



PAIA and POPI Manual

This manual was prepared in accordance with Section 51 of the Promotion of Access to Information Act, 2000 and to address requirements of the Protection of Personal Information Act, 2013.

This manual applies to Valortrade 1003 (PTY) Ltd T/A Debtors
Protection Legal Services (DPLS) Registration Number:
2012/054624/07
("DPLS")

Registered Office Address:
46 7TH Avenue, Newton Park, Port Elizabeth, 6045

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Valortrade 1003(Pty) Ltd
46 7th Avenue
Newton Park
Port Elizabeth
6045



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1 Introduction

The promotion of Access to Information Act, 2000 (the “Act”) gives third parties the right to approach private bodies and the government to request information held by them, which is required in the exercise and/or protection of any rights. On request, the private body or government is obliged to release such information unless the Act expressly states that the records containing such information may or must not be released. This manual informs requestors of procedural and other requirements which a request must meet as prescribed by the Act.

Nature of Business

The Company is an authorised and registered Debt Collection Service Provider.

Contact Details

Name of Body:	Valortrade 1003 (PTY) Ltd T/A Debtors Protection Legal Services (DPLS)
Head of Body:	Ernest Benjamin Saunders
Information Officer:	Gregory Saunders
Physical Address:	46 7 th Avenue Newton Park Port Elizabeth 6045
Postal Address:	P.O Box 7256 Newton Park Port Elizabeth 6055
Telephone Number:	+27 41 365 3413Email
Address:	popiainfo@dpls.co.za

2 Guide Of The South African Human Rights Commission

A guide to the Act (as contemplated under section 10 of the Act) is available from the South African Human Rights Commission. The guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. Any enquiries regarding this guide and its contents should be directed to:

The South African Human Rights Commission:
PAIA Unit (the Research and Documentation Department)
Postal address: Private Bag 2700, Houghton, 2041
Telephone: +27 11 484-8300
Fax: +27 11 484-7146
Website: <https://www.sahrc.org.za>
E-mail: PAIA@sahrc.org.za

3 Access To Records Held By DPLS

Records held by DPLS may be accessed on request only once the requirements for access have been met. A requester is any person making a request for access to a record of DPLS and in this regard, the Act distinguishes between two types of requesters:

3.1 Personal Requester

A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act and applicable law, DPLS will provide the requested information, or give access to any record about the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by DPLS.

3.2 Other Requester

This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, DPLS is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by DPLS.

3.3 Request Procedure

A requester must comply with all the procedural requirements contained in the Act relating to a request for access to a record. A requester must complete the request form enclosed herewith in [Appendix 1](#) and submit it, as well as the payment of a request fee, if applicable to the information officer at the physical address, or electronic mail address as stated herein. The request form must be filled in with enough information to at least enable the information officer to identify:

- The record or records requested
- The identity of the requester
- What form of access is required?
- The postal address or fax number of the requester.

A requester must state that he or she requires the information to exercise or protect a right, and clearly state what the nature of the right is, so to be exercised or protected. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.

DPLS will process a request within 30 days, unless the requestor has stated special reasons which would satisfy the information officer that circumstances dictate that this period not be complied with.

The requester shall be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the way it is required. If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the information officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally to the information officer.

3.4 Decision

DPLS will decide whether to grant or decline a request and give notice with reasons (if required) to that effect. The 30 day period within which DPLS has to decide whether to grant or refuse a request, may be extended for a further period of not more than 30 days if the request is for a large quantity of information, or the request requires a search for information that has been backup up and stored offsite and the information cannot reasonably be obtained within the original 30 dayperiod. The information officer will notify the requester in writing should an extension be necessary.

3.5 Grounds For Refusal Of Access To Records In Terms Of PAIA

The following are the grounds on which DPLS may, subject to the exceptions contained in Chapter 4 of PAIA, refuse a Request for Access in accordance with Chapter 4 of PAIA:

- 3.5.1 Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable.
- 3.5.2 Mandatory protection of the commercial information of a third party, if the Records contain:
 - a) Trade secrets of that third party
 - b) Financial, commercial, scientific, or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
 - c) Information disclosed in confidence by a third party to DPLS, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition
- 3.5.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- 3.5.4 Mandatory protection of the safety of individuals and the protection of property.
- 3.5.5 Mandatory protection of Records that would be regarded as privileged in legal proceedings.
- 3.5.6 Protection of the commercial information of DPLS, which may include:
 - a) Trade secrets
 - b) Financial/commercial, scientific, or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of DPLS.
 - c) Information which, if disclosed, could put DPLS at a disadvantage in contractual or other negotiations or prejudice DPLS in commercial competition; and/or
 - d) Computer programs which are owned by JT, and which are protected by copyright and intellectual property laws.
- 3.5.7 Research information of DPLS or a third party, if such disclosure would place the research or the researcher at a serious disadvantage, and
- 3.5.8 Requests for Records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

