

MANUAL
IN TERMS OF SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (“PAIA”)
as amended by the Protection of Personal Information Act, 4 of 2013 (“POPIA”)

Date of Compilation: June 2021

Date of Revision: [November 2021]

Revision []

1. INTRODUCTION

1.1 China Telecom South Africa (Pty) Ltd’s (“**CTSA**”) Promotion of Access to Information Act Manual (“**Manual**”) is published in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (“**PAIA**”) and section 23-25 of the Protection of Personal Information Act, No. 4 of 2014 (“**POPIA**”).

1.2 PAIA gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information. This is information held by the State but also information held by any another person. A person that is entitled to exercise a right or who needs information for the protection of any right, is entitled to access that information, subject to certain restraints.

1.3 Section 51 of PAIA creates a legal right to access records (as defined in section 1 of PAIA) of a private body (both natural and juristic), however this right may be negated in circumstances as set out under Chapter 4 of Part 3 of PAIA. In addition, in compliance with POPIA, a responsible party who processes personal information must notify the person to whom personal information relates (“**Data Subject**”) of the manner in which the Data Subject can access their personal information held by the responsible party.

2. PURPOSE

2.1. The purpose of this Manual is to facilitate requests for access to records including records containing personal information (as defined in terms of the CTSA Privacy Policy).

2.2. Where this Manual does not deal with a procedure provided for in PAIA, the Requester or any other interested party is to look to PAIA for guidance in relation to that procedure. PAIA is the law and takes precedence over this Manual.

2.3. A person requesting access to records from CTSA (“**the Requester**”) is advised to familiarise themselves with the provisions of PAIA before making any requests to CTSA in terms of this Manual.

2.4. All users and Requesters irrevocably agree to submit to the law of the Republic of South Africa and to the exclusive jurisdiction of the Courts of South Africa in respect of any dispute arising out of the use of this Manual or any records provided by CTSA.

3. COMPANY OVERVIEW

General Details:		
Name of Company	China Telecom South Africa (Pty) Ltd	
Registration Number	2012/052651/07	
Introduction	China Telecom South Africa (Pty) Ltd is a communications company. China Telecoms was licenced by the Independent Communications Authority of South Africa (ICASA) and obtained its Class Electronic Communications Service Licence in 2013, Class Electronic Communications Network Service Licence (Johannesburg) and Class Electronic Communications Network Service Licence (Tshwane) in 2019. China Telecoms provides a range of communication services to the enterprise and wholesale markets.	
Street Address:	Ground Floor, Building 16, The Woodlands Office Park, Woodlands and Kelvin Drive, Woodmead, Sandton, Johannesburg, 2196, South Africa	
Postal Address:	Ground Floor, Building 16, The Woodlands Office Park, Woodlands and Kelvin Drive, Woodmead, Sandton, Johannesburg, 2196, South Africa	
Phone Number:	011 656 3196	
Information Officer	Elson Lee	CTSA Designation: Deputy Director
E-Mail address for PAIA/POPIA requests	ctmealegal@chinatelecomglobal.com	
Deputy Information Officer in terms of PAIA:	Priya Ratanjee	CTSA Designation: Legal Executive
Deputy Information Officer in terms of PAIA:	Zhiyun Xu	CTSA Designation: Senior Sales Support Manager
E-Mail address for PAIA/POPIA requests:	ctmealegal@chinatelecomglobal.com	
Website:	https://www.chinatelecomglobal.com/	

4. REQUIREMENTS IN TERMS OF PAIA

4.1 Description of guide referred to in section 10: section 51(1)(b)

The Information Regulator (as provided for in section 10 of PAIA) has compiled and published a guide that contains information to assist Requesters in understanding how to exercise their rights under PAIA ("the Guide"). The Guide is available in all the South African official languages and braille. To access a copy of the Guide, please direct any queries to the Information Regulator:

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

E-mail: enquiries@informationregulator.org.za

Website: https://www.justice.gov.za/infoereg/docs/misc/PAIA-Guide-English_20210905.pdf

A copy of the Guide is also available in two South African languages at our office, for public inspection during normal office hours.

