

Bliss Brands (Proprietary) Limited
(PRIVATE BODY)

2001/009596/07

Promotion of Access to
Information Manual (PAIA)

Produced in terms of
Section 51(1) of the Promotion of Access to
Information Act 2 of 2000 (“the Act”) (as amended)

AND

Section 58 (2) of the Protection of Personal Information Act, 2013 (No. 4
of 2013) (“the Act”)

Both referred to as the “**Act**” for purposes of this document.

April 2025
Version 2

A copy of the manual will be available for inspection at the offices of **Bliss Brands (Proprietary) Limited** and will be published on the current website of **Bliss Brands (Proprietary) Limited**, www.blissbrands.com

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 “IO”	Information Officer
1.2 “DIO”	Deputy Information Officer
1.3 “PAIA”	Promotion of Access to Information Act No. 2 of 2000(as amended)
1.4 “POPIA”	Protection of Personal Information Act No.4 of 2013
1.5 “Regulator”	Information Regulator
1.6 “Republic”	Republic of South Africa
1.7 “(Pty) Ltd”	Proprietary Limited

1.8 Terms used in this document

- 1.8.1 Terms defined in the “Act” shall have the meaning set out therein
- 1.8.2 Reference to sections shall be a reference to sections in the “Act”
- 1.8.3 “Responsible Party” - Bliss Brands (Proprietary) Limited
- 1.8.4 “Data Subject “- Clients, Customers, Service Providers, Employees

2. PURPOSE

2.1 The purpose of this document is to serve as the PAIA Manual of Bliss Brands (Proprietary) Limited : 2001/009596/07 as required in terms of the Promotion of Access to Information Act 2 of 2000 ("PAIA") and Protection of Personal Information Act 4 of 2013 ("POPIA"), and to provide a reference as to the records held and the procedures that need to be followed to request access to such records.

2.2 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

2.3 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;

2.4 know the description of the records of the body which are available in accordance with any other legislation;

2.5 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;

2.6 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

2.7 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

2.8 know the recipients or categories of recipients to whom the personal information may be supplied;

2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied;

2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. INTRODUCTION

Bliss Brands (Proprietary) Limited (further stated as "the private company") with registration number **2001/009596/07**, was formed on 02 May 2005. We are a company that deals in manufacturing and distribution of washing detergents and all allied products.

PARTICULARS IN TERMS OF SECTION 51 AND 58 OF THE "ACT"

The reference, in this Manual, to any information in addition to that specifically required in terms of Section 51 and Section 58 of the "Act" does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the "Act".

4. CONTACT DETAILS FOR ACCESS TO INFORMATION *[Section 51(1) (a)]*

Name of Private Body:	Bliss Brands (Proprietary) Limited
Directors:	Shoaib Iqbal and Akbar Iqbal
Designated Information Officer:	Muhammad Munaf Makda
Email address of Information Officer:	munaf@blissbrands.com
Designated Deputy Information Officer:	Vaneshree Naicker
Email address of Information Officer:	vaneshree.naicker@blissbrands.com
Postal address:	P O Box 1507, Crown Mines, Johannesburg, Gauteng, 2025
Street address:	No 66 Springbok Road, Longdale, Industria, Johannesburg, Gauteng, 2093
Phone number:	011 474 2626
Fax number:	011 474 2233
Email address:	munaf@blissbrands.com
Website:	www.blissbrands.com

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

5.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

5.2. The Guide is available in each of the official languages and in braille.

5.3. The aforesaid Guide contains the description of-

5.3.1. the objects of PAIA and POPIA;

5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

5.3.2.1. the Information Officer of every public body, and

5.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²

5.3.3. the manner and form of a request for-

5.3.3.1. access to a record of a public body contemplated in section 11³; and

5.3.3.2. access to a record of a private body contemplated in section 50⁴;

5.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

1 Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

2 Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

3 Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

4 Section 50(1) of PAIA- A requester must be given access to any record of a private body if

a) that record is required for the exercise or protection of any rights;

b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and

c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

5 Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

6 Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

7 Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

8 Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

9 Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

10 Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

11 Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

(a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

- 5.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 5.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 5.3.6.1. an internal appeal;
 - 5.3.6.2. a complaint to the Regulator; and
 - 5.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 5.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 5.3.10. the regulations made in terms of section 92¹¹

5.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

5.5. The Guide can also be obtained-

- 5.5.1. upon request to the Information Officer;
- 5.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

5.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

- 5.6.1 Available in English and Afrikaans.