3.6 Remedies Available To The Requester Upon Refusal Of A Request For Access Of PAIA

- 3.6.1 Internal remedies
 - DPLS does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and Requesters will have to exercise such external remedies at their disposal if the Request for Access is refused.
- 3.6.2 External remedies
 - In accordance with sections 56(3) (c) and 78 of PAIA, a Requestor may apply to a court for relief within 180 days of notification of the decision for appropriate relief.

4 Fees

The Act provides for two types of fees:

Fees can be scrutinized in [Appendix 2](#).

A request fee, (which will be a standard fee) and an access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs where applicable. When a request is received by the information officer of DPLS, the information officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, if any, before further processing of the request can take place. If a search for the information is necessary and the preparation and disclosure of the information for disclosure, requires more time than prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit if the request is granted.

The information officer shall withhold information until the requester has paid the fee or fees indicated. A requester whose request for access to information has been granted, must pay an access fee reproduction, for search, preparation, and for any time in excess of the prescribed hours to prepare the information for disclosure including making arrangements to make it available in the request form. If a deposit has been paid in respect of a request for access, which is refused, then the information officer shall repay the deposit to the requester.

5 Categories Of Records Held By The Company: Section 51(1)(E)

5.1 Companies Act Records

- Company Incorporation
- Names of Directors
- Salaries of Directors
- Minutes of Board Meetings
- Records relating to the appointment of directors / auditor / secretary / public officer and other officers

5.2 Financial Records

- Financial Statements
- Documents relating to taxation of the company
- Accounting Records
- Financial Agreements

5.3 Agreements or Contract Records

- Standard Agreements
- Contracts concluded with Companies
- Contracts concluded with Customers
- Third Party Contracts (such as Service Level Agreements etc.)
- Suppliers Contracts

5.4 Employees

- List of Employees
- Personal Information of Employees
- Employee Contracts of Employment
- Salaries of Employees
- Leave Records

5.5 Company Policies and Directives

- Internal relating to employees and the company
- External relating to clients and other third parties

5.6 Regulatory

- Licenses or Authorities

5.7 Customer Information

- Customer Details
- Contact details of individuals within Customers
- Communications with Customers

5.8 Systems, Solutions, and Information Technology

- Intellectual property pertaining to solutions and products developed.
- Usage of solutions and products

5.9 Reference Materials

- Newsletters and Journal Articles
- Magazines
- Newspaper Articles

6 Protection of Personal Information That Is Processed by DPLS

6.1 Conditions of Processing

Chapter 3 of POPI provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPI. Below is a description of the eight Conditions for Lawful Processing as contained in POPI:

- a) Accountability - the Responsible Party has an obligation to ensure that there is compliance with POPI in respect of the Processing of Personal Information.
- b) Processing limitation - Personal Information must be collected directly from a Data Subject to the extent applicable; must only be processed with the consent of the Data Subject and must only be used for the purposes for which it was obtained.
- c) Purpose specification - Personal Information must only be processed for the specific purpose for which it was obtained and must not be retained for any longer than it is needed to achieve such purpose.
- d) Further processing limitation - further processing of Personal Information must be compatible with the initial purpose for which the information was collected.
- e) Information quality - the Responsible Party must ensure that Personal Information held is accurate and updated regularly and that the integrity of the information is maintained by appropriate security measures.
- f) Openness - there must be transparency between the Data Subject and the Responsible Party.
- g) Security safeguards - a Responsible Party must take reasonable steps to ensure that adequate safeguards are in place to ensure that Personal Information is being processed responsibly and is not unlawfully accessed.
- h) Data Subject participation - the Data Subject must be made aware that their information is being processed and must have provided their informed consent to such processing.

6.2 Purpose of the Processing of Personal Information by DPLS

As outlined in paragraph 6.1c, Personal Information may only be Processed for a specific purpose. The purposes for which DPLS Processes or will Process Personal Information, is set out in [Appendix 3](#).

6.3 Categories of Data Subjects and Personal Information/special Personal Information relating thereto

As per section 1 of POPI, a Data Subject may either be a natural or a juristic person. [Appendix 3](#) sets out the various categories of Data Subjects that DPLS Processes Personal Information on and the types of Personal Information relating thereto.