Please use the form in Annexure A to request a copy of the Guide from CTSA. There is no fee payable when requesting a copy of the Guide.

4.2 Automatically available records in terms of section 52(2) of the PAIA:

PAIA provides for the automatic disclosure of certain records. Should records be automatically disclosed, a person will not have to formally request these records in terms of PAIA.

In terms of PAIA, this automatic disclosure by private companies, such as CTSA, is voluntary. This means that CTSA is not obliged to make such disclosure. If CTSA chooses to make such voluntary disclosure, it may do so by giving notice thereof in terms of Section 52(2) of PAIA.

The following records are available without the need for a PAIA request:

- Any information available on our website <https://www.chinatelecomglobal.com/>;
- Any documents, brochures, pamphlets, or booklets that we produce for public consumption.

A Requester may request a copy of these records, upon payment of a fee for reproduction as set out in Annexure C.

4.3 Records available in terms of other legislation: section 51(1) (d)

CTSA has set out below laws that it may be subject to and which may require it to keep certain records.

Basic Conditions of Employment Act, No. 75 of 1997

Broad-Based Black Economic Empowerment Act, No. 53 of 2003

Companies Act, No. 61 of 1973

Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993

Electronic Communications Act, No. 36 of 2005

Electronic Communications and Transactions Act, No. 36 of 2005

Import and Export Control Act, No. 45 of 1963

Independent Communications Authority of South Africa Act, No. 13 of 2000

Insolvency Act, No. 24 of 1936

Labour Relations Act, No. 66 of 1995

Occupational Health and Safety Act, No. 85 of 1993

Unemployment Insurance Act, No. 63 of 2001

Value Added Tax Act, No. 89 of 1991

Income Tax Act, No. 95 of 1967

Such records will be made available to only those individuals/entities authorised to request access to such records in terms of the particular legislation. Any other persons must follow the request for access of records procedure as outlined in this Manual.

Although we have used our best endeavours to provide a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a Requester access on a basis other than as set out in PAIA, we will update the list accordingly. If a person believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, please indicate what legislative right the request is based on, to allow the Information Officer the opportunity to consider the request in light thereof.

4.4 Subject and categories of records held by CTSA: section 51(1)(e)

PAIA requires that sufficient detail be provided to facilitate a request for access to a record of CTSA. The following is a list of some of the key subjects on which we hold records, divided into categories.

Companies Act Records	<ul style="list-style-type: none">• Documents of Incorporation• Legal Compliance Records• ICASA Licenses• Memorandum of Incorporation• Minutes of Board of Directors' Meetings• Records relating to the appointment of directors/auditors
Financial Records	<ul style="list-style-type: none">• Accounting Records• Annual Financial Statements• Auditors' Report• Bank Statements• Banking Records• Details of Auditors• Details of Legal Service Providers• Electronic Banking Records• Invoices• Rental Agreements• Tax Returns
Income Tax Records	<ul style="list-style-type: none">• Documents issued to employees for income tax purposes• PAYE Records• Records of payments made to SARS on behalf of employees• Tax Clearance Certificate• Value Added Tax• Skills Development Levies• Unemployment Insurance Fund
Personnel Documents and Records	<ul style="list-style-type: none">• Disciplinary Records• Employment Contracts

Leave Records	<ul style="list-style-type: none"> • Records containing all employees' names and occupation • Salary Records • Training Records
Supplier Records	<ul style="list-style-type: none"> • The name of the supplier • The address of the supplier • A description of the supplier's services • Proof of date of payment
Insurance Records	<ul style="list-style-type: none"> • CTSA General Insurance
Immoveable Property Records	<ul style="list-style-type: none"> • Agreements for the lease immovable property

5. THE PROCESS

Introduction

5.1. Access to records held by CTSA is not automatic and can be refused by CTSA on any of the grounds for refusal contemplated in Chapter 4 of Part 3 of PAIA.

