



# digital matter

## PROMOTION OF ACCESS TO INFORMATION AND PROTECTION OF PERSONAL INFORMATION MANUAL

**Policy Owner:** Information Security Officer

**Document ID:** DMSA-PAIA/POPIA-01

**Effective Date:** 23 May 2024

**Classification:** Public

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# THE DIGITAL MATTER EMBEDDED SOUTH AFRICA PROMOTION OF ACCESS TO INFORMATION AND PROTECTION OF PERSONAL INFORMATION MANUAL

## 1. Scope and Introduction

The purpose of this document is to serve as the Manual for Digital Matter Embedded South Africa (“**Digital Matter**”) and its holding company and subsidiaries of its holding company, altogether referred to as the “**DM Group**” as required in terms of Section 51 of the Promotion of Access to Information Act No. 2 of 2000 as amended (“**PAIA**”) and Section 17 of the Protection of Personal Information Act No. 4 of 2013 as may be amended from time to time (“**POPIA**”). PAIA was assented to by Parliament to fulfil the constitutional obligation of Section 32 of the Bill of Rights in the Constitution of the Republic of South Africa, Act No. 108 of 1996 (“**the Constitution**”) stating that every person has a right to access information.

The purpose of PAIA is to give effect to this constitutional right of access to any information held by the State or information held by another person that is required for the exercise or protection of any right.

The reason for giving effect to the right of access to information is two-fold and is to:

- foster a culture of transparency and accountability in both public and private bodies; and
- promote a society in which the people of the Republic of South Africa have reasonable access to information to enable them to exercise and protect their rights more fully.

Notwithstanding the above, Section 9 of the Act recognises that such right to access to information cannot be unlimited and must be subject to justifiable limitations including but not limited to:

- the reasonable protection of privacy; and
- commercial confidentiality; and
- good governance; and
- in a manner which balances that right with any other rights, including such rights as contained in the Bill of Rights in the Constitution; and
- the protection of personal information as prescribed by POPIA.

This Manual sets out the responsibilities of the DM Group’s appointed Information Officers who will take up the duties mandated in PAIA and POPIA, to ensure compliance with PAIA and POPIA. This Manual provides a reference to the records held by the DM Group and the procedures that need to be followed to request access to such records.

Digital Matter respects the privacy of personal information. Please refer to the Digital Matter Privacy Policy ([Privacy Policy | Digital Matter](#)) for details on how Digital Matter collects and uses personal information, with whom it is shared, and data subjects’ choices and rights in relation to their personal information.

## 2. Disclaimer

**This manual is not exhaustive and does not comprehensively deal with every procedure provided for in PAIA and POPIA. Requesters are advised to familiarize themselves with the provisions of PAIA and POPIA before making any requests to Digital Matter in terms of PAIA. Digital Matter makes no representations and gives no undertaking or warranty that the information in this manual or any information provided by it to a requester is complete or accurate, or that such information is fit for any purpose. All users of any such information shall use such information entirely at their own risk, and Digital Matter shall not be liable for any loss, expense, liability, or claims arising, resulting from the use of this manual or of any information provided by Digital Matter or from**

**any error therein. All users irrevocably agree to submit exclusively to the laws 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 information provided by Digital Matter.**

### **3. Company Background**

Digital Matter Embedded South Africa is a wholly owned subsidiary of Digital Matter (Pty) Ltd which is incorporated in Australia and is a leading global developer of low-power GPS and IoT hardware devices and related software for asset tracking and management applications. Apart from Digital Matter, the other wholly owned subsidiaries of Digital Matter (Pty) Ltd are Digital Matter B.V., incorporated in the Netherlands and Digital Matter, Inc., incorporated in the United States of America. Digital Matter designs, manufactures and supplies devices to 120+ countries around the world and have manufactured over 1 million devices and counting.

### **4. Company and Information Officers Contact Details**

Full Name : Digital Matter Embedded South Africa (Pty) Ltd

Registration Number : 2017/230901/10

Registered Address : 2nd Floor, Flushing Meadows, The Campus, 57 Sloane Street, Bryanston, Sandton 2191

Postal Address : 2nd Floor, Flushing Meadows, The Campus, 57 Sloane Street, Bryanston, Sandton 2191

Telephone Number : (+27) 11 540 9260

Information Officer : Marc Blum, as authorised and appointed by the Chief Executive Officer of Digital Matter, as Head of Digital Matter as defined in PAIA, to ensure that PAIA and POPIA are complied with vis-a-vis the DM Group.

