



PROMOTION OF ACCESS TO INFORMATION MANUAL

zenAptix (Pty) Ltd

("The Company")

zenAptix (Pty) Ltd

Atrium on 5th, Sandton City, Sandton, Johannesburg, 2196, South Africa

Reg no: 2003/006121/07

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1. RIGHT OF ACCESS TO INFORMATION

1.1 Introduction

The 1996 South African Constitution, by providing a statutory right of access on request to any record held by the state as well as access to records held by private bodies, entrenches the fundamental right to access to information. The Promotion of Access to Information Act 2 of 2000 (“the Act”), which came into effect on 9 March 2001, seeks to advance the values of transparency and accountability in South Africa and provides the mechanism for requesters to exercise and protect their constitutional right to request access to a record.

The Act establishes the following statutory rights of requesters to any record of a private body if:

- That record is required for the exercise or protection of any of his or her legal rights;
- That requester complies with all the procedural requirements; and
- Access is not refused in terms of any ground referred to in the Act.

In terms of the Act private bodies are required to publish a manual to assist requesters who wish to request access to a record.

1.2 Availability of the Company’s PAIA Manual and Entry Point for requests

This document serves as the Company’s PAIA Manual (“the Manual”) in accordance with the requirements of section 51 of the Act to facilitate access to records held by the Company. A copy of this Manual is available to any person of the public in a PDF (“Portable Document Format”) version on the website of the Company at <https://www.zenaptix.com/> or on request from the Information Officer referred to in this Manual. The Company endorses the spirit of the Act and believes that this Manual will assist requesters in exercising their rights.

In summary the Manual provides information on the:

- Contact details of the Information Officer;
- Structure and functions of the Company;
- Subjects and categories of records that are held by the Company; and
- Procedure that needs to be followed and criteria that must be met by a requester to request access to a record

1.3 Who may request access to information:

The Act provides that a requester is only entitled to access a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise or protect a right, will be considered. A requester may act in different capacities in making a request for a record. This will influence the amount to be charged when a request has been lodged.

Requesters may make a request as:

- A personal requester who requests a record about him/herself;
- An agent requester who requests a record on behalf of someone else with that person’s consent and where it is required for the protection of that person’s legal right;
- A third-party requester who requests a record about someone else with that person’s consent and where it is required for the protection of that person’s legal right; and
- A public body who may request a record if:
 - It fulfills the requirements of procedural compliance;
 - The record is required for the exercise or protection of a right; and
 - No grounds for refusal exist.

1.4 Contact Details of the Company’s Information Officer

The Managing Director of the Company has delegated his powers to the Information Officer below in terms of the Act to handle all requests on the Company’s behalf and ensure that the requirements of the Act are administered in a fair, objective and unbiased manner.

Company’s contact details

Function	Information Officer:	Deputy Information Officer
Name	Chris Williams	Henry Msiska
Contact Number	082 445 5873	072 341 4504
General Email	informationofficer@zenaptix.com	informationofficer@zenaptix.com
Company’s Physical Address	Atrium on 5th, Sandton City, Sandton, Johannesburg, 2196, South Africa	Atrium on 5th, Sandton City, Sandton, Johannesburg, 2196, South Africa

1.5 Policy regarding Confidentiality and Access to Information

- The Company will protect the confidentiality of information provided to it by third parties, subject to the Company’s obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information. If access is requested to a record that contains information about a third party, the Company 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 that 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.

1.6 Guidance to Requesters on how to use the Act

- Guidelines in terms of section 10 of PAIA that will facilitate ease of use of the Act for Requesters can be obtained from the Information Regulator of South Africa as set out below:

Postal Address:

Information Regulator of South Africa
P.O Box 31533, Braamfontein, Johannesburg, 2017

Physical Address

- JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001 General enquiries email address: infoereg@justice.gov.za
- Complaints can be directed to: complaints.IR@justice.gov.za

2. COMPANY'S GROUP STRUCTURE

2.1 Scope

This Manual has been prepared in respect of the Company for the South African business. The scope of this Manual excludes the Company's operations outside South Africa and will serve to provide a reference regarding the records held by the Company at its Registered Office.

2.2 The Company's Profile

The Company is registered with the National Credit Regulator as a credit bureau in terms of Section 43 of the National Credit Act No 34 of 2005. The Company's NCR registration number is NCRCB05.

The Company processes personal information inclusive of consumer credit information for purposes

- as set out in Regulation 18 (4) of NCA or;
- as contemplated in the NCA or;
- with consent of the data subject or;
- as per POPIA.

The Company's clients include entities that process personal information in accordance with the NCA or have the consumer consent to process their personal information for a business purpose or for a legitimate interest as per POPIA.

