



MANUAL PREPARED IN ACCORDANCE WITH
SECTION 51 OF THE PROMOTION OF ACCESS
TO INFORMATION ACT, NO 2 OF 2000

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1. INTRODUCTION

- 1.1. On 9 March 2001, the *Promotion of Access to Information Act, 2000* ("**PAIA**") came into force. Cell C Limited ("**Cell C**") has compiled this PAIA manual in compliance with the provisions of section 51 of PAIA and the amendments effected by the *Protection of Personal Information Act, 2013* ("**POPIA**"), in accordance with the spirit of the *Constitution of the Republic of South Africa, 1996*, in order to enable its subscribers and the public in general to have access to information held by Cell C, which is required for the exercise or protection of 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 and/or POPIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.
- 1.2. 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.
- 1.3. This PAIA manual will be updated on a regular basis as required by the provisions of section 51(2).

2. AVAILABILITY OF THE CELL C PAIA MANUAL

This PAIA manual is available for inspection at the offices of Cell C at Waterfall Campus, corner Maxwell Drive and Pretoria Main Road, Extension 10, Buccleuch, 2090, free of charge. Interested parties can also view the PAIA manual, which includes the prescribed fees and forms, on the website at www.cellc.co.za.

3. INFORMATION OFFICER CONTACT DETAILS

- Name: **Themba Phiri**.
- Postal address: Private Bag X36, Benmore, 2010.
- Physical address: Waterfall Campus, corner Maxwell Drive & Pretoria Main Road, Extension 10, Buccleuch, 2090.
- Telephone number: +2784 174 4000.
- Fax number: +2784 167 6598.
- Email address of Information Officer: themba.phiri@cellc.co.za / legal@cellc.co.za.
- Email address for PAIA requests and information: PAIArequest@cellc.co.za.
- Website: <http://www.cellc.co.za>.

4. **INFORMATION REGULATOR'S 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 PAIA MANUAL**

The objectives of this PAIA manual are:

- 5.1. to provide a list of all records held by Cell C;
- 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 Cell C 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 PAIA 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 PAIA Manual must be addressed to the Information Officer using the details in paragraph 3 above.

7. INFORMATION AVAILABLE WITHOUT REQUEST TO ACCESS IN TERMS OF PAIA

- 7.1. Under Section 52(2) of PAIA, the information below can be accessed without having to make a request in terms of PAIA:
- 7.1.1. Cell C “at a glance”;
 - 7.1.2. coverage map;
 - 7.1.3. customer Code of Conduct;
 - 7.1.4. End User Subscriber Service Charter;
 - 7.1.5. network services;
 - 7.1.6. post-paid packages;
 - 7.1.7. handset availability;
 - 7.1.8. brochures;
 - 7.1.9. press releases;
 - 7.1.10. Cell C publications; and
 - 7.1.11. 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 Cell C 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 Cell C's [Privacy Policy](#) for further information.
- 8.2. **Categories of personal information collected by Cell C include:**
- 8.2.1. personal details: name; date of birth; home language; nationality; title; gender; photographs;
 - 8.2.2. identifier information: passport or national identity number; utility provider details; bank statements; tenancy agreements; social media profile information; account information (including phone number, handset type, handset model, whether you are a prepaid or post-paid customer, dates of payment owed and received, TopUp

information, the subscription services you use or any other information related to your account);

- 8.2.3. information on how you use Cell C products and services;
- 8.2.4. contact details: address; telephone number; email address; and details of your public social media profile(s) address;
- 8.2.5. consent records: records of any consents you may have given, together with the date and time, means of consent and any related information;
- 8.2.6. payment details: billing address; payment method; bank account number or credit card number; invoice records; payment records; SWIFT details; IBAN details; payment amount; payment date; and records of cheques;
- 8.2.7. device information: operating system; browser type; browser settings; IP address; login details; language settings; dates and times of connecting to the Cell C website; and other technical communications information;
- 8.2.8. job and employer details: your job title, role and the name of your employer; where you interact with us in your capacity as an employee of an organisation, the name, address, telephone number and email address of your employer;
- 8.2.9. opinion: your opinions, when you choose to complete one of our surveys; and
- 8.2.10. content and advertising data: records of your interactions with our online advertising and content, records of advertising and content displayed on pages displayed to you, and any interaction you may have had with such content or advertising (including, but not limited to, mouse hover, mouse clicks and any forms you complete).

