

**PAIA MANUAL FOR THE NATIONAL BARGAINING  
COUNCIL FOR THE ROAD FREIGHT AND LOGISTICS  
INDUSTRY ("NBCRFLI")**

**(a Public Body)**

**THIS MANUAL WAS PREPARED IN ACCORDANCE WITH SECTION 14  
OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 AND  
TO ADDRESS REQUIREMENTS OF THE PROTECTION OF PERSONAL  
INFORMATION ACT, 2013**

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## 1 INTRODUCTION

- 1.1 This Manual has been prepared in accordance with section 14 of the Promotion of Access to Information Act No.2 of 2000, as amended.
- 1.2 The aim of the Manual is to assist potential Requesters in requesting access to information (documents, records and/or Personal Information) from NBCRFLI as contemplated under PAIA.
- 1.3 The Manual may be amended from time to time and as soon as any amendments have been effected, the latest version of the Manual will be published and distributed in accordance with PAIA.
- 1.4 A Requester is invited to contact the Information Officer should he or she require any assistance in respect of the use or content of this Manual.
- 1.5 The definitions provided in this Manual are solely for the purpose of this Manual and are not to be taken as applicable to PAIA.

## 2 DEFINITIONS AND ABBREVIATIONS

The following words or expressions will bear the following meanings in this Manual:

- 2.1 "**Data Subject**" means the natural or juristic person to whom Personal Information relates;
- 2.2 "**Employee**" means any person who works for, or provides services to, or on behalf of NBCRFLI, and receives or is entitled to receive remuneration;
- 2.3 "**Information Officer**" means the head of the body or any of the designated information officers described in this Manual;
- 2.4 "**Manual**" means this manual, together with all annexures thereto as amended and made available at the offices of NBCRFLI from time to time;
- 2.5 "**NBCRFLI**" means the National Bargaining Council for the Road Freight and Logistics Industry, being the statutory body established in terms of section 29(15)(a) of the Labour Relations Act 66 of 1995 ("**LRA**"), as amended;
- 2.6 "**PAIA**" means the Promotion of Access to Information Act No. 2 of 2000, together with any regulations published thereunder;
- 2.7 "**Personal Information**" has the meaning ascribed thereto under POPIA;
- 2.8 "**POPIA**" means the Protection of Personal Information Act No. 4 of 2013, together with any regulations published thereunder;
- 2.9 "**Processing**" shall bear the meaning ascribed thereto in POPIA;
- 2.10 "**Requester**" means any person or entity (including any Data Subject) requesting access to a

record that is under the control of NBCRFLI;

2.11 **"SAHRC"** means the South African Human Rights Commission; and

2.12 **"Third Party"** means any person other than the Requester concerned and NBCRFLI.

### 3 **SCOPE AND PURPOSE OF THE MANUAL**

This Manual has been prepared in respect of, and applies to, the NBCRFLI and may be used by members of the public to-

3.1 Understand how to make a request for access to a record of the NBCRFLI

3.2 Understand if Council will process personal information, the purpose of processing of personal information, the description of the categories of data subjects and of the information or categories of information.

3.3 Know whether Council has appropriate security measures to ensure the confidentiality, integrity and availability of the information which is to be processed.

3.4 Know the remedies available from Council regarding request for access to the records, before approaching the Courts

### 4 **DESCRIPTION OF THE NBCRFLI'S FUNCTIONS AND STRUCTURE (SECTION 14(1)(a)(i))**

#### 4.1 **The NBCRFLI**

4.1.1 The NBCRFLI is a statutory body established in terms of section established in terms of section 29(15) (a) of the LRA.

4.1.2 The NBCRFLI is registered in relation to the Road Freight and Logistics Industry of South Africa, being the industry in which employers and employees are engaged in carrying on one or more of the following activities for hire or reward –

4.1.2.1 Transportation of goods by means of motor transport;

4.1.2.2 The storage of goods, including the receiving, opening, unpacking, packing, dispatching and clearing or accounting for of goods where these activities are ancillary or incidental to paragraph 4.1.2.1; and

4.1.2.3 The hiring out by temporary employment services of employees for activities or operations which ordinarily or naturally fall within the transportation or storage of goods as contemplated in paragraphs 4.1.2.1 and 4.1.2.2.

4.1.3 The NBCRFLI is a body corporate and is in law capable of suing and being sued and of purchasing or otherwise acquiring, holding or alienating property, movable or immovable, and of doing any other act which this Constitution requires or permits it to do.