Designated Deputy Information Officers, as authorised and appointed by the Chief Executive Officer of Digital Matter:

1. Philip de Kock
2. Asanda Loyite

E-mail Address : [privacyoffice@digitalmatter.com](mailto:privacyoffice@digitalmatter.com)

Website : [www.digitalmatter.com](http://www.digitalmatter.com)

### **5. Guide of the Information Regulator and the Right to Request Access to Records**

PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest. For purposes of PAIA, Digital Matter and the other companies in the DM Group are private bodies. Requests in terms of PAIA shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in paragraph 9 of this Manual. Section 23 of POPIA (read with sections 18 and 53 of PAIA), grants a data subject (a customer, employee or third party) a right to request confirmation of records containing their personal information being held by the DM Group, which confirmation shall be provided free of charge. The requester can subsequently request a copy of the record, or a description of the personal information contained within the record, subject to the fees prescribed by PAIA.

The Information Regulator of South Africa in terms of Section 10 of PAIA, as amended by Regulation R.757 dated 27 August 2021 to PAIA, has made available in all the official languages and on its website at <https://inforegulator.org.za/paia-guidelines/>, by publication in the Government Gazette and at its offices for inspection during normal office hours, a Guide containing information reasonably required by a person wishing to exercise or protect any right in terms of PAIA and POPIA (“**the Guide**”)

The Guide referred to contains the following information:

- 5.1 Contact details of the information Regulator;
- 5.2 Purpose of the Guide;
- 5.3 Objectives of PAIA and POPIA;
- 5.4 Establishment of the Information Regulator;
- 5.5 The role of the Information Regulator
- 5.6 The particulars of the information officers of every public body;
- 5.7 The manner and form of a request for access to information held by a body;
- 5.8 Assistance available from both the information officers and the Information Regulator in terms of PAIA and POPIA;
- 5.9 All remedies in law regarding acts, omissions, rights, and duties, including how to lodge an internal appeal and court application;
- 5.10 Schedules of fees to be paid in relation to requests for access to information;
- 5.11 Regulations made in terms of PAIA and POPIA;
- 5.12 Mandatory disclosure of records in the public interest;
- 5.13 Third party notification process;
- 5.14 Complaints to the Information Regulator

The contact details of the Information Regulator are:

Telephone : (010) 023 5200

E-Mail : [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

Physical address : Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg

Postal address : P.O Box 31533, Braamfontein, Johannesburg, 2017

Website address : [www.inforegulator.org.za](http://www.inforegulator.org.za)

Contact person : Ms Pfano Nenweli at [pnenweli@justice.gov.za](mailto:pnenweli@justice.gov.za).

## **6. Information available in terms of Section 51(1)(d) of PAIA**

Information is available in terms of certain provisions of the following statutes and all regulations thereunder, as amended from time to time, where applicable, to Digital Matter’s operations:

- 6.1 Basic Conditions of Employment Act No.75 of 1997;
- 6.2 Companies Act No. 71 of 2008;
- 6.3 Employment Equity Act No. 55 of 1998;
- 6.4 Skills and Development Levies Act, No.9 of 1999;
- 6.5 Income Tax Act No. 58 of 1962;
- 6.6 Labour Relations Act No. 66 of 1995;
- 6.7 Unemployment Insurance Act No. 63 of 2001;
- 6.8 Value-added Tax Act No. 89 of 1991;