The Company processes personal information provided by its clients in order to register the company as a client so that the company can access personal information hosted by the Company or when the personal information is provided by a service provider of the Company to register the company as a service provider to the Company.

Personal Information of prospective employees are processed during the recruitment and selection process, or where the information is of an employee, processes required in order to maintain the employment relationship.

3. CLASSES OF RECORDS

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3.1 Automatic Disclosure: – Records automatically available to the Public

No notice has been published in terms of section 52 of the Act.

3.2 Legislative requirements: – Records available in accordance with other legislation

Records are kept in accordance with such other legislation as applicable to the Company, which includes, but is not-limited to:

zenAptix, as a Company	<ul style="list-style-type: none"> • Constitution of the Republic of South Africa Act, 108 of 1996 • Companies Act 71 of 2008 • Value Added Tax Act,89 of 1991 • Income Tax Act,58 of 1962 • Tax Administration Act, 28 of 2011 • Taxation Laws Amendment Act (latest amendment Act) • Broad-Based Black Economic Empowerment Act 53 of 2003 • Skills Development Levies Act 9 of 1999 • Copyright Act,98 of 1978 • Competition Act 89 of 1998
Company as an Employer	<ul style="list-style-type: none"> • Labour Relations Act, 66 of 1995 • Basic Conditions of Employment Act 75 of 1997 • Occupational Health and Safety Act, 85 of 1993 • Compensation of Occupational Injuries and Diseases Act, 130 of 1993 • Employment Equity Act, 55 of 1998 • Disaster Management Act, 57 of 2002 • Unemployment Insurance Act, 63 of 2001 • Skills Development Act 97 of 1998 • Pension Funds Act,24 of 1956
Company, as a Business	<ul style="list-style-type: none"> • Consumer Protection Act68 of 2008 • Electronic Communications and Transaction Act;25 of 2002 • Protection of Personal Information Act,4 of 2013 • National Credit Act, No 34 of 2005

Although the Company has used its best endeavors to supply you with a list of applicable legislation it is possible that the above list may be incomplete. Wherever it comes to the Company’s attention that existing or new legislation allows a requester access on a basis other than that set out in the Act, we shall update the list accordingly.

3.3 Records held by the Company: – Record Subjects and Categories

- The information may be classified and grouped according to Records relating to the following subjects and categories. It is also recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter:

<p>Corporate Secretariat and Governance</p>	<ul style="list-style-type: none"> • Applicable Statutory Documents • Annual Reports • Board of Directors and Board Committee Terms of Reference • Codes of Conduct • Executive Committee Meeting Minutes • Legal Compliance Records • Memoranda of Incorporation • Minutes of Board of Directors and Board Committee Meetings • Minutes of Shareholders' Meetings • Group Policies and Procedures • Share Certificates • Shareholder Agreements • Share Registers • Strategic plans • Statutory Returns to Relevant Authorities
<p>Finance and Taxation</p>	<ul style="list-style-type: none"> • Policies and Procedures • Accounting Records • Annual Financial Statements • Audit Reports • Capital Expenditure Records • Investment Records • Invoices and Statements • Management Reports • Purchasing Records • Sale and Supply Records • Tax Records and Returns • Treasury Dealing • Transactional Records
<p>Human Resources</p>	<ul style="list-style-type: none"> • Education and Training Records • Employee Benefit Records • Employment Contracts • Employment Equity Records • Employee Information • Employee Share Option Scheme • Policies and Procedures • Group Life • Leave Records • Medical Records • Pension and Retirement Funding Records • Study assistance scheme/s • Tax Returns of employees • UIF Returns
<p>Information Technology</p>	<ul style="list-style-type: none"> • Agreements • Disaster Recovery

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	<ul style="list-style-type: none"> • Hardware and Software Packages • Policies and Procedures • Internal Systems Support and Programming • Licenses • Operating Systems
Intellectual Property	<ul style="list-style-type: none"> • Trademark applications • Agreements relating to intellectual property • Copyrights
Legal	<ul style="list-style-type: none"> • Complaints, pleadings, briefs and other documents pertaining to any actual or pending litigation, arbitration or investigation • Material licenses, permits and authorizations
Sales, Marketing and Communication	<ul style="list-style-type: none"> • Brochures, Newsletters and Advertising Material • Client Information • Marketing Brochures • Marketing Strategies • Product Brochures • Policies and Procedures

3.4 Personal Information held by the Company:

The Company may hold Personal Information of the following types of Data Subjects: Employees, clients, suppliers, holding or sister companies, joint ventures and/ or service providers or other organisations and persons.