6.4 Recipients of Personal Information

Part 3 of Appendix 5 outlines the recipients to whom DPLS may provide a Data Subjects Personal Information to.

6.5 Cross-Border Flows Of Personal Information

Section 72 of POPI provides that Personal Information may only be transferred out of the Republic of South Africa:

- a) If the recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially like the Conditions for Lawful Processing as contained in POPI; or
- b) If the Data Subject consents to the transfer of their Personal Information; or
- c) If the transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
- d) If the transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
- e) If the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would likely provide such consent.

DPLS does not do any Cross-Border transfers of any Personal Information relating to employees, clients, companies, or organization.

6.6 Description of information security measures to be implemented by DPLS

[Section D of Appendix 3](#) sets out the types of security measures to be implemented by DPLS to ensure that Personal Information is respected and protected.

A preliminary assessment of the suitability of the information security measures implemented or to be implemented by DPLS may be conducted in order to ensure that the Personal Information that is processed by DPLS is safeguarded and Processed in accordance with the Conditions for Lawful Processing.

6.7 Objection to the Processing of Personal Information by a Data Subject

Section 11 (3) of POPI and regulation 2 of the POPI Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form attached to this manual as [Appendix 5](#) subject to exceptions contained in POPI.

6.8 Request for correction or deletion of Personal Information

Section 24 of POPI and regulation 3 of the POPI Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as [Appendix 4](#) to this Manual.

Appendix 1

Request For Access To The Record To Be Completed By A Requester

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

The Head:

B. Particulars of Person Requesting access to the Record

- | |
|--|
| <ul style="list-style-type: none">a) The particulars of the person who requests access to the record must be given below.b) The address and/or Fax number 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. |
|--|

Full Names and Surname:

Identity Number:

Postal Address:

Fax Number:

Telephone Number:

E-Mail Address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of Person on whose behalf request is made

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

Full Names and Surname:

Identity Number:

D. Particulars of Record

- | |
|--|
| <ul style="list-style-type: none">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 folio and attach it to this form. The requester must sign all the additional folios. |
|--|

1. 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.

Reason for exemption from payment of fees:

F. Form of Access to Record

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.

Disability:

Form in which Record is required:

Mark the appropriate box with an X.

NOTES:

- (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 written or printed form			
<input type="checkbox"/>	Copy of Record*	<input type="checkbox"/>	Inspection of Record
2. If record consists of visual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):</i>			
<input type="checkbox"/>	View the Images	<input type="checkbox"/>	Copy of the Images*
<input type="checkbox"/>		<input type="checkbox"/>	Transcription of the Images*
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	listen to the soundtrack (audio cassette, CD, DVD, or digital audio format)	<input type="checkbox"/>	Transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	Printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (CD, DVD, or digital audio format)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.			<input type="checkbox"/>

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 that 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?

Signed at _____ this _____ day _____ of 20 _____

Signature of Requester/Person on whose behalf request is made

Appendix 4

Applicable Fees In Respect Of Private Bodies In Relation to PAIA

Fees in respect of Private Bodies

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 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:	
I. Compact Disc	R70.00
II. DVD	R70.00
III. Digital Audio Format	R30.00
IV. For a transcription of visual images, for an A4-size page or part thereof	R40.00
V. For a copy of visual images	R70.00
VI. For a transcription of an audio record, for an A4-size page or part thereof	R20.00
VII. For a copy of an audio record	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. 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:	
VIII. Compact Disc	R70.00
IX. DVD	R70.00
X. Digital Audio Format	R30.00
XI. For a transcription of visual images, for an A4-size page or part thereof	R40.00
XII. For a copy of visual images	R70.00
XIII. For a transcription of an audio record, for an A4-size page or part thereof	R20.00
XIV. For a copy of an audio record	R30.00
d) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	
1. For purposes of section 54 (2) of the Act, the following applies:	
a) Six hours as the hours to be exceeded before a deposit is payable; and	
b) one third of the access fee is payable as a deposit by the requester.	
2. The actual postage is payable when a copy of a record must be posted to a requester.	