- 6.9 Compensation for Occupational Injuries and Diseases Act No. 130 of 1993;
- 6.10 Competition Act No. 89 of 1998;
- 6.11 Constitution of the Republic of South Africa No. 108 of 1996;
- 6.12 Consumer Protection Act, No. 68 of 2008;
- 6.13 Customs and Excise Act, No. 91 of 1964;
- 6.14 Electronic Communications Act, No. 36 of 2005;
- 6.15 Electronic Communications and Transactions Act, No. 25 of 2002;
- 6.16 Hazardous Substances Act, No. 15 of 1973;
- 6.17 Insolvency Act, No. 24 of 1936;
- 6.18 Intellectual Property Laws Amendment Act, No. 38 of 1997;
- 6.19 National Credit Act, No. 34 of 2005;
- 6.20 National Environment Management Act, No. 107 of 1998;
- 6.21 National Environmental Management: Waste Act, No. 59 of 2008;
- 6.22 Occupational Health and Safety Act, No. 85 of 1993;
- 6.23 Protection of Personal Information, No. 4 of 2013;
- 6.24 Prescription Act, No. 28 of 1969;
- 6.25 Promotion of Access to Information Act, No. 2 of 2000;
- 6.26 Protected Disclosures Act, No. 26 of 2000;
- 6.27 Regulation of Interception of Communications and Provision of Communication – Related Information Act, No. 70 of 2002;
- 6.28 Skills Development Act, No. 97 of 1998;
- 6.29 Unemployment Insurance Contributions Act, 4 of 2002.

## **7. Records automatically available without a person having to request access in terms of PAIA**

Subject to the provisions of other legislation which prevail over PAIA regarding the access to free records, there are no records or information of the DM Group which are available for inspection or access without a person having to request access in terms of PAIA and this Manual.

## **8. Subjects and Categories of Records held by Digital Matter**

Digital Matter holds the following categories of records on the subject matters referred to and in respect of each company, where applicable, within the DM Group:

### **8.1 Statutory Company Information**

- 8.1.1 Certificate of Incorporation;
- 8.1.2 Certificate of Change of Name (if any);
- 8.1.3 Memorandum of Incorporation;
- 8.1.4 Certificate to Commence Business;
- 8.1.5 Minute Book containing minutes of Shareholder and Board Meetings;
- 8.1.6 Resolutions passed by Shareholders and the Board of Directors;
- 8.1.7 Register of Director's shareholdings;
- 8.1.8 Register of Directors and Prescribed Officers;
- 8.1.9 Director's Attendance Register of meetings;
- 8.1.10 Annual Returns;
- 8.1.11 Annual Financial Statements including:
  - 8.1.11.1 Annual Accounts;
  - 8.1.11.2 Director's Reports;
  - 8.1.11.3 Auditors' Report.

### **8.2 Accounting Records**

- 8.2.1 Books of Accounts including journals and ledgers;
- 8.2.2 Delivery notes, orders, invoices, statements, receipts, vouchers;
- 8.2.3 Financial and management accounts;
- 8.2.4 Treasury and cash management;
- 8.2.5 Accounting records;
- 8.2.6 Consolidation records;
- 8.2.7 General correspondence;
- 8.2.8 Internal reports and communications;
- 8.2.9 Investment records;
- 8.2.10 Management reports;
- 8.2.11 PAYE records;
- 8.2.12 Tax records;
- 8.2.13 Transactional records;
- 8.2.14 Treasury dealing and settlement records;
- 8.2.15 VAT records;
- 8.2.16 Administration records;
- 8.2.17 Financial reports;
- 8.2.18 Internal reports and communications;
- 8.2.19 Statutory records;
- 8.2.20 List of subsidiary companies, associates, and joint ventures.

### **8.3 Statutory Employee Records**

- 8.3.1 Employee's personal information: names, addresses, identity numbers, passport numbers, tax numbers & banking details;
- 8.3.2 Employee's remuneration;
- 8.3.3 Employee's occupation;
- 8.3.4 Employee's leave records;
- 8.3.5 Salary and wages register and payroll records;
- 8.3.6 PAYE Tax records and IRP 5's;
- 8.3.7 Employment Equity Plan;
- 8.3.8 Skills Development Plan and levies;
- 8.3.9 Employee benefit Records;
- 8.3.10 Employment Equity returns to the Department of Labour;
- 8.3.11 General Correspondence;
- 8.3.12 General HR Policies and Procedures;
- 8.3.13 Health and Safety records;
- 8.3.14 Training Records;
- 8.3.15 UIF records;
- 8.3.16 Workmen's Compensation records.