6. CATEGORIES OF RECORDS OF BLISS BRANDS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

- 6.1 Promotional and Marketing material- available on the website for download or viewing and available on request via telephone or email.
- 6.2 PAIA Manual - available on the website for download or viewing and available on request via telephone or email.
- 6.3 Privacy Policy- available on the website for download or viewing and available on request via telephone or email.
- 6.4 Company Information- available on the website for download or viewing and available on request via telephone or email.

7. PROCESSING OF PERSONAL INFORMATION

7.1 Personal information (also commonly known as personally identifiable information (PII) or personal data) is information that can be used to identify you, or any other individual to whom the information may relate.

The personal information that we collect directly from those registering for or who may use the Service, includes the following categories:

- Name and contact information (e.g. identity number, address; phone number; email, fax);
 - Age, gender, sex;
 - Billing Information (e.g., bank account, billing contact information)
 - Employment Information
 - Company/employer information
 - Geographic or location information
 - Other information that may be exchanged in the course of engaging with the Service.
- You will be aware of any subsequently collected information because it will come directly from you

7.2 Why does Bliss Brands (Pty) Ltd collect your personal information?

Subject to the terms of this Privacy Notice, Bliss Brands (Pty) Ltd uses the above-described categories of personal information in several ways. Unless otherwise stated specifically, the above information may be used for any of the following purposes:

- to administer the service to you, being sales,administration,support;
- to respond to your requests and enquiries;
- to distribute communications relevant to your use of the Service, such as system updates or information about your use of the Service;
- as may be necessary to support the operation of the Service, such as for billing, account maintenance, and record-keeping purposes;
- in other manners after subsequent notice is provided to you and/or your consent is obtained, if necessary.

7.3 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race

7.4 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification Verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

7.5 Planned transborder flows of personal information

We may use third party service providers to help us deliver certain services, and it may result in the processing of personal information in data centres and locations outside of South Africa. For example, these service providers may provide us with essential information technology or tools we use to run our business. We may permit these service providers to process our business information and/or your personal information. We do not permit these service providers to process any personal information outside of a contract, and these service providers may collect personal information on our behalf. Our third-party service providers are required to comply fully with this Privacy Notice.

7.6 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

We employ industry-standard and/or generally accepted security measures designed to secure the integrity and confidentiality of all information submitted through the service. However, the security of information transmitted through the internet or via a mobile device can never be guaranteed. We are not responsible for any interception or interruption of any communications through the internet or for changes to or losses of data.

Users of the service are responsible for maintaining the security of any password, user ID or other form of authentication involved in obtaining access to password protected or secure areas of the service. In order to protect you and your information, we may suspend your use of any of the services, without notice, pending an investigation, if any breach of security is suspected.

8. PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

When 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 are applicable. If a public body submits a request, the public body must be acting within the public interest.

9. PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

This Manual is compiled in accordance with Protection of Personal Information Act, 2013 which gives effect to everyone's Constitutional right to privacy.

POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA including but not limited to:-

- 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.

If a requestor can provide sufficient proof in terms of personal information, the information officer will be able to confirm the following:-

- if Bliss Brands (Proprietary) Limited holds your personal information
- if Bliss Brands (Proprietary) Limited holds the record and description of your personal information as well as the identity of all third parties or categories of third parties who have or had access to your information.

This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

10. REQUEST FOR ACCESS TO INFORMATION

If a person or entity requires access to information as contemplated in the Act, the requester must contact

MUHAMMAD MUNAF MAKDA or VANESHREE NAICKER

In terms of section 25(2):

10.1 If the request for access is granted, the notice in terms of subsection (1)(b) must state—

- **the access** fee (if any) to be paid upon access;
- (b) the form in which access will be given; and
- (c) that the requester may lodge an internal appeal or an application with a court, as the case may be, against the access fee to be paid or the form of access 15 granted, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.

- 10.2 If the request for access is refused, the notice in terms of subsection (1)(b) must—
- state adequate reasons for the refusal, including the provisions of this Act relied upon;
 - exclude, from such reasons, any reference to the content of the record; and
 - state that the requester may lodge an internal appeal or an application with a court, as the case may be, against the refusal of the request, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.
 - All requests must conform to the terms and conditions of the Protection of Personal Information Act 4 of 2013 (“POPIA”), failing which the request can be denied
 - Kindly note that all requests to “the private company” will be evaluated and considered in accordance with the “Act”. Publication of this Manual and describing the categories and subject matter of information held by [Bliss Brands Pty Ltd] does not give rise to any rights to access such information or records, except in terms of the “Act”.