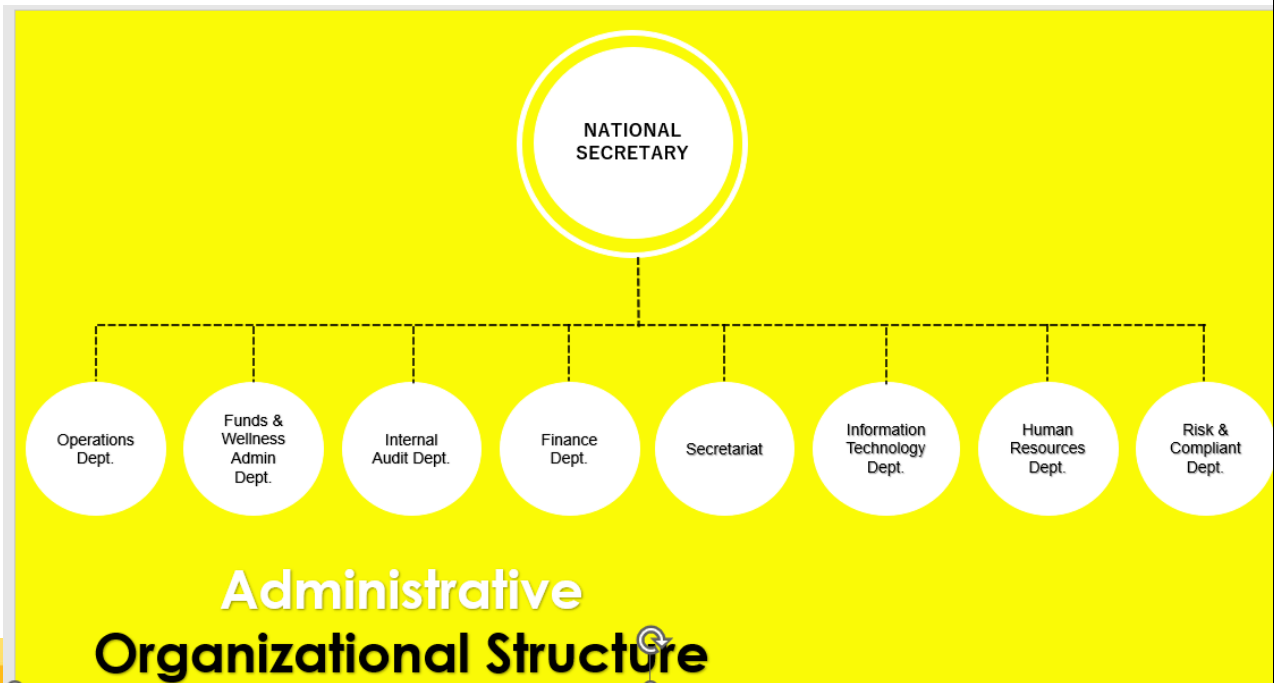
4.2 **The main functions of the NBCRFLI are to:**

- 4.2.1 To negotiate, conclude and enforce collective substantive agreements on wages, benefits and other conditions of employment. By decision of Council, regional and sectoral differences shall be accommodated where conditions dictate.
- 4.2.2 To determine by collective agreement any matter which may not be an issue in dispute for the purposes of a strike or a lockout in the workplace.
- 4.2.3 To prevent and resolve labour disputes.
- 4.2.4 To perform dispute resolution functions in accordance with the LRA.
- 4.2.5 To develop proposals on policy and legislation that may affect the NBCRFLI's industry and area and submit those proposals to the National Economic Development and Labour Council (NEDLAC) or any other appropriate forum.
- 4.2.6 To promote and support training and education schemes.
- 4.2.7 To establish and administer a fund in accordance with the LRA, to be used for resolving disputes
- 4.2.8 To establish and administer medical aid, sick pay, holiday, unemployment, training or similar schemes or funds for the benefit of any of the parties to the NBCRFLI or their members in terms of Section 28(1)(g) of the LRA;
- 4.2.9 To determine the rates of contribution and enforcement of the provisions of the pension and provident funds where it relates to the Industry in terms of NBCRFLI's Main Collective Agreement;
- 4.2.10 To confer on workplace forums additional matters for consultations;
- 4.2.11 To consider and deal with any other matter that affects the interests of the parties;
- 4.2.12 To strive to promote good relationships and endeavour to maintain industrial peace between employers and employees;
- 4.2.13 To administer agreements of the NBCRFLI;
- 4.2.14 To ensure compliance by all employers (including non-parties) and employees of any agreement negotiated by the parties;
- 4.2.15 To consider and advise or make agreed and/or separate representations on any legislation affecting the industry;
- 4.2.16 To ensure the promotion of literacy and training programs and development for Industry employees through the Transport Education and Training Authority (TETA);

- 4.2.17 To negotiate and / or consult with respect to industry matters of mutual concern;
- 4.2.18 To establish regional structures of the NBCRFLI;
- 4.2.19 To secure the complete organisation of employees and employers;
- 4.2.20 To establish policies and guidelines that may be deemed necessary for the performance of the NBCRFLI's discretionary functions.
- 4.2.21 The NBCRFLI discharges its mandate in terms of the LRA.

