

The Do Group

Promotion of Access to Information Act 2 of 2000 Manual

Entities that collectively make up the Do Group	Livingstone Capital (Pty) Ltd Livingstone Venture Fund (Pty) Ltd Isikolo Ventures (Pty) Ltd The do life company (Pty) Ltd
Document name	Promotion of Access to Information Act 2 of 2000 Manual ("The PAIA Manual")
Related Policies	Privacy Policy
Effective Date	01/04/2024

1. Definitions

In this Agreement, the following expressions bear the meanings assigned to them hereunder, and cognate expressions bear corresponding meanings:

- 1.1 "PAIA": Promotion of Access to Information Act No. 2 of 2000 (as amended);
- 1.2 "POPIA": Protection of Personal Information Act No.4 of 2013;
- 1.3 "Regulator": Information Regulator.

2. Introduction to PAIA and POPIA

The Promotion of Access to Information Act, No. 2 of 2000 ("PAIA") seeks to:

- 2.1 give effect to the constitutional right to access information as contained in section 32 of the Bill of Rights;
- 2.2 advance the values of transparency and accountability;
- 2.3 establish certain statutory rights of requesters to access records of a private body if:
 - that record is required for the exercise or protection of any rights;
 - that requester complies with all the procedural requirements; and
 - access is not refused in terms of any ground referred to in the PAIA;
- 2.4 give effect to the constitutional right to privacy as contained in section 14 of the Bill of Rights. The POPIA seeks to safeguard personal information by regulating the manner in which it may be processed by public and private bodies.
- 2.5 The POPIA provides that data subjects have the right to have their personal information processed in accordance with the conditions for the lawful processing of personal information, which are set out in the POPIA.
- 2.6 One of the requirements specified in the PAIA, is the compilation of an information manual that provides information which includes the types and categories of records held by a private body (this relates to PAIA) as well certain information relating to the processing of personal information (this relates to the POPIA).
- 2.7 The PAIA and the POPIA are collectively referred to in this document as the "Acts".

3. Scope

- 3.1 The scope of this PAIA manual includes all the Livingstone Capital (Pty) Ltd corporate entities (collectively referred to as the "the Do Group").
- 3.2 This document is the Do Group's information manual and provides reference to the records held by the Group as well as the personal information processed by the Do Group from time to time.

4. Purpose of the PAIA manual

This PAIA Manual is useful for the public to:

- 4.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 4.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 4.3 know the description of the records of the body which are available in accordance with any other legislation;
- 4.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 4.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 4.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 4.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 4.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 4.9 know if the body has planned 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
- 4.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

5. Contact details

Information Officer	Contact details
Livingstone Capital (Pty) Ltd	Theo Kriek
	Tel: 0833095987
	privacy@dolife.io
Livingstone Venture Fund (Pty) Ltd	Theo Kriek
	Tel: 0833095987
	privacy@dolife.io
Isikolo Ventures (Pty) Ltd	Theo Kriek
	Tel: 0833095987
	privacy@dolife.io
The do life company (Pty) Ltd	Theo Kriek
	Tel: 0833095987
	privacy@dolife.io

6. Information Regulator Details

In the event that Do Group does not adequately assist you or resolve your query, you may direct your queries and/or complaints to the Information Regulator as set out below:

Postal Address	PO Box 31533 Braamfontein Johannesburg 2017
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Website	https://inforegulator.org.za/enquiries@inforegulator.org.za
Physical Address	JD House 27 Stiemens Street Braamfontein Johannesburg 2001
Email	POPIAComplaints@inforegulator.org.za

7. Direction to use the PAIA and obtain access

7.1 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 POPIA.

7.2 The Guide is available in each of the official languages and in braille.

7.3 The aforesaid Guide contains the description of-

- the objects of PAIA and POPIA;
- 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 PAIA¹ and section 56 of POPIA²;
- the manner and form of a request for
 - access to a record of a public body contemplated in section 113; and
 - access to a record of a private body contemplated in section 50;
- the assistance available from the Information officer of a public body in terms of PAIA and POPIA;
- the assistance available from the Regulator in terms of PAIA and POPIA;
- 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
 - 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;
- the provisions of sections 145 and 516 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- the regulations made in terms of section 92.

7.4 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.

7.5 The Guide can also be obtained:

- upon request to the Information Officer; or
- from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

7.6 A copy of the Guide is also available in English, for public inspection during normal office hours.

8. Record available with access request

Type of the Record	Available on Website
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Newsletters	Yes
Website information	Yes

9. Records held in accordance with other legislation

- 9.1 Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Records are available in terms of the legislation detailed in Annexure "A" to this manual (as amended from time to time); however, due to the number of laws applicable to the Do Group, the list of legislation may not be exhaustive.
- 9.2 Note that the information will only be provided in accordance with the requirements stipulated in the relevant pieces of legislation. If a requester believes that a right to access to a record exists in terms of the legislation above, or any other legislation, the requester is required to indicate what legislative right the request is based on, to allow the relevant Information Officer / Deputy Information the opportunity to consider the request in light thereof.

10. Description of the subjects on which records and categories of records are held

- 10.1 The information contained in this section is intended to identify the main categories of records held by The Do Group and to help the requester to gain a better understanding of the main business activities of the group. Further assistance in identifying the records held by the Do Group can be obtained from the relevant Information Officer / Deputy Information Officer.
- 10.2 Records to which access will be provided in accordance with the PAIA (subject to the restrictions and right of refusal to access provided for in the PAIA) are available in respect of the non-exhaustive aspects of the Do Groups' businesses and operations in Annexure "B".

11. Processing of personal information

11.1 Purpose of Processing Personal Information

We process your personal information to provide our products and services to you or to establish a business relationship with you / regulate the employment relationship with you, including: (The below list is non-exhaustive)

- to carry out actions for the conclusion or performance of a contract;
- to comply with obligations imposed by law;
- to protect the legitimate interests of the data subjects; or
- where it is necessary for pursuing the legitimate interests of the Companies.

11.2 Categories of Data Subjects

- Customer and/or clients
- Service providers
- Vendors/suppliers/Consultants/3rd parties doing business with the group
- Content & course creators
- Employees
- Employers & Education institutions
- Website & Application users

11.3 Categories of Information (Non exhaustive list)

Juristic Persons	Natural Persons
<ul style="list-style-type: none"> • Name • Registration number • Tax information • Contact details • Physical and postal addresses • FICA documentation 	<ul style="list-style-type: none"> • Name • Identity or identifying number e.g., • passport number • Marital status • Race • Age

<ul style="list-style-type: none"> • BEE certificates • Payment details (including bank accounts) • Invoices and • Contractual agreements 	<ul style="list-style-type: none"> • Gender • Citizenship • Date of birth • Language • Telephone number(s) • Email address(es) • Physical and postal addresses • Income tax number • Banking information • Disability information • Employment history • Background checks • Facial Features & Fingerprints • CVs • Education history • Remuneration and benefit information • Details related to employee performance • Appropriate medical information and disciplinary procedures • Web traffic • Social media info/usage
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11.4 Categories of Recipients to whom Personal Information may be supplied to:

Categories
Other companies in the Group
Stakeholders and shareholders
Service providers
Sub-contracted Operators
Medical aid, pension or provident funds
Employers / Educational Institutions
Auditing and accounting bodies (internal and external)
Third parties with whom the Companies have contracted for the retention of data
A court, administrative or judicial forum, arbitration or statutory commission making a request in terms of the applicable laws or rules
Relevant authorities, government departments, statutory bodies or regulators

11.5 Planned Trans-border flows of Personal Information

We may disclose personal information we process to any of our offshore subsidiaries, associate entities or third-party service providers with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions. Personal information may also be disclosed where we have a legal duty or right to do so. We will in this regard endeavour to enter into written agreements to ensure that other parties comply with POPIA and our confidentiality and privacy requirements.

11.6 Information Security Measures

- We take your privacy and the security of your personal information seriously.
- We have implemented reasonable security safeguards to protect the personal information that you give us. For example, sensitive data (such as your credit card information) is protected by SSL encryption when it is exchanged between your web browser and our website.

