

ROCOMAMAS FRANCHISE CO. PROPRIETARY LIMITED (2004/030578/07)
(“ROCOMAMAS FRANCHISE CO.”)

THE PROMOTION OF ACCESS TO INFORMATION MANUAL

(“Manual”)

1. PREAMBLE

- 1.1.** The Promotion of Access to Information Act, 2000 (“**PAIA**”) came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.
- 1.2.** Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such private body and stipulates the minimum requirements that the manual has to comply with.
- 1.3.** This Manual constitutes the Rocomamas Franchise Co. PAIA manual. This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 (“**POPIA**”), which gives effect to everyone’s Constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.
- 1.4.** This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

VERSION	POLICY OWNER	DATE
1.0	Information Officer – Duane Starkey	31 August 2021

2. ABOUT ROCOMAMAS FRANCHISE CO.

2.1. Rocomamas Franchise Co (Pty) Ltd is a subsidiary of Spur Group and owns a national chain of restaurants. Individual owners operate most of the Rocomamas' restaurants.

3. CONTACT DETAILS

Name of Private Body:	Rocomamas Franchise Co. (Pty) Ltd
Designated Information Officer:	Duane Starkey
Email address of Information Officer:	informationofficer@spurcorp.com
Postal address:	PO Box 166, Century City 7446
Street address:	14 Edison Way, Century Gate Business Park, Century City 7441
Phone number:	021 555 5100

4. INFORMATION REGULATORS GUIDE

An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated Guide are available from Information Regulator and the Information Officer free of charge. Any request for public inspection of the Guide at the office of the Information Officer or a request for a copy of the Guide from the Information Officer must substantially correspond with Form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021, promulgated under the PAIA Regulations. Please refer to Annexure C.

5. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

- 5.1.** to provide a list of all records held by the legal entity;
- 5.2.** to set out the requirements with regard to who may request information in terms of PAIA as well as the grounds on which a request may be denied;
- 5.3.** to define the manner and form in which a request for information must be submitted; and

5.4. to comply with the additional requirements imposed by POPIA.

6. ENTRY POINT FOR REQUESTS

6.1. PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.

6.2. Information will therefore not be furnished unless a person provides sufficient particulars to enable Rocomamas Franchise Co. to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.

6.3. The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.

6.4. The Information Officer will facilitate the liaison with the internal legal team on all of these requests.

6.5. All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details in paragraph 3 above.

7. AUTOMATICALLY AVAILABLE INFORMATION

7.1. Information that is obtainable via Rocomamas website (www.rocomamas.com) about Rocomamas Franchise Co. is automatically available and need not be formally requested in terms of this Manual.

7.2. The following categories of records are automatically available for inspection, purchase or photocopying:

7.2.1. brochures

7.2.2. press releases

7.2.3. publication; and

7.2.4. various other marketing and promotional material.

8. INFORMATION AVAILABLE IN TERMS OF POPIA

8.1. In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by Rocomamas Franchise Co. will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected. Please also refer to the Rocomamas' Privacy Policy at www.rocomamas.com/za/privacy-policy for further information.

8.2. Categories of personal information collected by Rocomamas Franchise Co.

8.2.1. Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed such as anonymous data.

8.2.2. There are certain types of more sensitive or special personal information which require a higher level of protection, such as information about a person's health or sexual orientation. Information about criminal convictions also warrants this higher level of protection.

8.2.3. We may collect, store, and use the following categories of personal information, including but not limited to:

8.2.3.1. personal contact details such as name, title, addresses, telephone numbers, and personal email addresses;

8.2.3.2. date of birth;

8.2.3.3. gender;

8.2.3.4. marital status and dependants;

8.2.3.5. next of kin and emergency contact information;

8.2.3.6. CCTV footage and other information obtained through electronic means such as swipe card records;

8.2.3.7. information about your use of our information and communications systems;

8.2.3.8. records of correspondence or enquiries from you or anyone acting on your behalf;

8.2.3.9. details of transactions you carry out with us; and / or

8.2.3.10. details of contracts, sales or leases you carry out with us.

8.2.4. We may also collect, store and use the following more special types of personal information, including but not limited to:

8.2.4.1. information about your race or ethnicity, religious beliefs, sexual orientation and political opinions;

8.2.4.2. where applicable, information about your health, including any medical condition, health and sickness records, including:

8.2.4.3. genetic information and biometric data, including fingerprints, photographs and results of psychometric or attainment tests; and

8.2.4.4. where applicable, information about criminal convictions and offences.