5.2. In order to request access to records held by CTSA, the Requester must identify the right it is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right. The Requester must also comply with all the procedural requirements set out in PAIA.¹

5.3. If the Requester requests information on behalf of a public body (i.e. state) for the exercise or protection of any rights, other than its rights the Requester must identify that the request for information is in the public's interest by stipulating adequate reasons.²

5.4. If the Requester is making a request on behalf of another person, sufficient proof (to the satisfaction of CTSA) of the capacity in which the Requester is making the request/acting must be submitted. The type of proof required will be advised by CTSA upon receipt of request.³

Procedural Requirements

5.5. In order to facilitate such a request for access to records, the Requester needs to complete the prescribed access form attached hereto as Annexure B. Please note that the prescribed access form must be completed in full. If not, the process may be delayed until such additional information has been provided.

5.6. If the Requester does not use the prescribed form, the request may be rejected for lack of procedural compliance, refused (if sufficient information is not provided or otherwise) or delayed. If the Requester requires assistance to complete the request form, CTSA will assist the Requester at no charge.

5.7. The request form must be provided to the Information Officer or Deputy Information Officer of CTSA at the physical address or e-mail set out above.

¹ Section 50(1) and 50(3) of PAIA.

² Section 50(2) of PAIA.

³ Section 53(f) of PAIA.

5.8. The Requester must provide sufficient detail on the prescribed access form to enable the Information Officer or Deputy Information Officer to identify the record requested. When completing the prescribed access form, the Requester should also indicate: • which form of access is required; • the right the Requester is seeking to exercise or protect and explain why the requested record is required for the exercise or protection of that right; • whether the Requester wishes to be informed of the decision in any other manner, in addition to a written reply, to state the manner and necessary particulars to be so informed; and • an email address, telephonic contact numbers and postal address in the Republic of South Africa.

5.9. If a request is made on behalf of another person, the Requester must show, to the reasonable satisfaction of the Information Officer or Deputy Information Officer, that he or she is duly authorised to make such request.

5.10. If an individual is unable to complete the prescribed access form because of illiteracy or disability, CTSA will assist the Requester and complete the request form on behalf of the Requester. A copy thereof will be provided to the Requester.

5.11. The prescribed access form must be adequately completed, with sufficient information particularly so that the Information Officer of CTSA can identify and determine what the access fee will be, should access be granted.

5.12. A request will not be processed until the request fee has been paid. The list of prescribed fees in respect of requests, and in respect of access to records (if the request is granted) is set out in Annexure C of this Manual.

Grounds of Refusal in terms of PAIA

5.13. CTSA may refuse access to the requested record or parts thereof as allowed in terms of Chapter 4, namely sections 62 to 70 (inclusive), of PAIA.

5.14. In instances whereby a third party needs to be notified of a request in order to authorise or decline access, CTSA's Information Officer or Deputy Information Officer undertakes to request same from the third party within 21 (twenty-one) days of receipt of the request and to include the required information provided for in terms of section 71(3) of PAIA.

5.15. CTSA cannot be held responsible if a third party declines a request.

Notification of refusal or granting of access to information

5.16. Requesters will be informed of the outcome of their request within 30 (thirty) days of receipt of the prescribed access form. The notification will be set out in a form similar to the form set out in Annexure D.

5.17. Take note that the 30 (thirty) day period may be extended for a further 30 (thirty) day period should more time be required to gather the requested information. The Requester will, however, be notified if the initial 30 (thirty) day notice period is to be extended for a further 30 (thirty) days. For example, if the Requester requests a large number of records or if the search for the records is to be conducted at premises not situated in the same town or city as our office or if you provide us with consent to an extension.

5.18. If the request is accepted, CTSA will advise the Requester on the access fee to be paid and the format in which it will be given. If the Requester is not happy with the access fee, a complaint may be lodged with the Information Regulator or an appeal with the High Court.

5.19. If the request is rejected, the Information Officer will provide the Requester written reasons. If the Requester is unhappy with the refusal, a complaint may be lodged with the Information Regulator or an appeal with the High Court against the refusal of the request.

5.20. If CTSA fails to respond to the Requester within thirty (30) days after a request has been received, it is deemed, that the request has been refused.

Refusal if the record cannot be found

5.21. The Information Officer or Deputy Information Officer shall provide an affidavit or affirmation to the Requester advising that it is not possible to give access to the record requested, if:

- all reasonable steps have been taken by CTSA to find the record requested by the Requester; and
- it cannot be found for reasons justifiable as per section 55 of PAIA.

5.22. The affidavit or affirmation will comply with all the requirements provided for in terms of section 55(2) of the Act.

5.23. In the event the record is found subsequently, CTSA undertakes to contact the Requester to deliver it to them. The applicable access fee will first have to be paid.

6. Fees

6.1. There are two basic types of fees applicable in terms of PAIA – “request” and “access” fees. The fee structure is also available on the website of the Information Regulator.

Request Fee

6.2. The request fee is an administration fee that is payable on submission of the request for access to a record and must be paid before the request is considered (unless the request is to access the requestor’s personal information in which event there is no applicable fee). The request fee is not refundable if the request for access has been granted however it is refundable if the request for access has been denied by CTSA.

6.3. The request fee is currently statutorily set at R140-00 (one-hundred and forty Rand).

6.4. In line with section 23(1)(a) of POPIA, a Data Subject (i.e. personal requester) has a right to request CTSA to confirm, free of charge, whether or not CTSA holds personal information about him or her. See Section 7 below of the Manual for more details.

Access Fee

6.5. The access fee is payable prior to the Requester actually gaining of access to the records in the required form.

6.6. The access fee is intended to reimburse CTSA for the costs involved in reproduction of documents, searching and preparing the record requested and for any time reasonably required (in excess of the prescribed hours) to search and prepare the record.

6.7. Should the search for or preparation of the required record take more than 6 (six) hours, a deposit (which is 1/3 (one third)) of the access fee is payable before the request will be

processed by CTSA as a deposit. CTSA will notify the Requester of this fee on a form that corresponds with the form in Annexure D,

6.8. CTSA may withhold a record until the Requester has paid the applicable fees (if any).

6.9. In accordance with Section 23(3) of the POPIA, CTSA may charge an access fee to the Requester to enable CTSA to respond to the request. In such instances CTSA must provide the Requester with a written estimate of the fee before providing the services. See Section 7 of the Manual below for more details.

7. Information related to POPIA⁴

7.1 Introduction

POPIA requires CTSA to provide Data Subjects with certain information relating to how personal information that we process is, amongst others, used, disclosed and destroyed. CTSA has set out the required information below.

⁴ Section 51(1)(c) of PAIA once amended by section 110 of POPIA on 30 June 2021.

7.2 Information on how Data Subjects can request their personal information under POPIA

7.2.1 Requests for personal information under POPIA must be made in accordance with the provisions of PAIA.⁵ This process is outlined in section 5 above.

7.2.2 If CTSA provides the Data Subject with his/her personal information, the Data Subject has the right to request the correction, deletion, or destruction of his/her personal information that CTSA holds, in the prescribed form.⁶ The Data Subject may also object to the processing of his/her personal information in the prescribed form.⁷ These forms are attached to the Manual as Annexure E and Annexure F.⁸

7.2.3 CTSA will give the Data Subject a written estimate of the fee for providing him/her with his/her personal information, before providing him/her with the services. CTSA may also require the Data Subject to provide a deposit for all or part of the fee prior to giving him/her the requested personal information.⁹

7.2.4 In terms of section 23(1) of POPIA, adequate proof of identity is required from the Data Subject. Therefore, in addition to the prescribed access form, the Data Subject will be required to supply a certified copy of their identification document or any other legally acceptable form of identification. CTSA may, in its sole discretion, request that original certified copies be provided in certain circumstances such as if the electronic copies provided are not clear or are questionable.

7.3 Purpose of processing¹⁰

7.3.1 POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe the Data Subject's privacy.

7.3.2 The type of personal information that CTSA processes will depend on the purpose for which it is collected. CTSA will disclose to Data Subjects why the personal information is being collected and will process the personal information for that purpose only.

7.4 Personal Information that is processed¹¹

Category of Data Subject	Category of personal information
Customers - Natural Persons	Names; contact details; physical and postal addresses; date of birth; ID/passport number; tax related information; nationality; gender; confidential correspondence

⁵ Section 25 of POPIA.

⁶ Section 23(2) and 24 of POPIA.

⁷ Section 11(3)(a) of POPIA.

⁸ Form 2 of the Regulations Relating to the Protection of Personal Information.

⁹ Section 23(3)(a) and (b) of POPIA.

¹⁰ Section 51(1)(c)(i) of PAIA once amended by section 110 of POPIA on 30 June 2021.

¹¹ Section 51(1)(c)(ii) of PAIA once amended by section 110 of POPIA on 30 June 2021. The information provided under this section refers to broad categories of information. This list is not exhaustive.

Customers – Juristic Persons / Entities	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.
Contracted Service Providers	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
Employees / Directors / Potential personnel / Shareholders /Temporary Staff / Independent Contractors	Gender, marital status; equity group age, language, education information; employment history; id/passport number; passport Country; next of kin; physical and postal address; contact details; well-being; medical aid / medical insurance name and policy number, income tax number, bank account details, emergency contact details.
Website end-users / Application end-users	Names, electronic identification data: IP address; log-in data, cookies, electronic localization data; cell phone details, GPS data.

7.5 Categories of recipients for purposes of processing Personal Information¹²

¹² Section 51(1)(c)(iii) of PAIA once amended by section 110 of POPIA on 30 June 2021.

7.5.1 CTSA may supply personal Information to these potential recipients:

- Entities within the China Telecom network;
- Our suppliers, service providers, vendors, agents and representatives who perform services on our behalf;
- Third party verification agencies and credit bureaus;
- Collection agencies;
- Banks and other financial institutions; and
- Our business partners that perform business operations for us.

7.5.2 CTSA may disclose personal information it collects to any of its overseas affiliates or third-party service providers, with whom it engages in business or whose services or products it elects to use, including cloud services hosted in international jurisdictions.

7.5.3 CTSA will, where required by applicable law, enter into written agreements to ensure that other parties comply with its confidentiality and privacy requirements. Personal information may also be disclosed where CTSA has a legal duty or a legal right to do so.

7.6 Actual or planned trans-border flows of personal information¹³

7.6.1 CTSA may disclose personal information collected to its shareholders, any of its overseas affiliates, associate entities or third-party service providers, with whom it engages in business or whose services or products it elects to use, including cloud services hosted in international jurisdictions. These territories include, but are not limited to these regions below:

- Kenya;
- United Arab Emirates;
- China Telecom Global in Hong Kong, China; and
- Mauritius.

7.7 General description of information security measures¹⁴

7.7.1 CTSA employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

- Firewalls;
- Virus protection software and update protocols;
- Logical and physical access control;
- Secure setup of hardware and software making up CTSA's information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.

¹³ Section 51(1)(c)(iv) of PAIA once amended by section 110 of POPIA on 30 June 2021.

¹⁴ Section 51(1)(c)(v) of PAIA once amended by section 110 of POPIA on 30 June 2021.

8. AVAILABILITY OF THE MANUAL

The Manual is available on our website and for inspection at the offices of CTSA.

8. INFORMATION REGULATOR

Any queries where you believe CTSA has not adequately dealt with your request, or to lodge a complaint should be directed to:

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: paiacomplaints@inforegulator.org.za

ANNEXURE A
REQUEST FOR A COPY OF THE GUIDE

To: *The Information Regulator

P.O Box 31533

Braamfontein,

2017

E-mail address: enquiries@inforegulator.org.za

Tel number: +27 (0) 10 023 5200

OR

To: *The Information Officer

ctmealegal@chinatelecomglobal.com

I,

Full Names:				
In my capacity as (mark with "x"):	Information Officer		Other	
Name of *public/private body (<i>if applicable</i>):				
Postal Address:				
Street Address:				
E-mail Address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular	

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

Language (mark with “x”)		No of Copies	Language (mark with “x”)		No of Copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			isiXhosa	
	isiZulu				
Manner of Collection (mark with “x”):					
Personal Collection	Postal Address	Facsimile		Electronic Communication (please specify)	

Signed at this day of 20.....

.....

Signature of requester

*Delete whichever is not applicable

ANNEXURE B
REQUEST FOR ACCESS TO A RECORD

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
China Telecom South Africa (Pty) Ltd
Ground Floor, Building 16
The Woodlands Office Park
Woodlands and Kelvin Drive
Woodmead
Sandton
Johannesburg
2196
South Africa

E-mail address: ctmealegal@chinatelecomglobal.com

Mark with an "X"

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

PERSONAL INFORMATION	

Capacity in which request is made (<i>when made on behalf of</i>)			
Postal Address			
Street Address			
E-mail Address			
			Facsimile:
Full names of person on whose behalf request is made (if			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	
TYPE OF RECORD <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 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	
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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:	
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FEES	
<p>a) A request fee must be paid before the request will be considered.</p> <p>b) You will be notified of the amount of the access fee to be paid.</p> <p>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.</p>	
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

Signed at _____ this _____ day of _____ 20 ____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

ANNEXURE C

FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: <ul style="list-style-type: none"> i. Flash drive (to be provided by requester) ii. Compact disc <ul style="list-style-type: none"> • If provided by requester • If provided to requester 	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced.
6.	Copy of visual images	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 requester • If provided to requester 	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of:	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of item 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.

ANNEXURE D

OUTCOME OF REQUEST AND OF FEES PAYABLE

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: (Requester name)

You request dated _____ refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, all 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 3.	
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OR

2. You requested:

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

3. To be submitted:

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

Kindly note that your request has been:

☐

Approved

☐

Denied for the following reasons:

4. Fees payable with regard to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer readable form on:			
i. Flash drive			
• To be provided by requestor	R40.00		
ii. Compact disc			
• If provided by requestor	R40.00		
• If provided to the requester	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced.		
Copy of visual images	Will depend on the quotation of the service provider.		
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
i. Flash drive			
• To be provided by requestor	R40.00		
ii. Compact disc			
• If provided by requestor	R40.00		
• If provided to the requester	R60.00		
Postage, email or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐

Yes

☐

No

Hours of search

Amount of deposit
(calculated on one
third of total amount
per request)

The amount must be paid into the following bank account:

Name of Bank: HSBC Bank plc – Johannesburg Branch
Name of account holder: CHINA TELECOM SOUTH AFRICA (PTY) LTD
Type of account: USD Foreign Currency Account
Account number: 120-012470-150
Swift code: HSBCZAJJ
Currency Correspondent MRMDUS33
Submit proof of payment to: ctmealegal@chinatelecomglobal.com

Signed at _____ this _____ day of _____ 20 _____

Information Officer

ANNEXURE E

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

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

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

Mark the appropriate box with an "x".

Request for:

☐

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

☐

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

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

Contact number(s):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTRUCTED/ DESTROYED
D	<p>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</p> <p>REASONS OR *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.</p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at this day of20.....

.....

Signature of data subject/ designated person

ANNEXURE F

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 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	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at this day of20.....

.....

Signature of data subject/ designated person