- You can play a role in protecting your information by never sharing your username, PIN or password with anyone or submitting it to a website you don't recognise. Always log off after a web session and change your password regularly.
- We regularly monitor our systems for possible vulnerabilities and attacks. No system is perfect so we cannot guarantee that information may not be accessed, disclosed, altered or destroyed by breach of any of our physical, technical or managerial safeguards.
- Please note that any email you send to us is not encrypted and may be monitored by us. Please do not send us sensitive or confidential personal information by email.
- We will take steps to inform you and the Information Regulator if the personal information we process is ever compromised.
- Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy. Should there be a data breach where your personal information is directly affected, we will follow the guidelines provided by applicable law in order to inform you.

11.7 Data Subject's Rights

- You have the right to request the correction, deletion or destruction of your personal information. Please refer to Form 2.2, Annexure C.
- You may object to the processing of your personal information. Please refer to Form 2.3, and Appendix C.
- You have the right to request access to personal information as per the provisions of POPIA in terms of PAIA. Please refer to Form 2, Annexure C. This process is outlined below.

12. Access Requests

12.1 Completion of Request for Access Form - To facilitate a timely response to requests for access, all requesters should take note of the following when completing the Access Request Form 2, Annexure C.

- The Access Request Form, attached as Annexure C hereto, must be completed.
- Proof of identity is required to authenticate the identity of the requester in addition to the Access Request Form, requesters will be required to supply a certified copy of their identification document or a valid passport document, or if a legal entity, a certified copy of the Company Registration Certificate.
- Type or print in block letters an answer to every question.
- If a question does not apply, state "N/A" in response to that question. there is nothing to disclose in reply to a particular question state "NIL" in response to that question.
- If there is insufficient space on the printed form, additional information may be provided of an additional attached page.
- When the use of an additional folio is required, precede each answer with the applicable title.
 - Please note that the successful completion and submission of an Access Request Form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the PAIA.
 - If it is suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

12.2 Submission of Access Request Form

- The completed Access Request Form, together with a certified copy of the requester's identity document, must be addressed to the relevant Information Officer / Deputy Information Officer and submitted to privacy@dolife.io.
- An initial request fee based on the Prescribed Fees as set out in Annexure D is payable on submission of the Access Request Form.

- A request for access to information which is not housed under Form 2, Annexure C or which does not comply with POPIA or PAIA will be rejected and returned to you.

12.3 Payment of Fees

- Payment details can be obtained from the relevant Information Officer / Deputy Information Officer indicated above and can be made either via a direct deposit (no credit card payments are accepted). Proof of payment must be supplied via the contact details stated in this manual.
- If the request for access is successful an access fee may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees as set out in Annexure D hereto. The access fee must be paid prior to access being given to the requested record.

12.4 Notification

- The relevant Information Officer / Deputy Information Officer 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.
- This 30 (Thirty) day period may be extended for a further period of not more than 30 (thirty) days, if the request is for a large volume of information, or the request requires a search for information held at other offices of one or more of the Companies and the information cannot reasonably be obtained within the original 30 (Thirty) day period. The requester will be notified in writing should an extension be sought.
- If it is suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

12.5 Grounds for Refusal

There are various grounds upon which your request for access to a record may be refused. They are:

- the protection of personal information of a third party (who is a natural person) from unreasonable disclosure;
- the protection of commercial information of a third party (for example, trade secrets, financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- refusing access to a record if it would result in the breach of a duty of confidence owed to a third party;
- refusing access to a record if it would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- refusing access to a record that was produced during legal proceedings, unless that legal privilege has been waived;
- refusing access to a record containing trade secrets, financial or sensitive information or any information that would put the Do Group at a disadvantage in negotiations or prejudice it in commercial competition; and
- refusing access to a record containing information about research being carried out or about to be carried out on behalf of a third party or by the Do Group.

12.6 Section 70 of the Act contains an overriding provision. Disclosure is compulsory if it would reveal a substantial contravention of, or failure to comply with the law, or imminent and serious public safety or environmental risk and the public interest in the disclosure of the record clearly outweighs the harm contemplated by its disclosure.

12.7 If your request does affect a third party, we will need to inform the third party within 21 (Twenty-One) days of receiving your request. By this we mean that if the record you request affects any third party in any way, that third party will have to be informed that you are requesting access to the above record.

12.8 The third party then has 21 (Twenty-One) days to make representations and/or submissions regarding the granting of access to the record.

12.9 Remedies available to a Requester on refusal of access

- If an Information Officer decides to grant a requester access to the particular record such success may be granted within 30 (Thirty) days of being informed of the decision.
- Where the Information Officer declines any requester access to the particular record, such decision will be relayed to the requestor. There is no internal appeal procedure.
- In the event that you are not satisfied with the outcome you are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.
- Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (Thirty) days, you must be granted access to the record.

13. Information on records not found

- 13.1 If all reasonable steps have been taken to find a record, and such a record cannot be found or if the record does not exist, then the do group will notify the requestor, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.
- 13.2 The affidavit or affirmation will provide a full account of all the steps taken to find the records or to determine the existence thereof, including details of all communications by Do Group with every person who conducted the search.
- 13.3 If the record in question should later be found, the Requestor shall be given access to the record in the manner stipulated by the requestor unless access is refused by the Do Group as permitted by the Act.

14. PAIA Forms

- 14.1 Please visit the website of the Information Regulator for all PAIA related forms to exercise your rights:

Form	Use
Form 01	Request for a Guide from the Information Regulator
Form 01	Request for a copy of the Guide from the Information Officer of The Do Group
Form 02	Request for access to a record from any Do Group company
Form 03	Outcome of request and fees payable
Form 04	Internal appeal form
Form 05	Complaint form
Form 13	PAIA request for compliance assessment form

15. Access to PAIA manual

A copy of the Manual is available-

- on <https://www.skills.dolife.io> , <https://www.dolife.io> & <https://www.velocity.dolife.io>;
- at the head office of the Do Group for public inspection during normal business hours;
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- to the Information Regulator upon request.

A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

Annexure A - records held in accordance with other legislation

Companies Act No 71 of 2008, as amended
Documents of Incorporation
Memorandum of Incorporation
Minute books, general and special resolutions passed at any meeting of Shareholders of the Company or any class of Shareholders
Register of Members / Shareholders / Directors / Company Secretary / Public Officers
Annual Financial Statement
Books of Account required by the Act
All other records required by the Act
Basic Conditions of Employment Act No. 75 of 1977, as amended
Each employee's name and occupation;
Time worked by each employee;
Remuneration paid to each employee
All other records required by the Act
Employment Equity Act No. 55 of 1998, as amended
Employment Equity Plan – if applicable
Workforce Profile – if applicable
All other records required by the Act
Compensation for Occupational Injuries and Diseases Act No. 130 of 1993, as amended
The register or other record of the earnings and other prescribed particulars of all employees, for example, wages paid, time worked and payment made for piecework and overtime
All other records required by the Act
Occupational Health and Safety Act No. 85 of 1993, as amended
A copy of the Act
An incident register certificate of compliance (in respect of all electrical installations)
First Aid certificate (valid for 3 years)
air-conditioning record book
All records required by the Act
Skills Development Act No. 97 of 1998
Annual training reports and the annual training plan
Skills Development Levies Act No. 97 of 1998
All records required by the Act
Unemployment Insurance Act No. 30 of 1966
Records detailing the contributions employed by the employer in respect of earnings paid, time worked, payments made for piece work and overtime
Income Tax Act No. 58 of 1962, as amended
All ledgers, cash books, journals, cheque books, bank statements, deposit slips, pay cheques, invoices, stock lists and all other books of account
Signed copy of Annual Financial Statements
Books of Account recording information required by the Companies Act
Invoices - issued and received
All records required by the Act
Value Added Tax Act No. 89 of 1991, as amended
If applicable - Books of account, documents recording the supply of goods to or by the vendor, invoices, tax invoices, credit and debit notes, bank statements, deposit slips, stock lists and paid cheques
All records required by the Act

Customs and Excise Act No. 91 of 1964
Bills of entry
Books of account required by the Act
Records of the person from whom imported goods were obtained and, if he is the importer or manufacturer or owner, as to the place where the duty due thereon was paid, the date of payment, the particulars of the entry for home consumption and the marks and numbers of cases, packages, bales and other articles concerned.
Electronic Communications and Transactions Act No. 25 of 2002
All records required by the Act
Regulation of Interception of Communications and Provision of Communication related Information Amendment Act No. 48 of 2008
All records required by the Act
Businesses Act No. 71 of 1991
Licenses held in terms of the Act
Films and Publications Act No. 65 of 1996
All records required by the Act
Patents Act No. 57 of 1978
All records required by the Act
Trademarks Act No. 194 of 1993
All records required by the Act
Designs Act No. 195 of 1993
All records required by the Act
Consumer Protection Act No. 68 of 2008
All records required by the Act
Protection of Personal Information Act No. 4 of 2013
All records required by the Act