8.3. The purpose of processing personal information include:

- 8.3.1. for credit vetting, verifications and assessments including, but not limited to, obtaining your credit information and records;
- 8.3.2. to process the goods and services you've bought from us, and keep you updated with your order progress;
- 8.3.3. to provide the relevant service or product to customers;
- 8.3.4. to bill customers for using Cell C products or services, or to take the appropriate amount of credit from customers;
- 8.3.5. to administer Cell C Online Services and help Cell C improve products and services;

- 8.3.6. to send direct marketing communications;
- 8.3.7. to provide aggregated reports to third parties within the ambits of the law;
- 8.3.8. to compile credit and financial reports which may be shared with third parties to the extent that the law permits;
- 8.3.9. to process information you supply to us as part of providing goods and services to Cell C, including but not limited to responses to procurement bids, reference checks, and vendor onboarding processes;
- 8.3.10. to comply with applicable law and fraud prevention, including updating customer records;
- 8.3.11. to transfer information to the Cell C Stakeholders and other third parties; and
- 8.3.12. for recruitment, training, research and statistical analysis with the aim of improving Cell C products and services;

8.4. Categories of personal information collected by Cell C

- 8.4.1. Cell C customers;
- 8.4.2. Cell C employees;
- 8.4.3. Cell C suppliers; and
- 8.4.4. visitors to Cell C's website.

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

- 8.5.1. Cell C stakeholders;
- 8.5.2. where applicable, credit reference, fraud prevention or business scoring agencies, or other credit scoring agencies including credit grantors and/or credit bureau and/or banks and/or other financial institutions in order to ascertain your information relating to creditworthiness and for fraud prevention purposes;
- 8.5.3. debt collection agencies or other debt recovery organisations;
- 8.5.4. law enforcement agencies, regulatory organisations, courts or other public authorities if we have to, or are authorised to by law; and
- 8.5.5. emergency services providers.

8.6. Planned transborder flows of personal information

Personal Information may be transferred outside of the Republic of South Africa provided that the country to which the data is transferred has adopted a law that provides for an adequate level of protection substantially similar to POPIA, the operator/third party undertakes to protect the Personal Information in line with applicable data protection legislation and the transfer is necessary in order to provide the legal and other related services that are required by Cell C's customers and employees.

8.7. A general description of information security measures to be implemented by Cell C

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

9. RECORDS AND DOCUMENTS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records available in terms of other legislation are as follows:

- Basic Conditions of Employment Act 75 of 1997.
- Companies Act 71 of 2008.
- Compensation for Occupational Injuries and Diseases Act 130 of 1993.
- Electronic Communications Act 36 of 2005.
- Employment Equity Act 55 of 1998.
- Income Tax Act 58 of 1962.
- Labour Relations Act 66 of 1995.
- National Credit Act 34 of 2005.
- Post Office Act 44 of 1958.
- Protection from Harassment Act 17 of 2011.
- Occupational Health and Safety Act 85 of 1993.
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000.
- Regional Services Councils Act 109 of 1985.
- Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002.
- Skills Development Act 97 of 1998.
- Skills Development Levies Act 9 of 1999.
- Value Added Tax Act 89 of 1991.
- Unemployment Insurance Act 30 of 1966.

10. SUBJECTS AND CATEGORIES OF RECORDS HELD BY CELL C

10.1. Cell C maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this PAIA 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 are those of third parties, such as clients and employees, and Cell C takes the protection of third party confidential information very seriously. In particular, where Cell C acts as a service provider to clients many of the records held are confidential and others are the property of Cell C's client and not of Cell C. For further information on the grounds of refusal of access to a record please see paragraph below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated.
- 10.3. The following is a list of records held by Cell C. Access to these documents may be protected by privacy or the grounds of refusal detailed in PAIA.