4.3 **The structure of NBCRFLI**

4.3.1 A schematic diagram of the structure of NBCRFLI



5 **CONTACT DETAILS**

<b>Postal Address:</b>	The National Secretary or General Manager: Internal Audit, the NBCRFLI, De Korte Street, Johannesburg, 2000
<b>Street Address:</b>	The National Secretary or General Manager: Internal Audit, the NBCRFLI, De Korte Street, Johannesburg, 2000
<b>Telephone:</b>	011703700 / 0114031555
<b>Fax Number:</b>	086 500 3351
<b>Information Officer:</b>	M Ndlovu
<b>Deputy Officer 1:</b>	M Mathe
<b>Deputy Officer 2:</b>	G Maluta

## 6 REMEDIES AVAILABLE

- 6.1 NBCRFLI does not have an internal appeal procedure in place to facilitate appeals against decisions of the Information Officer or Deputy Information Officer.
- 6.2 An aggrieved party may by way of application apply to Court for appropriate relief. On hearing such application the Court may grant any order that is just and equitable including:
- 6.2.1 Confirming, amending or setting aside the decision that is the subject of the application;
- 6.2.2 Requiring the Information Officer to take some action or to refrain from taking such action as the Court considers necessary within the period mentioned in the order;
- 6.2.3 Granting an interdict, interim or specific relief, a declaratory order or compensation; or costs.

## 7 OTHER INFORMATION HELD BY NBCRFLI AS MAY BE PRESCRIBED

None

## 8 GUIDE ON HOW TO USE THE ACT TO ACCESS INFORMATION

- 8.1 A guide on how to use PAIA has been compiled by the SAHRC in terms of section 10 of PAIA and is available on the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)). Any queries should be directed to:

### **The Information Regulator of South Africa**

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

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

E-mail: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za) / [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

Website: <https://www.justice.gov.za/infoereg/index.html>

Tel: 012 406 4818

Fax: 086 500 3351

## 9 INFORMATION HELD BY NBCRFLI IN TERMS OF PAIA

- 9.1 This section of the Manual sets out the categories and descriptions of records held by NBCRFLI. The inclusion of any category of records should not be taken to mean that records falling within that category will be made available under PAIA. In particular, certain grounds of refusal as set out in PAIA may be applicable to a request for such records.
- 9.1.1 **Operational Information and Agreements** relating to the following categories –
- Documents relating to the policy, objectives and governance of NBCRFLI.
  - Directives, resolutions and instructions of the NBCRFLI.
  - Agreements with any person, government or administration.



- Rental agreements, title deeds, mortgage bonds and notarial bonds relating to movable and immovable property.
- Memorandums of Understanding.

9.1.2 **Finances and Accounting records** relating to the following categories: -

- Bank account records.
- Books of Account and financial statements.
- Auditor's annual report.
- Audited financial statements.
- Annual report, including balance sheet and statement of income and expenditure certified by the Auditor-General.
- Annual budget and Annual Performance Plan as provided for in the NBCRFLI Constitution.
- Tax related records.

9.1.3 **Human Resources records** relating to the following categories:-

- Policies and procedures.
- Personnel files.
- Contracts, conditions of service and other agreements.
- Pension fund records of the pension fund established under the Associated Institutions Pension Fund Act, 1963.
- Medical Scheme Records.

9.1.4 **Intellectual property information** relating to the following categories: -

- Rights in discoveries and inventions and improvements in respect of processes, apparatus and machines made by employees of the NBCRFLI in the course of their employment as employees of the NBCRFLI.
- Rights in a discovery, invention or improvement made by the NBCRFLI in the course of an investigation for or on behalf of another person, government or administration.
- Patents and patent applications.
- Licence Agreements.