8.3. The purpose of processing personal information

8.3.1 Personal information about users may be processed for legal, personnel, administrative and management purposes and to enable the responsible party (i.e. Rocomamas Franchise Co.) to meet its legal obligations as an employer, for example to pay users, monitor their performance and to confer benefits in connection with their employment. Examples of when special personal information of users is likely to be processed are set out below:

8.3.1.1 information about an employee's physical or mental health or condition in order to monitor sick leave and take decisions as to the employee's fitness for work;

8.3.1.2 the employee's racial or ethnic origin or religious or similar information in order to monitor compliance with employment equity legislation; and

8.3.1.3 in order to comply with legal requirements and obligations to third parties.

8.3.2 Personal information about customers, suppliers and other third parties may be processed for the following purposes:

8.3.2.1 providing services, products or offerings, and notification about important changes to services, products or offerings;

8.3.2.2 managing account or relationship and complying with instructions or requests;

- 8.3.2.3 detecting and preventing fraud and money laundering and/or in the interest of security and crime prevention;
- 8.3.2.4 assessing and dealing with complaints and requests;
- 8.3.2.5 operational, marketing, auditing, legal and record keeping requirements;
- 8.3.2.6 verifying identity or the identify of a beneficial owner;
- 8.3.2.7 transferring or processing personal information outside of the Republic of South Africa to such countries that may not offer the same level of data protection as the Republic of South Africa, including for cloud storage purposes and the use of any of our websites;
- 8.3.2.8 complying with Applicable Laws, including lawful requests for information received from local or foreign law enforcement, government and tax collection agencies;
- 8.3.2.9 recording and/or monitoring telephone calls and electronic communications to/with Rocomamas Franchise Co. in order to accurately carry out data subject's instructions and requests, to use as evidence and in the interests of crime prevention;
- 8.3.2.10 conducting market research and providing data subjects with information about products or services from time to time via email, telephone or other means (for example, events);
- 8.3.2.11 where data subjects have unsubscribed from certain direct marketing communications, ensuring that we do not send such direct marketing to the data subject again;
- 8.3.2.12 disclosing data subject's personal information to third parties for reasons set out in this Policy or where it is not unlawful to do so;
- 8.3.2.13 monitoring, keeping record of and having access to all forms of correspondence or communications received by or sent from Rocomamas Franchise Co. or any of its employees, agents or contractors, including monitoring, recording and using as evidence all telephone communications between a data subject and Rocomamas Franchise Co.; and
- 8.3.2.14 improving or evaluating the effectiveness of our business or products, services or offerings.

8.4. A description of the categories of data subjects and of the information or categories of information relating thereto

- 8.4.1. **“Data Subjects”**, for the purpose of this manual includes all living individuals and juristic persons about whom Rocomamas Franchise Co. holds personal information. All data subjects have legal rights in relation to their personal information.
- 8.4.2. **“Personal information”** means information relating to an identifiable, living, natural person, and (where applicable) an identifiable, existing juristic person, including the name, race, gender, marital status, address and identifying number of a person, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person.
- 8.4.3. **“Special personal information”** includes personal information concerning the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject; or the criminal behaviour of a data subject to the extent that such information relates to the alleged commission by a data subject of any offence; or any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings.

8.5. The recipients or categories of recipients to whom the personal information may be supplied

- 8.5.1. Personal information may only be collected for specific, explicitly defined and lawful reasons relating to the functions or activities of Rocomamas Franchise Co., of which the data subject is made aware.
- 8.5.2. Your personal information may be shared with our subsidiaries, our agents and sub-contractors, and selected third parties who process the information on our behalf.
- 8.5.3. We may also disclose your personal information to third parties in the following circumstances:
- 8.5.3.1. to our subsidiaries who are contracted to provide products or services to you;

- 8.5.3.2. to assess and monitor any of your applications for our products or services;
- 8.5.3.3. to determine which products and services may be of interest to you and/or to send you information about such products and services, unless you object or choose not to receive such communications;
- 8.5.3.4. to have a better understanding of your circumstances and needs to provide and improve our products and services;
- 8.5.3.5. to any relevant person and/or entity for purposes of prevention, detection and reporting of fraud and criminal activities, the identification of the proceeds of unlawful activities and the combatting of crime;
- 8.5.3.6. to any regulator or supervisory authority, including those in foreign jurisdictions, if Rocomamas Franchise Co. is required to do so in terms of Applicable Laws;
- 8.5.3.7. to a prospective buyer or seller of any of our businesses or assets;
- 8.5.3.8. to any person if we are under a duty to disclose or share your personal information in order to comply with any Applicable Laws, or to protect the rights, property or safety of Rocomamas Franchise Co., Clients or other third parties; and/or
- 8.5.3.9. to your agent or any other person acting on your behalf, an or an introducer.

8.6. Planned transborder flows of personal information

- 8.6.1. We may transfer your information to another of the Rocomamas Franchise Co. entities, an agent, sub contractor or third party who carries on business in another country, including one which may not have data privacy laws similar to those of South Africa. If this happens, we will ensure that anyone to whom we pass your information agrees to treat your information with the same level of protection as if we were dealing with it.
- 8.6.2. We may transfer or process your personal information outside of the Republic of South Africa to such countries that may not offer the same level of data protection

as the Republic of South Africa, including for cloud storage purposes and the use of any of our websites.

8.7. A general description of information security measures to be implemented by Rocomamas Franchise Co.

Rocomamas Franchise Co. takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. Rocomamas Franchise Co. takes appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

9. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Information is available in terms of certain provisions of the following legislation to the persons or entities specified in such legislation:

- *Administration of Estates Act 66 of 1965*
- *Basic Conditions of Employment Act 75 of 1997*
- *Close Corporations Act 69 of 1984*
- *Companies Act 61 of 1973*
- *Compensation for Occupational Injuries and Health Diseases Act 130 of 1993*
- *Employment Equity Act 55 of 1998*
- *Estate Agency Affairs Act 112 of 1976*
- *Income Tax Act 58 of 1962*
- *Insolvency Act No. 24 of 1936*
- *Labour Relations Act 66 of 1995*
- *Occupational Health & Safety Act 85 of 1993*
- *Pension Funds Act 24 of 1956*
- *Skills Development Act 97 of 1998*
- *Skills Development Levies Act 9 of 1999*
- *Stamp Duties Act 77 of 1968*
- *Stock Exchanges Control Act 1 of 1985* (and the rules and listing requirements of the JSE Securities Exchange authorised in terms thereof)
- *Unemployment Contributions Act 4 of 2002*
- *Unemployment Insurance Act 30 of 1966*
- *Value Added Tax Act 89 of 1991*

10. **CATEGORIES OF RECORDS AVAILABLE UPON REQUEST**

10.1. Rocomamas Franchise Co. maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of PAIA.

10.2. Please note further that many of the records held by Rocomamas Franchise Co. are those of third parties, such as clients and employees, and Rocomamas Franchise Co. takes the protection of third party confidential information very seriously. In particular, where Rocomamas Franchise Co. acts as professional advisors to clients, many of the records held are confidential and others are the property of the client and not of Rocomamas Franchise Co.. For further information on the grounds of refusal of access to a record please see paragraph 11.5 below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated.

Category of records	Records
<p>Internal records</p> <p>The records listed pertain to Rocomamas Franchise Co.'s own affairs</p>	<ul style="list-style-type: none"> • Memoranda and Articles of Association • Financial records • Operational records • Intellectual property • Marketing records • Internal correspondence • Service records • Statutory records • Internal policies and procedures • Minutes of meetings
<p>Personnel records</p> <p>For the purposes of this section, “personnel” means any person who works for or provides services to or on behalf of Rocomamas Franchise Co. and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Rocomamas Franchise Co. This includes partners, directors, all</p>	<ul style="list-style-type: none"> • Any personal records provided to us by our personnel • Any records a third party has provided to us about any of their personnel • Conditions of employment and other personnel-related contractual and quasi legal records • Employment policies and procedures • Internal evaluation and disciplinary records and • Other internal records and correspondence.

Category of records	Records
permanent, temporary and part-time staff as well as consultants and contract workers.	
Client-related records	<ul style="list-style-type: none"> • Contracts with the client and between the client and other persons
<p>Other third party records</p> <p>Records are kept in respect of other parties, including without limitation joint ventures and consortia to which Rocomamas Franchise Co. is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to Rocomamas Franchise Co.</p>	<ul style="list-style-type: none"> • Personnel, client, or Rocomamas Franchise Co. records which are held by another party as opposed to being held by Rocomamas Franchise Co. • Records held by Rocomamas Franchise Co. 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
Other records	<ul style="list-style-type: none"> • Information relating to Rocomamas Franchise Co. • Research information belonging to Rocomamas Franchise Co. or carried out on behalf of a third party

11. REQUEST PROCEDURE

11.1. Completion of the prescribed form

- 11.1.1. Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations and should be specific in terms of the record requested. Please refer to Annexure A.
- 11.1.2. A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.
- 11.1.3. POPIA provides that a data subject may, upon proof of identity, request Rocomamas Franchise Co. to confirm, free of charge, all the information it holds

about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.

- 11.1.4. POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Rocomamas Franchise Co. must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- 11.1.5. Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.
- 11.1.6. POPIA provides that a data subject may object, at any time, to the processing of personal information by Rocomamas Franchise Co., on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Annexure E and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.
- 11.1.7. A data subject may also request Rocomamas Franchise Co. to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that Rocomamas Franchise Co. is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- 11.1.8. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above on the form attached hereto as Annexure F.

11.2. Proof of identity

Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

11.3. Payment of the prescribed fees

- 11.3.1. There are two categories of fees which are payable:

11.3.1.1. The request fee: R100

11.3.1.2. The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in Annexure B.

11.3.2. Section 54 of PAIA entitles Rocomamas Franchise Co. to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Annexure B of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to Annexure D.