Appendix 5

Processing Of Personal Information In Accordance With POPI

A. Purpose of Processing

DPLS uses personal information under its care in the following manner:

- Administration
- Rendering services according to contractual agreements
- Staff administration
- Complying with Tax Laws
- Keeping accounts of records

B. Categories of Data Subjects and their Personal Information

DPLS may possess records relating to suppliers, shareholders, service providers, staff, vendors, and clients:

Data Subject	Information Processed
Clients – Natural Persons	Names, contact details, postal address, date of birth, ID number, Tax related information, nationality, gender, confidential correspondence
Clients – Juristic Persons / Entities	Names of contact persons, Name of Legal Entity, Physical and Postal address and contact details, Registration Number, Founding documents, Tax related information, authorised signatories
Service Providers	Names of contact persons; Name of Legal Entity, Physical and Postal address and contact details, Registration Number, Founding document, Tax related information, authorised signatories, beneficiaries, ultimate beneficial owners
Vendors	Names of contact persons; Name of Legal Entity, Physical and Postal address and contact details, Registration Number, Founding document, Tax related information, authorised signatories, beneficiaries, ultimate beneficial owners
Employees / Directors	Gender, Pregnancy, Marital Status, Ethnicity, Age, Language, Education information, Financial Information, Employment History, ID number, Physical and Postal address, Contact details, Criminal behaviour, Well-being

C. Actual or Planned Transborder Flows of Personal Information

DPLS has no planned transborder flow of information for South African citizens.

D. General Description of Information Security Measures

DPLS employs up to date technology to ensure the confidentiality, integrity, and availability of the Personal Information under its care. Measures include:

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control
- Secure setup of hardware and software making up the IT infrastructure

Appendix 6

Request For Amendment, Correction Or Erasure Of Personal Data

Section 24 of POPI and regulation 3 of the POPI Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted as held by us.

As a main rule, your request will be handled free of charge. However, if we were to find your request to be manifestly unfounded, excessive, or repetitive, we may charge a reasonable fee based on the administrative cost of providing the information and not exceeding R50.00.

Please fill out the details below and we will get back to you 30 calendar days upon receipt of a fully completed form, proof of identity and other required documents, if applicable. The aforementioned documentation should be sent to the following address: Information Officer, Valortrade 1003 (Pty) Ltd, 46 7th Avenue, Newton Park, Port Elizabeth, 6045.

Details of the person requesting Amendment, Correction or Erasure	
Full Name	
Address	
Date of Birth	
E-mail Address	
Phone Number	

Your Role	
	I am the data subject
	I am not the data subject, though I am acting on behalf of the data subject by virtue of a power of attorney
	I am not the data subject, but I am acting on behalf of a data subject as its parent or legal guardian.

Proof of Identity and Authority Submitted	
	Driving License
	Passport
	Identity Document
	Power of Attorney
	Evidence of parental responsibility or legal guardianship

Amendment	
	I wish to amend my personal data (proof of identity must be provided).
	I wish to amend personal data concerning a data subject that I am acting on behalf of (proof of identity of the representative, a power of attorney and proof of identity of the data subject must be provided).
	I wish to amend personal data concerning a data subject to whom I am a parent or legal guardian (proof of identity and evidence of parental responsibility or legal guardianship must be provided).
Type of personal data you wish to amend:	
Describe the amendment:	

Correction	
	I wish to correct my personal data (proof of identity must be provided).
	I wish to correct personal data concerning a data subject that I am acting on behalf of (proof of identity of the representative, a power of attorney and proof of identity of the data subject must be provided).
	I wish to correct personal data concerning a data subject to whom I am a parent or legal guardian (proof of identity and evidence of parental responsibility or legal guardianship must be provided).
Type of personal data you wish to correct:	
Describe the correction:	

Erasure	
	I wish to erase my personal data (proof of identity must be provided).
	I wish to erase personal data concerning a data subject that I am acting on behalf of (proof of identity of the representative, a power of attorney and proof of identity of the data subject must be provided).
	I wish to erase personal data concerning a data subject to whom I am a parent or legal guardian (proof of identity and evidence of parental responsibility or legal guardianship must be provided).
Describe the type of personal data you wish to erase:	

By signing this form, you certify that the information you have provided is correct to the best of your knowledge and that you are the person to whom it relates or that you are legally entitled to act on behalf of such person. You understand that it may be necessary to obtain further information in order to comply with this request.

Signature: _____

Date: _____

Appendix 5

Form To Object To The Processing Of Personal Information In Terms Of POPI

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, 2017, Regulation 2(1)

Please Note:

- a. Affidavits or other documentary evidence in support of the object needs to be attached to this form.
- b. If more space is required add additional pages as appendices to this form.

Details of Data Subject	
Name and Surname	
Address	
Phone Number	
Fax Number	
E-mail	
Details of Responsible Party	
Name and Surname of the Responsible Person, Public, or Private Body	
Address	
Phone Number	
Fax Number	
E-mail	