### **8.4 Other Employee Records**

- 8.4.1 Employee's contract of employment;
- 8.4.2 Employee's personal information i.e., qualifications etc.;
- 8.4.3 Employee's performance records;
- 8.4.4 Employee's disciplinary records;
- 8.4.5 Study assistance schemes;
- 8.4.6 Maternity leave policy;
- 8.4.7 Covid-19 policy.

- 8.5.1 Asset register;
- 8.5.2 Lease agreements.

### **8.6 Intellectual Property**

- 8.6.1 Trademark applications and protected names;
- 8.6.2 Agreements relating to intellectual property such as license agreements;
- 8.6.3 Copyright;
- 8.6.4 Designs;
- 8.6.5 Patents.

### **8.7 Agreements**

- 8.7.1 Material agreements concerning provision of products and services;
- 8.7.2 Joint venture agreements, co-promotion, or other alliance agreements;
- 8.7.3 Agreements with contractors and suppliers;
- 8.7.4 Agreements with clients;
- 8.7.5 Lease agreements;
- 8.7.6 Confidentiality and Non-disclosure agreements.

### **8.8 Taxation**

- 8.8.1 Copies of Income Tax Returns, VAT Returns and other tax returns and documents;
- 8.8.2 Administrative Records;
- 8.8.3 Corporate, Subject and Country Records;
- 8.8.4 Internal Reports and Communications;
- 8.8.5 Tax Records.

### **8.9 Legal**

- 8.9.1 Complaints, pleadings, briefs, and other documents pertaining to any actual or pending litigation, arbitration, or investigation;
- 8.9.2 Material licenses, permits and authorizations;
- 8.9.3 Copies of Agreements;
- 8.9.4 General Correspondence;
- 8.9.5 Internal Reports and Communications;
- 8.9.6 Statutory Records.

### **8.10 Insurance**

- 8.10.1 Insurance policies;
- 8.10.2 Claim records;
- 8.10.3 Details of insurance coverages, limits, and insurers.

### **8.11 Information Technology**

- 8.11.1 Hardware;
- 8.11.2 Operating systems;
- 8.11.3 Telephone lines, leased lines and data lines;
- 8.11.4 Software;
- 8.11.5 Disaster recovery plan;
- 8.11.6 Internal systems support and programming;
- 8.11.7 Capacity and utilization of current systems;
- 8.11.8 Agreements;
- 8.11.9 Licenses;
- 8.11.10 Certifications;
- 8.11.11 Partnerships.

### **8.12 Sales and Marketing**

- 8.12.1 Product information and brochures;
- 8.12.2 Market research reports;
- 8.12.3 Market information;
- 8.12.4 Client information;
  - 8.12.4.1 Marketing/advertising materials;
  - 8.12.4.2 Orders;
  - 8.12.4.3 Corporate mission statement;
  - 8.12.4.4 Press releases.

## **9. Personal Information that may be requested by a Person**

A data subject has the right to request access to the following personal information in terms of and subject to the terms of Section 23 of POPIA:

9.1 Any recorded piece of information relevant to a data subject: including but not limited to the following, which can be in either hard copy or electronic format:

- 9.1.1 Race, gender, sex, pregnancy, marital status, nationality, ethnicity, or social origin; color; sexual orientation; age; physical or mental health and well-being;
- 9.1.2 Belief, religion, conscience, culture, language and birth, education, medical information, financial information, criminal or employment history;
- 9.1.3 An identifying number or symbol;
- 9.1.4 Disability, personal opinions, blood type, biometric information;
- 9.1.5 Views or preferences of a person, correspondence of private or confidential nature, views, or opinions of another person;
- 9.1.6 Name of a person if it appears with other personal information
- 9.1.7 Consumer or purchasing pattern,
- 9.1.8 E-mail address and physical address, location information or online identifier and telephone number and mobile number.

### **9.2 Special Personal Information:**

- 9.2.1 Religious or philosophical beliefs;
- 9.2.2 Race or ethnic origin;
- 9.2.3 Trade union membership;
- 9.2.4 Political opinions;
- 9.2.5 Health and sex life;
- 9.2.6 Criminal behavior;
- 9.2.7 Biometric information.