11. TIMELINES FOR CONSIDERATION TO ACCESS REQUESTS

- 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.
- Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

12. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

There are various grounds upon which a request for access to a record may be refused. These grounds include:

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

- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Bliss Brands (Pty) Ltd.

Section 70 PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal

- a substantial contravention of, or failure to comply with the law; or
- there is an imminent and serious public safety or environmental risk; and
- the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

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.

13. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

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.

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 the Information Regulator or a court of competent jurisdiction to take the matter further.

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.

14. AVAILABILITY OF THIS MANUAL

Copies of this Manual are available for inspection, free of charge, at the offices of Bliss Brands and on request at maq@blissbrands.com

15. THE GUIDE AS DESCRIBED IN SECTION 10 OF THE [Section 51(1)(b)]

- Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain

information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC and The Regulator.

- 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

Please direct any queries to:

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200
Email: PAIAComplaints@infoRegulator.org.za
Website: <https://www.justice.gov.za/inforeg/>.

16. APPLICABLE LEGISLATIONS [Section 51(1)(c)]

Information is available in terms of the following legislation to the persons or entities specified in such legislation:

- Companies Act 71 of 2008
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Promotion of Access of Information Act 2 of 2000
- Unemployment Insurance Act 30 of 1966
- Occupational Health & Safety Act 85 of 1993
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- Electronic Communications and Transactions Act 25 of 2002
- Consumer Protection Act 68 of 2008

17. DESCRIPTION OF THE RECORDS OF BLISS BRANDS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATIONS-Section 51(1) (d)

Records below are available in terms of other legislation are as follows:

- ☐ Arbitration Act 42 of 1965
- ☐ Attorneys Act 53 of 1979
- ☐ Basic Conditions of Employment Act 75 of 1997
- ☐ Closed Corporation Act 69 of 1984
- ☐ Close Corporations amendment Act 25 of 2005

- ☐ Companies Act, No.71 of 2008
- ☐ Compensation for Occupational Injuries and Diseases Act 130 of 1993
- ☐ Competition Act 89 of 1998
- ☐ Consumer Protection Act 68 of 2008
- ☐ Copyright Act 61 of 1978
- ☐ Electronic Communications and Transactions Act 25 of 2002
- ☐ Employment Equity Act 55 of 1998
- ☐ Financial Advisory and Intermediary Services Act no 37 of 2002
- ☐ Financial Intelligence Centre Act 38 of 2001
- ☐ Income Tax Act 58 of 1962
- ☐ Insolvency Act 24 of 1936
- ☐ Insurance Act 27 of 1943
- ☐ Intellectual Property Laws Amendments Act 38 of 1997
- ☐ Interception and Monitoring Prohibition Act 127 of 1992
- ☐ Labour Relations Act 66 of 1995
- ☐ Long Term Insurance Act 52 of 1998
- ☐ Occupational Health and Safety Act 85 of 1993
- ☐ Prevention of Organised Crime Act 121 of 1998
- ☐ Protection of Businesses Act 99 of 1978
- ☐ Regional Services Councils Act 109 of 1985
- ☐ Short Term Insurance Act 53 of 1998
- ☐ Short-term Insurance Act no. 53 of 1998
- ☐ Skills Development Act 97 of 1998
- ☐ Skills Development Levies Act 9 of 1999
- ☐ Stamp Duties Act 77 of 1968
- ☐ The National Credit Act 34 of 2005
- ☐ Trade Marks Act 194 of 1993
- ☐ Unemployment Insurance Act 63 of 2001
- ☐ Unemployment Insurance Contributions Act 4 of 2002
- ☐ Value Added Tax Act 89 of 1991

18. SECTION 51(1) (e)

The following operational categories of records below are held and utilised in the day to day running and administration of the organisation: -

- ☐ Accounting records

- ☐ Information Technology
- ☐ Intellectual Property
- ☐ Personnel Records
- ☐ Sales and Marketing
- ☐ Statutory Company records
- ☐ Client Databases
- ☐ Internal Phone lists
- ☐ Policies
- ☐ Directives
- ☐ Minutes of Meetings
- ☐ Administrative information

19. PRESCRIBED FEES *[Section 51(1)(f)]*

The following applies to requests (other than personal requests):

- A Requestor is required to pay the prescribed fees (R50.00) before a request is processed.
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted):
- A Requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- Records may be withheld until the fees have been paid.
The fee structure is available on the website of the South African Human Rights Commission at www.sahrc.org.za and <https://www.justice.gov.za>

ANNEXURE 1

FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R 1,10 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:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
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:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
(f) 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.	
- (2) 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.
- (3) The actual postage is payable when a copy of a record must be posted to a requestor.