Annexure B - Description of the subjects on which records and categories of records are held

- Administrative Records / Company Records
- Correspondence
- Company policies and directives
- Records of all local subsidiaries and other juristic persons in which it has direct or indirect interest
- Records required in terms of JSE Listing Requirements
- Insurance policies
- Registered designs, trademarks and patents
- Operational records
- Material licenses, permits and authorisations
- Legal records
- Human Resources records
- Recruitment records
- Employment contracts
- Employee records
- Code of Conduct and other employment policies
- Conditions of employment
- Confidentiality agreements
- Restraint of trade agreements
- CCMA records
- Medical aid records
- Retirement records
- Pension fund records
- Training records and schedules
- Remuneration and other employee benefit records
- Disciplinary records
- Agreements with trade unions
- Service agreements
- Commission agreements
- Casual employee records
- Leave/absence from work records
- Registrations with Department of Labour, Unemployment Insurance Fund, Compensation
- Fund and in terms of the Skills Development Levies Act
- Records of Unemployment Insurance Fund contributions
- Records relating to employee benefits
- Health and safety records
- Building security, surveillance and monitoring data
- Other internal records
- Company Secretarial Records
- Register of Directors
- Incorporation Documents
- Minute Books
- Share register
- Share certificates
- Annual Returns
- The public officer and other officers

- Powers of Attorney
- Dividend and interest payment list
- Financial Records
- Annual Financial Statements
- Accounting records including journals and ledgers
- Budgets and projection
- Financial Transactions
- Banking details
- Treasury related information
- Internal Audit records
- Management Accounts
- Purchase and Order information
- Tax records (company and employee)
- Debtors records
- Creditors records
- Insurance records
- Delivery notes, orders, invoices, statements, receipts and vouchers
- Customer records and Credit Services
- Customer records
- Sales records
- Debtors information
- Suretyship Agreements
- Terms and Conditions
- Transaction records
- Supplier Records
- Supplier on-boarding documents
- Service Level Agreements
- Supply terms and conditions
- Purchase Order Information
- Records relating to all distribution centres
- Account information
- Property records, Building and Premises
- Title deeds
- Lease agreements
- Contracts in respect of properties
- Visitor access records
- Maintenance records
- Security, surveillance and monitoring data
- Franchise records
- All franchise records in respect of local and foreign franchisees
- Information Technology Records
- Business and data information
- Information Technology capabilities
- Systems and User manuals
- Support and maintenance agreements
- Incident reporting log
- IT Policies and Procedures
- Hardware
- Databases

- Telephone and other lines
- Operating systems and other operational records
- Product Records
- Product specification records in respect of private label products, including recipes, approved ingredients, final products and standards
- Reports of chemical testing on all private label food products
- General product testing results
- Records for the costs of goods acquired for re-sale and the selling price of such goods
- Communications
- External correspondence
- Meeting minutes
- Marketing
- Marketing and advertising records
- Records pertaining to health and safety and the environment
- Records of other third parties

Records are kept in respect of other parties, including without limitation, contractors, commercial banks, auditors and consultants, suppliers, joint venture companies and service providers and general market conditions. Such other parties may process records belonging to the Do Group.

The following records fall under this category:

- Personnel, customer or Do Group records which are held by another party as opposed to being held by the Group; and
- Records held by the Do Group pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party and records third parties have provided about the contractors or suppliers.

Annexure C

Form 2 – Request for Access to Record (Regulation 7)

Note:

- 1. Proof of identity must be attached by the requester.**
- 2. If requests are made on behalf of another person, proof of such authorisation must be attached to this form.**

To: The Information Officer

Via e-mail: privacy@dolife.co.za

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person

Personal Info		
Full Name		
Surname		
ID Number		
Capacity in which request is made (When made on behalf of another person)		
Postal Address		
Physical Address		
Email Address		
Contact Number	Cell	
	Other	
Full name of person on whose behalf request is made (if applicable):		
Identity Number		
Postal Address		
Physical Address		
E-mail Address		

Contact Number	Cell	
	Other	
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	
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:	
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	
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 (Please specify below):

Email	
Postal Address	

Signed at _____ on this _____ day of _____ 20 _____.