## **10. Procedure and Fees for requesting Access to Information**

Any person other than a personal requester who wishes to request access to any of the above categories of information is required to complete a request form as set out in annexure "A" hereto. The request for information form is available from:

- The appointed information officer or deputy information officer for Digital Matter;
- The Information Regulator website at [www.inforegulator.org.za](http://www.inforegulator.org.za), and
- The Department of Justice and Constitutional Development website at [www.doj.gov.za](http://www.doj.gov.za).

The Act provides for two types of fees:

1. A **request fee**, which will be standard fee payable in advance and,

2. An **access fee**, which must be calculated by considering administrative costs including but not limited to reproduction costs, search and preparation time costs and postal costs.

10.1 Information regarding fees is detailed in the request form and may be subject to change from time to time;

10.2 Access is not automatic, and the requester must identify the right they are seeking to exercise or protect and explain when the record requested is required for the exercise or protection of that right. The requester will be notified in the manner indicated in the request form whether the request has been approved or declined;

10.3 A personal requester is a requester who is seeking access to a record containing personal information about the requester. Digital Matter will voluntarily provide the requested information or give access to any record about the requester's personal information and/or special personal information as referred to in paragraph 9 above. The prescribed access fee for reproduction of the information will be charged but not a request fee;

10.4 The requester must provide sufficient details to enable Digital Matter to identify:

10.4.1 The record(s) requested;

10.4.2 The requester (and if an agent is lodging the request, proof of capacity);

10.4.3 The form of access required;

10.4.4 The postal address, email address or fax number of the requester in the Republic;

10.4.5 If the requester wishes to be informed of the decision in any manner (in addition to written) and the manner and particulars thereof;

10.4.6 The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

10.5 The following applies to requests:

10.5.1 A requester is required to pay the prescribed fees (R50.00) before a request will be processed, and

10.5.2 If the preparation of the record requested requires more than the prescribed six hours, a deposit shall be paid for the preparation of records and which will be calculated based on the fee prescribed under PAIA which is available on the website of the South African Information Regulator at [www.inforegulator.org.za](http://www.inforegulator.org.za) and which will be advised to the requester.

10.6 A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit;

10.7 Records may be withheld until the fees have been paid. The account details and the methods in which payment may be made shall be advised to the requester. The deposit is fully refundable if the application is ultimately refused.

10.8 The fee structure is available on the website of the South African Information Regulator at [www.inforegulator.org.za](http://www.inforegulator.org.za).

Please note that the correct completion and submission of a Request for Access form does not automatically entitle or 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 category as specified in, amongst others, Section 23 (4)(a)(a) of POPIA read with Part 3, Chapter 4 of PAIA.

Please further note that if it is reasonably suspected that a requester has obtained access to a record based on the submission of materially incorrect, false, or misleading information, legal proceedings may be instituted against such requester.

## **11. Completion of Request for Access Form**

All requesters should take note of the following guidelines when completing the attached Request for Access to Records of a Private Body (refer to Annexure "A": Form C):

- 11.1 The form must be completed in full;
- 11.2 Proof of identity, in the form of a legible copy of the requester's identity document, is required to be submitted with the application;
- 11.3 If the requester is a juristic person, the authority of the person applying on behalf of such juristic person must be proven based on a written authority to be attached;
- 11.4 Type or print in a clear legible manner, if a question does not apply indicate so by inserting "N/A" in response to that question, and if there is nothing to disclose in response to a particular question write "NIL" in response thereto;
- 11.5 If there is insufficient space in the form, add additional folios on which the additional information is provided, clearly indicating to which question this relates.

## **12. Decision**

Digital Matter will, in the prescribed format, within thirty calendar days of receipt of the complete request, decide whether to approve or deny the request and give notice, if refused, with reasons indicating why. The requester will be informed that they may lodge an application with a Court (if a PAIA request) or the Information Regulator (if a POPIA request) against the refusal of the application, as well as the procedure (including the period) for lodging such application.

The period within which Digital Matter must decide whether to grant or refuse the request may be extended for a further period of not more than thirty calendar days if the request is for a large quantity of information, or the request requires a search for information held at another office and the information cannot reasonably be obtained within the original thirty-day period. Digital Matter will notify the requester in writing should such an extension be necessary.

## **13. Grounds of Refusal**

Certain reasons for Digital Matter to be able to legitimately refuse a request for information include, but are not limited to, the following:

- 13.1 Mandatory protection of privacy of a third party who is a natural person including a deceased person, from unreasonable disclosure;
- 13.2 Mandatory protection of commercial information of a third party or the DM Group (for example trade secrets, financial, commercial, scientific, or technical information that may harm the commercial or financial interests of the DM Group or a third party);
- 13.3 Mandatory protection of confidential information of third parties if is protected in terms of any agreements;
- 13.4 Mandatory protection of the safety of individuals or protection of property or means of transport;
- 13.5 Mandatory protection of the commercial or financial interests of Digital Matter;
- 13.6 The research information of Digital Matter, the DM Group or a third party, if its disclosure would disclose the identity of Digital Matter, the DM Group company, the researcher or the subject matter of the research and would place the research at a serious disadvantage;
- 13.7 Requests for information that are clearly frivolous, or which involves an unreasonable diversion of resources;
- 13.8 If disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- 13.9 If disclosure of the record would prejudice or impair the protection of the safety of the public;
- 13.10 The record is privileged from production in legal proceedings, unless the legal privilege has been

waived;

13.11 Disclosure of the record would put the DM Group at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;

13.12 The record is a computer program which is owned by Digital Matter or the DM Group and protected by copyright; or

13.13 The information not yet in the public domain.

#### **14. Records that cannot be found or do not exist**

If DM Group searches for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation to this effect, and which will include the steps that were taken to try and locate the relevant record.

#### **15. Third-Party Information**

If access is requested to a record that contains information about a third party, the DM Group is obliged to attempt to contact this third party to inform them of the request. This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event of the third-party furnishing reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted, or not.

#### **16. Remedies available when Digital Matter refuses a request for information**

##### 16.1 Internal Remedies

Digital Matter does not have internal appeal procedures.

##### 16.2 External Remedies

16.2.1 A requester who is dissatisfied with the Information Officer's or Deputy Information Officer's refusal to disclose information may, as stated in paragraph 11 above, within thirty calendar days of notification of the decision, apply to either a competent Court or the Information Regulator for relief.

16.2.2 A third party who is dissatisfied with the Information Officer or Deputy Information Officer's decision to grant a request for information may, within thirty calendar days of notification of the decision, apply to either a Court or the Information Regulator for relief.

**Note:** For the purposes of PAIA and POPIA, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another Courts of similar status and the Magistrates Court.

*Marc Blum*

---

MARC BLUM

Technical Director and Information Officer

**Annexure A: PAIA FORM C:**

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**  
(Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))  
**Regulation 10**

**A. Particulars of a Private Body**

|  |
|--|
|  |
|--|

**B. Particulars of the person who requests access to the record**

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address or e-mail address in the Republic of South Africa to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached. If it is a personal request, a clear copy of the requester's identity document must be provided.

|   |  |
|---|--|
| <b>Full Names and Surname</b>   |  |
| <b>Identity Number</b>  |  |
| <b>Postal Address</b>   |  |
| <b>E-mail Address</b>   |  |
| <b>Telephone Number</b>   |  |
| <b>Capacity in which request is made on behalf of another person:</b> |  |
|   |  |

**C. Particulars of person on whose behalf the request is made**

*(This section must be completed ONLY if a request for information is made on behalf of another person)*

|                               |  |
|-------------------------------|--|
| <b>Full Names and Surname</b> |  |
| <b>Identity Number</b>        |  |

**D. Particulars of record**

- (a) 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.
- (b) 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.

1. Detailed description of record or relevant part of the record:

2. Reference number if available:

3. Any further particulars of record:

**E. Fees**

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (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.

|   |
|---|
| <b>Reason for exemption from payment of fees:</b> |
|   |

**F. Form of access to records**

*If you are prevented by a disability to read, view, or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.*

|   |  |
|---|--|
| <b>Disability</b>                       |  |
| <b>Form in which record is required</b> |  |

Mark the appropriate box with an X

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in the written or printed form:

|                       |  |                             |  |
|-----------------------|--|-----------------------------|--|
| <b>Copy of record</b> |  | <b>Inspection of record</b> |  |
|-----------------------|--|-----------------------------|--|