11.3.3. Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

11.4. Timelines for consideration of a request for access

11.4.1. Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

11.4.2. The Information Officer will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with Form 3 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.

11.4.3. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

11.5. Grounds for refusal of access and protection of information

11.5.1. There are various grounds upon which a request for access to a record may be refused. These grounds include:

- the protection of personal information of a third person (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);
- if disclosure would result in the breach of a duty of confidence owed to a third party;

- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put Rocomamas Franchise Co. (at a disadvantage in negotiations or prejudice it in commercial competition); and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Rocomamas Franchise Co.

11.5.2. Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

11.5.3. If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

12. **REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS**

12.1. If the Information Officer decides to grant you access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.

12.2. There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

12.3. 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. **AVAILABILITY OF THIS MANUAL**

Copies of this Manual are available for inspection, free of charge, at the offices of Spur and at www.spurcorporation.com.

Annexure A- 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

Information Officer

Duane Starkey

Street Address14 Edison Way, Century Gate Business Park, Century City
7441**Postal Address**

PO Box 166, Century City 7446

Telephone

021 555 5100

Fax

021 555 5444

Email

informationofficer@spurcorp.com

Website

www.spurcorporation.com

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:	
E-mail Address	
Contact numbers:	
Tel. (B):	
Cellular:	
Facsimile	
Full names of person on whose behalf request is made <i>(if applicable):</i>	
Identity number:	
Postal Address:	
Street Address:	
E-mail Address:	

Contact numbers: Tel. (B): Cellular: Facsimile	
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 <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 <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 or 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 <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	
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 RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEEES	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
c)	The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
d)	If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason:	
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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 _____ on this _____ day of _____
20_____

Signature of requester / person on whose behalf request is made

.....

.....

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(state rank, name and surname of information officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of information officer

Annexure B - FEES IN RESPECT OF PRIVATE BODIES

FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof.
3.	Printed copy of A4-size page	R1.50 per page or part thereof.
4.	For a copy in a computer-readable form on: <ul style="list-style-type: none"> (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	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	R24.00
8.	Copy of an audio record on: <ul style="list-style-type: none"> (i) Flash drive (to be provided by requestor) (ii) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R100.00 R300.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.

11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.
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Annexure C - Form 1 REQUEST FOR A COPY OF THE GUIDE**REQUEST FOR A COPY OF THE GUIDE**

[Regulations 2 and 3]

TO: The Information Regulator
P.O. Box 31533
Braamfontein
2017
Email address: enquiries@info regulator.org.za.
Tel number: +27 (0) 10 023 5200

OR

The Information Officer

Information Officer

Duane Starkey

Street Address14 Edison Way, Century Gate Business Park, Century City
7441**Postal Address**

PO Box 166, Century City 7446

Telephone

021 555 5100

Fax

021 555 5444

Email

informationofficer@spurcorp.com

Website

www.spurcorporation.com

I,

Full names:				
In my capacity as (mark with "x")	Information Officer		Other	
Name of public/private body (if applicable)				
Postal Address:				
Street Address:				
Email Address:				
Facsimile:				
Contact numbers:	Tel. (B):		Cellular:	

hereby request the following copy(ies) of the guide:

Language (make with "X")		No. of copies	Language (make with "X")		No. of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			IsiXhosa	
	isiZulu				

Manner of collection (mark with "x")

Postal address	Facsimile	Electronic communication (please specify)

Signed at _____ on this _____ day of _____
20_____

Signature of requester

Annexure H - FORM 3 OUTCOME OF REQUEST AND OF FEES PAYABLE

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

Note:

12. 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.

13. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

You requested:

<p>Personal inspection of information at the registered address of Rocomamas Franchise Co. (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 are liable for the fess prescribed in 0.</p>	
--	--

OR

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	

To be submitted:

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

Kindly note that your request has been:

Approved

Denied for the following reasons:

Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.		
Copy of visual images			
Transcription of an audio record, per A4-size page	R24.00		
Copy of an audio record on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL			

Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of bank: FNB
 Name of account holder: Rocomamas Franchise Co. (Pty) Ltd
 Type of account: Business
 Account number: 62500303409
 Branch code: 250655
 Reference number: Name
 Submit proof of payment to: The Information Officer

Signed at _____ on this _____ day of _____
 20_____

 Signature of Information Officer

Annexure E - 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.*

A	DETAILS OF 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:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....

Signature of data subject/designated person

Annexure F- 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. *Proof of Identity, 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:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED

D	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 PARTY ; and or
	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.
	<i>(Please provide detailed reasons for the request)</i>

Signed at this day of20.....

.....

Signature of data subject/ designated person