3.5 Categories of Data Subjects

The Company may process the personal information of the following categories of data subjects, which includes current, past and prospective data subjects:

- Customer and employees, representatives, agents, contractors and service providers of such customers;
- Suppliers, service providers to and vendors of the Company and employees, representatives, agents, contractors and service providers of such suppliers and service providers;
- Directors and officers of the Company;
- Shareholders;
- Job applicants;
- Existing and former employees (including contractors, agents, temporary and casual employees);
- Visitors to any premises of the Company; and Complaints, correspondents and enquiries.

4. ACCESS PROCEDURE AND REQUESTS

The purpose of this section is to:

- provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by the Company. It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of the Act.
- In addition, the successful completion and submission of an access request form does not automatically 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 certain category as specified within Part 3 Chapter 4 of the Act.

- If it is reasonably suspected that the requester has obtained access to the Company's records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

4.1. Guidance on Completion of Prescribed Access Form:

4.1.1. In order for the Company to facilitate your access to a record you need to complete the attached prescribed access form attached hereto as Annexure B. Please take note that the prescribed access form must be completed in full, failure to do so will result in the process being delayed until such additional information is provided. The Company will not be held liable for delays due to receipt of incomplete forms. Due cognisance should be taken of the following instructions when completing the Access Request Form because the Information Officer shall not process any request for access to a record until satisfied that all requirements have been met:

- The Access Request Form must be completed in the English language
- Proof of identity is required to authenticate the requesters identify. If the requester acts as an agent requester, the requester shall provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above.
- Type or print in BLOCK LETTERS an answer to every question.
- If a question does not apply, state "N/A" in response to that question.
- If there is nothing to disclose in reply to a particular question, state "nil" in response to that question.
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional attached folio.
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

4.1 Submission of Prescribed Access Form:

The completed Access Request Form must be submitted either via conventional mail, e-mail or fax and must be addressed to the Information Officer.

4.2 Payment of Prescribed Fees:

Payment details can be obtained from the Information Officer and payment can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied. Four types of fees are provided for in terms of the Act:

- Request fee: An initial, non-refundable R57.00 (incl. VAT) is payable on submission. This fee is not applicable to Personal Requesters, referring to any person seeking access to records that contain their personal information.
- Reproduction fee: This fee is payable with respect to all records that are automatically available.

- Access fee: If the request for access is successful an access fee may be required to re-imburse the Company for the costs involved in the search, reproduction and/or preparation of the record and will be calculated based on the Prescribed Fees.
- Deposit: A deposit of one third (1/3) of the amount of the applicable access fee, is payable if the Company receives a request for access to information held on a person other than the requester himself/herself and the preparation for the record will take more than six (6) hours. In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

4.3 Notification:

4.3.1 The Company will within thirty (30) days of receipt of the request decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

4.3.2 The thirty (30) day period within which the Company has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days, if the request is for a large volume of information, or the request requires a search for information held at another office of the Company and the information cannot be reasonably be obtained within the original thirty (30) day period. The Company will notify the requester in writer should an extension be sought.

4.3.3 If the request for access to a record is successful, the requester will be notified of the following:

- The amount of the access fee payable upon gaining access to the record;
- An indication of the form in which the access will be granted; and
- Notice that the requester may lodge an application with a court against the payment of the access fee and the procedure, including the period, for lodging the application.
- If the request for access to a record is not successful the requester will be notified of the following:
 - Adequate reasons for the refusal (refer to Third Party Information and Grounds for Refusal); and
 - That the requester may lodge an application with a court against the refusal of the request and the procedure, including the period, for lodging the application.

4.4 Records that cannot be found or do not exist:

If the Company has searched 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. This will include the steps that were taken to try to locate the record.

5. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS AND APPEAL

5.1 Grounds for Refusal Chapter 4:

The thirty (30) day period within which the Information Officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has complied with all the requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer.

5.1.1 Requests may be refused on the following grounds, as set out in the Act:

- Mandatory protection of privacy of a third party who is a natural person, including a deceased person, which would involve the unreasonable disclosure of personal information of that natural person.
- Mandatory protection of commercial information of a third party or the Company, if the record contains:
 - Trade secrets of the third party or the Company;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the third party or the Company; and
 - Information disclosed in confidence by a third party to the Company if the disclosure could put that third party to a disadvantage or commercial competition.
- Mandatory protection of certain confidential information of a third party if disclosure of the record would result in a breach of a duty of confidence owed to that party in terms of an agreement;
- Mandatory protection of the safety of individuals, and the protection of property;
- Mandatory protection of records privileged from production in legal proceedings, unless the legal privilege has been waived; and
- Mandatory protection of research information of a third party and of the Company.