CATEGORY	SUBJECT/DESCRIPTION
Companies Act records	Documents of Incorporation; Memorandum and Articles of Association; minutes of Board and Directors meetings; resolutions; board presentations; records relating to the appointment of directors, auditors, secretary, public officers and other officers; share register; and other statutory registers.
Financial records	Accounts; invoices; reconciliations; credit/debit notes; journals; ledgers; balance sheets; income statements, trial balances; payment schedules; cheque runs; cash flow statements; banking records; annual financial statements; tax returns; accounting records; rental agreements; and asset register.
Income tax records	PAYE records; income tax records; documents relating to income tax; SARS payments; documents relating to VAT; Regional Service Levies; Skills Development Levies, UIF; and Workmen's Compensation.
Publications	Updates prepared by various departments within Cell C; and information booklets on products and packages provided by Cell C.
Sales and Marketing	Project proposals; copies of presentations for/from prospective business partners; in-house training; copies of advertisements placed by Cell C, content for Cell C's website; invitation lists to company functions, internal newsletters; business card details for employees; marketing database; publications; documents relating to intellectual property and copyright; and general correspondence.
Travel	Frequent flyer information; daily booking requests; travel agent invoices; general correspondence; foreign exchange orders; car insurance declarations; travel insurance declarations; travel profiles for monthly travel; corporate agreements with airlines, hotels and car rental companies; and travel booking confirmations.
Stationery/Mail	Order books; waybills; invoices; statements; record cards of voice records; and transcribers.
Administration	Minutes of meetings of various departments within Cell C; general correspondence; lease agreements; copies and correspondence relating to various insurance policies; general correspondence; work papers; operating manual of mechanical, electrical and technical systems; architects drawings; and copies of correspondence with regard to office building leases.

Human Resources	Contracts of employment; documents relating to remuneration structuring; job specifications; format/procedures for advertising positions; policy documents relating to general conditions of employment; performance evaluations; employment equity plan and reports; workplace skills plan and reports; personnel files; loan agreements; documents relating to disciplinary and grievance procedures; employment applications; forms relating to new staff appointments and confidentiality undertakings; medical aid records; pension fund records; leave records; training records; training manuals; remuneration schedules; various payroll reports; workmen's compensation documentation; pension fund documentation; medical aid scheme documentation; UIF and skills development documentation.
Documents relating to the internal departments within Cell C	Agreements; business documents; contracts; deeds; correspondence; litigation processes; reports; opinions; submissions; insurance policies; and the like relevant to the various departments within Cell C.
IT and Network	The network and the systems related to the network; network plans; network performance reports; list of base transceiver station sites and leases; all documents relating to base stations; billing systems; CD's, stiffy disks; IT literature; and instruction manuals.
Call Data Records	CDR's which are stored online for a period of one month may be retrieved within approximately twenty four hours. Retrieval time is volume dependent. CDR's which are archived after one month may be retrieved within approximately two months. Retrieval time is also volume dependent. There are high costs associated with retrievals.
Safety, Risk and Environmental Records	Audit reports; risk management system; internal policies and procedures; contracts; environmental scoping reports; locality maps; impact assessments; and advertisements.

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 Cell C 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, Cell C 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 Cell C, 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 Cell C 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 Cell C 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: R140.00.
 - 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 Cell C 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:
- 11.5.1.1. the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
 - 11.5.1.2. 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);
 - 11.5.1.3. if disclosure would result in the breach of a duty of confidence owed to a third party;
 - 11.5.1.4. if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
 - 11.5.1.5. if the record was produced during legal proceedings, unless that legal privilege has been waived;
 - 11.5.1.6. if the record contains trade secrets, financial or sensitive information or any information that would put Cell C (at a disadvantage in negotiations or prejudice it in commercial competition); and/or

11.5.1.7. if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Cell C.

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.

12.4. If you are not satisfied with such process, you have the right to lodge a complaint with the Information Regulator, using the contact details listed in paragraph 4.

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

(Address)

E-mail address: _____

Fax number: _____

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

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES

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

Reason:	
---------	--

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ 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	R140.00
2.	Photocopy 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: (i) Flash drive (to be provided by requestor) (ii) Compact disc • 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: (i) Flash drive (to be provided by requestor) (ii) Compact disc • 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	R145.00 R435.00
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.

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:

Tel number: +27 (0) 10 023 5200

OR

The Information Officer

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:	
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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 D - FORM 3 OUTCOME OF REQUEST AND OF FEES PAYABLE**OUTCOME OF REQUEST AND OF FEES PAYABLE**

[Regulation 8]

Note:

1. If your request is granted the-
 - a) amount of the deposit, (if any), is payable before your request is processed; and
 - b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

You requested:

Personal inspection of information at the registered address of Cell C (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 fees prescribed in Annexure B.	
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OR

You requested:

Printed copies of the information (including copies of an 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)	R40.00		
(iv) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from		
Copy of visual images	Service provider.		
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)	R40.00		
(iv) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	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: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch code: _____

Reference number: _____

Submit proof of payment to: _____

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

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. *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