Signature of Requester / person on whose behalf request is made

Official Use Only

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

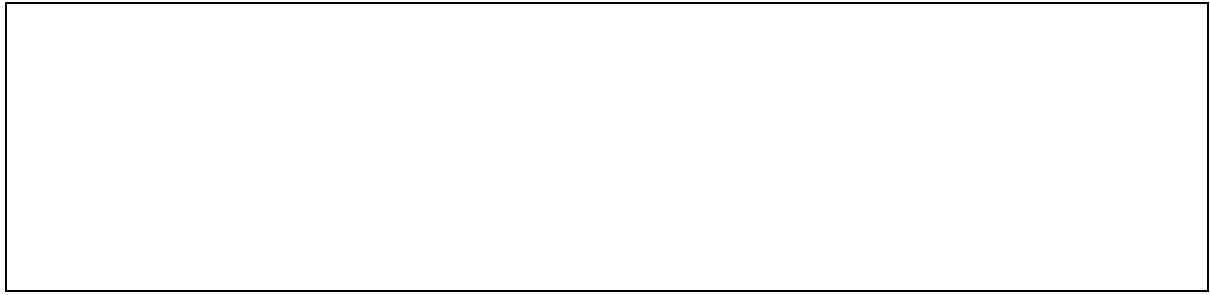
Signature of IO

FORM 2.3 - Objection to the processing of personal information

Note:

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

A. Data Subject		
Full Name, Surname / Registered Business Name of Data Subject		
Unique Identifier / ID number		
Postal Address		
Physical Address		
Email Address		
Contact Number	Cell	
	Other	
B. Responsible Party		
Full Name, Surname / Registered Business Name of Data Subject		
Unique Identifier / ID number		
Postal Address		
Physical Address		
E-mail Address		
Contact Number	Cell	
	Other	
C. Reasons for objecting in terms of section 11(1)(d) to (f) - please provide detailed reasons for objection		



Signed at _____ on this _____ day of _____ 20 ____.

Signature of Data Subject / Designated Person

Form 3 - Outcome of request and of fees payable

Regulation 8

Note:

- **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.
- **Please use the reference number hereunder in all future correspondence.**

Reference number: _____

TO: The Information Officer

Via e-mail: privacy@dolife.io

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 D.	

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	

Or 3

You requested -	
Postal services to postal address	
Postal services to street address	
Courier service to street address	

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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:

Fees payable with regards to your request:			
Item	Cost per A4 size page or part thereof	Number of pages/items	Total
Photocopy			
Printed Copy			
For a copy in a computer readable form on: 1) Flash drive (to be provided by requester) 2) Compact disc (provided by requester) 3) Compact disc (provided to requester)			
For transcription of visual images per A4 size page			
Copy of visual images			
Transcription of an audio record, per A4 size			
Copy of an audio record: 1) Flash drive (to be provided by requester) 2) Compact disc (provided by requester) 3) Compact disc (provided to requester)			
Postage, e-mail or any other electronic transfer:			

Deposit payable (if search exceeds six hours)

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

_____ Hours of search

R_____ Deposit amount calculated on an estimated 1/3 of the total amount requested.

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 _____ on this _____ day of _____ 20 _____.

Signature of IO

Annexure D - Prescribed fees in respect of requests for information

Fees in respect of private bodies

Item	Description	Amount
1	The request fee payable by every requester	R140
2	Photocopy/printed black and white copy of A4-size page	R2 per page/part thereof
3	Printed copy of A4-size page	R2 per page/part thereof
4	For a copy in a computer-readable form on: <ul style="list-style-type: none"> • Flash drive (to be provided by requester) • Compact disc <ul style="list-style-type: none"> o if provided by requester o if provided to the requester 	R40 R40 R60
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	Service to be outsourced. Will depend on quotation from service provider.
7	Transcription of an audio record, per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
8	For a copy in a computer-readable form on: <ul style="list-style-type: none"> • Flash drive (to be provided by requester) • Compact disc <ul style="list-style-type: none"> o if provided by requester o if provided to the requester 	R40 R40 R60
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 the cost of	R145 R435
10	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11	Postage, email, or any other electronic transfer	Actual expense, if any