2. If the record consists of visual images(including photographs, slides, video recordings, computer-generated images, sketches etc.):

|                       |  |                       |  |                                |  |
|-----------------------|--|-----------------------|--|--------------------------------|--|
| <b>View of images</b> |  | <b>Copy of Images</b> |  | <b>Transcription of images</b> |  |
|-----------------------|--|-----------------------|--|--------------------------------|--|

3. If the records consists of recorded words or information which can be reproduced in sound:

|                                    |  |   |  |
|------------------------------------|--|---|--|
| <b>Listen to soundtrack(audio)</b> |  | <b>Transcription copy of soundtrack( written or printed document)</b> |  |
|------------------------------------|--|---|--|

4. If the record is held on computer or in an electronic or machine-readable form:

|                               |  |  |  |   |  |
|-------------------------------|--|--|--|---|--|
| <b>Printed copy of record</b> |  | <b>Printed copy of information derived from the record</b> |  | <b>Copy in computer readable form(memory stick or disk)</b> |  |
|-------------------------------|--|--|--|---|--|

**G. Particulars of right to be exercised or protected**

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

1. Indicate which right is to be exercised or protected:

|  |
|--|
|  |
|--|

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

|  |
|--|
|  |
|--|

**H. Notice of decision regarding request for access**

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner, and provide the necessary particulars to enable compliance with your request.

**How would you prefer to be informed of the decision regarding your request for access to the record?**

**E-mail:**

**Post:**

**Telephone:**

**Signed at \_\_\_\_\_ on \_\_\_\_\_ (Day/Month/Year).**

**\_\_\_\_\_  
SIGNATURE OF REQUESTOR/PERSON ON WHOSE BEHALF THE REQUEST IS MADE**

## Annexure B:

### PRESCRIBED FEES

**(The fees chargeable by private bodies are contained in Part III of Annexure A of the Regulations. The fees set out below shall be deemed to be amended as soon as they are changed in the Regulations.)**

The following applies to requests:

1.1 A requestor is required to pay the prescribed request fee, currently, of fifty rand (R50.00) before a request will be processed;

1.2 If the preparation of the record requested requires more than the prescribed six (6) hours, a deposit shall be payable, of not more than one third of the access fee which would be payable if the request were granted;

1.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;

1.4 Records may be withheld until the fees have been paid,

1.5 Payments should be made to Digital Matter Embedded South Africa.

#### Current Prescribed Fees

1. The fee for a copy of the manual as contemplated in Regulation 9 (2) (c) is R1-10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in Regulation 11 (1) are as below:

|     |  |                    |
|-----|--|--------------------|
| (a) | For every photocopy of an A4 size page or part thereof   | R1.10              |
| (b) | For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form | R0.75              |
| (c) | For a copy in a computer-readable form on a memory stick or compact disc   | R70.00             |
| (d) | (i) For a transcription of visual images, for an A4 size page or part thereof<br>(ii) For a copy of visual images      | R 40.00<br>R 60.00 |
| (e) | (i) For transcription of audio record, for an A4 size page or part thereof<br>(ii) For a copy of an audio record       | R20.00<br>R30.00   |

3. The request fee payable by a requester, other than a personal requester, referred to in Regulation 11 (2) is R50-00.

#### 4. Access Fees

4.1 The access fees payable by a requester referred to in Regulation 11 (3) are as follows:

|     |  |                    |
|-----|--|--------------------|
| (a) | For every photocopy of an A4 size page or part thereof   | R1.10              |
| (b) | For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form                       | R0.75              |
| (c) | For a copy in a computer-readable form on a memory stick or compact disc   | R70.00             |
| (d) | (i) For a transcription of visual images, for an A4 size page or part thereof<br>(ii) For a copy of visual images                            | R 40.00<br>R 60.00 |
| (e) | (iii) For transcription of audio record, for an A4 size page or part thereof<br>(iv) For a copy of an audio record                           | R20.00<br>R30.00   |
| (f) | To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such research and preparation. | R30.00             |

#### Revision History

| DATE          | NATURE / DETAIL OF CHANGE   | Revision No. |
|---------------|---|--------------|
|               | First Approval  | 0            |
| 23 May 2024   | First Review  | 02           |
| 22 May 2025   | Second Review   | 03           |
| 28 April 2026 | Review, updated Digital Matter address and that of the Information Regulator offices. | 04           |