5.2 Appeal

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Information Officer’s decision, apply to court for appropriate relief.

6. PRESCRIBED FEES

Fees in Respect of Private Bodies (excluding VAT)

Description	Fee Amount
The request fee payable by every requester	R140.00
Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof
Printed copy of A4-size page	R2.00 per page or part thereof
For a copy in a computer-readable form on:	
(i) Flash drive (to be provided by requester)	R40.00
(ii) Compact disc	
• If provided by requester	R40.00
• If provided to the requester	R60.00
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service Provider

Copy of visual images	Service to be outsourced. Will depend on quotation from Service Provider
Transcription of an audio record, per A4-size page	R24.00
Copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R40.00 R60.00
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
Deposit : If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
Postage, email, or any other electronic transfer	Actual expense if any.
Transcription of an audio record, per A4-size page	R24.00

7. SHARING OF PERSONAL INFORMATION

7.1. The Company may supply personal information to the following recipients:

- Regulatory, statutory and government bodies;
- Suppliers, service providers, vendors, agents and representatives of the Company;
- Employees of the Company;
- Shareholders and other stakeholders;
- Third party verification agencies and credit bureau;
- Collection agencies;
- Banks and other financial institutions.

7.2. The Company Security measures to protect personal information with:

- The Company takes the security of your data seriously and therefore reasonable technical and organisational measures have been implemented to protect to protect personal information. The Company has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.
- The Company will take steps to ensure that third party providers who process personal information on behalf of the Company apply adequate safeguards as required in terms POPIA.

7.3. Transborder Flows of Personal Information:

- The Company may from time to time transfer personal information to another country for the purposes of rendering services to employees and customers. The Company will take the

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necessary steps to ensure that services providers and third-party operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information in terms of POPIA.

7.4. Purpose of Processing of Personal Information

The Company processes personal information of data subjects for the purposes of:

- Fulfilling its statutory obligations in terms of applicable legislation, including but not limited to the Nation Credit Act No 34 of 2005;
- Verifying information provided to the Company;
- Obtaining information necessary to provide contractually agreed services to a customer;
- Monitoring, maintaining and managing the Company’s contractual obligations to customers, clients, suppliers, service providers, employees, directors and other third parties;
- Marketing and advertising;
- Resolving and tracking complaints;
- Monitoring and securing the assets, employees and visitors to the premises of the Company;
- Historical record keeping, research and recording statistics necessary for fulfilling the Company’s business objectives.

7.5. Types of Personal Information

Categories individuals and juristic entities	Categories of personal information held	Availability
Employees	<ul style="list-style-type: none"> • ID number • Contact details • Physical and postal address • Date of birth • Age • Disability • Information • Employment history • Criminal/background checks • Fingerprints • CVs • Education history • Banking details • Income tax reference number • Remuneration and benefit information (including medical aid, pension/provident fund information) • Details related to employee performance • Disciplinary procedures • Employee disability information • Employee pension and provident fund information 	Not automatically available

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	<ul style="list-style-type: none"> • Employee contracts • Employee performance records • Physical access records • CCTV records • Health and safety records • Time and attendance records 	
Suppliers/Service Providers	<ul style="list-style-type: none"> • Entity name • registration number • income tax number • contact details for representative persons • FICA documentation • BBB-EE certificates • Invoices • Contractual documentation 	Not automatically available
Directors and Shareholders	Name, Surname, ID numbers, Financial information as required for statutory reporting	Not automatically available
New Job Applicants	<ul style="list-style-type: none"> • Name • Surname • Address • Contact details • Email address • Telephone number • Details of qualifications • Skills • Experiences and employment history • Information about your current level of remuneration, including benefit entitlements, whether or not you have a disability for which the Company needs to make reasonable adjustments during the recruitment process, and information about your entitlement to work in South Africa 	Not automatically available
Website Visitors	<ul style="list-style-type: none"> • Name • Email address • Company name • Job title and telephone number 	
Visitors	<ul style="list-style-type: none"> • Physical access records • Electronic access records scans and CCTV records 	Not automatically available
Employee's Children	<ul style="list-style-type: none"> • Name • Address and contact details • Birth certificates • Age • Child medical information 	Not automatically available

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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 private body

The Head:

B. Particulars of person requesting access to the record

- | | |
|-----|---|
| (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 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 <i>ONLY</i> if a request for information is made on behalf of <i>another</i> person.

Full names and surname: _____

Identity number: _____

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 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 for 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 this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
<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	<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:			

	printed copy of record*		printed copy of information derived from the record"		copy in computer readable form* (stiffy or compact disc)	
'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.					YES	NO

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:

1. 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?

Signed at _____ this _____ day of _____ 20_____.

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE