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	
<b>FEES</b>	
a) <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	





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 <i>(Please specify)</i>

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

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*Signature of Requester/person on whose behalf request is made*

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**FOR OFFICIAL USE**

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name and Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

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*Signature of Information Officer*



# Form 3 – Outcome of request and fees payable

## OUTCOME OF REQUEST AND 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 ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> ) 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 A.	
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OR

**2. You requested:**

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

**3. To be submitted:**

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

Kindly note that your request has been:

Approved

Denied, for the following reasons:





#### 4. Fees payable with regard to your request:

<u>Item</u>	<u>Description</u>	<u>Amount</u>	<u>Number of pages/items</u>	<u>Total:</u>
1.	The request fee payable by every requester	R 140.00		
2.	Photocopy/printed black & white copy of A4-size page	R 2.00 per page or part thereof		
3.	Printed copy of A4-size page	R 2.00 per page or part thereof		
4.	For a copy of computer-readable form on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: a. If provided by requester b. If provided to the requester	R 40.00  R 40.00  R 60.00		
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will		



6.	For a copy of visual images	depend on quotation from service provider.		
7.	Transcription of an audio record, per A4-size page	R 24.00		
8.	For a copy of audio recording on: (i) Flash drive (to be provided by the requestor) (ii) Compact Disk: c. If provided by requester d. If provided to the requester	R 40.00 R 40.00 R 60.00		
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. Not to exceed a total cost of	R 145.00 R 435.00		
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.		
11.	Postage, email or any other electronic transfer	Actual expense, if any.		
	<b><u>TOTAL:</u></b>			

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 no.: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

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

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