10 **REQUEST PROCEDURES**

- 10.1 Records, whether specifically listed in this Manual or not, will only be made available subject to the provisions of PAIA.
- 10.2 A Requester must use the prescribed form to make a request for access to a record. This must be made to the Information Officer of NBCRFLI at his/her address or fax number or electronic mail address. The prescribed form is attached hereto as Annexure 1.
- 10.3 **Disclosure of records**
- 10.3.1 A Requester must be given access to a record of a public body if the Requester complies with the following –
- 10.3.1.1 The Requester complies with all the procedural requirements in PAIA relating to the request for access to that record; and
- 10.3.1.2 Access to that record is not refused on any ground of refusal provided for in PAIA.
- 10.4 **Nature of the request**
- 10.4.1 The Requester must indicate whether the request is to obtain a copy of the record or whether inspection of the record at the offices of the public body is requested. Alternatively, if the record is not a document, it can be viewed in the requested form – section 29(2).
- 10.4.2 Access should be provided in the particular form and manner requested unless such manner would interfere unreasonably with the running of the public body concerned or damages the record, or infringes a copyright owned by the state. If for practical reasons access cannot be given in the required form, but in an alternative manner, the fee must be calculated in accordance with the manner of disclosure first requested by the Requester – section 29(3) and (4).
- 10.4.3 If, in addition to a written reply to the request for the record, the Requester requires to be advised of the decision in any other manner, e.g. by telephone, this must be indicated – section 18(2)(e).
- 10.4.4 If a Requester requests the information on behalf of somebody else, the capacity in which the request is made must be indicated – section 18(2) (f).
- 10.4.5 If the Requester is unable to read or write, or has a disability, the request may be made orally. In such event, the Information Officer must complete the form on behalf of the Requester and provide the Requester with a copy – section 18(3).
- 10.5 **Fees payable (Section 22)**
- 10.5.1 There are types of fees required to be paid in terms of PAIA, being the request fee and the access fee. Attached hereto as Annexure 2 is a schedule setting out the fees payable.
- 10.5.2 The Information Officer must notify the Requester (other than a personal requester) by notice, requiring the Requester to pay the prescribed fee (if any) before further processing the request.

- 10.6 The Information Officer must as soon as reasonably possible, but in any event within 30 (thirty) days after the request is received, decide in accordance with PAIA whether to grant the request and notify the requested of the decision in the manner requested by the Requester.

## 11 VOLUNTARY DISCLOSURES

All information available on the NBCRFLI's website located at <http://www.nbcrfli.org.za/Pages/Home.aspx> is voluntarily disclosed including the current Annual Report (annual financial statements, Report by the Auditor-General, Report on Corporate Governance and Executive Report).

## 12 ACCESS TO PERSONAL INFORMATION

- 12.1 POPIA provides that a Data Subject may, upon proof of identity, request the responsible party 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.

- 12.2 POPIA also provides that where the Data Subject is required to pay a fee for services provided to him/her, the Responsible Party must provide the Data Subject with a written estimate of the payable amount before providing the service and may require that the Requestor pay a deposit for all or part of the fee.

- 12.3 Grounds for refusal of the data subject's request are set out in PAIA.

- 12.4 POPIA provides that a Data Subject may object, at any time, to the processing of Personal Information by NBCRFLI, 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 3 and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.

- 12.5 A Data Subject may also request NBCRFLI 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 NBCRFLI is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

- 12.6 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 4.

## 13 PURPOSE OF THE PROCESSING

- 13.1 In terms of POPIA, data must be processed for a specified purpose.

- 13.2 NBCRFLI will Process Personal Information only in ways that are for, or compatible with, the purposes for which the data was collected or that are subsequently authorised by the relevant Data Subject.
- 13.3 NBCRFLI will retain Personal Information only for as long as is necessary to accomplish NBCRFLI's legitimate business purposes or for as long as may be permitted or required by applicable law.
- 13.4 NBCRFLI uses the Personal Information it collects for following non-exhaustive purposes, as more fully set out in the NBCRFLI Privacy Policy located at ( <http://www.nbcrfli.org.za/Pages/Home.aspx> )
- 13.4.1 Generally for the purposes of fulfilling its mandate in terms of the LRA, including –
- 13.4.1.1 disputes resolution;
- 13.4.1.2 funds and wellness administration;
- 13.4.1.3 conducting background searches/tracing or verification;
- 13.4.1.4 confirming, verifying and updating stakeholder details;
- 13.4.1.5 for the detection and prevention of fraud, crime, corruption, money laundering or other malpractice;
- 13.4.1.6 conducting industry satisfaction research;
- 13.4.1.7 providing our services to stakeholders to carry out the services requested and to maintain and constantly improve the relationship;
- 13.4.1.8 in connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law; and
- 13.4.2 To comply and enforce the NBCRFLI's Main Collective Agreement in line with the LRA, exemption and disputes agreement, and Commission for Conciliation, Mediation and Arbitration (CCMA) accreditation;
- 13.4.3 For complying with tax laws;
- 13.4.4 For external audit purposes. For this purposes, NBCRFLI engages external service providers and, in so doing, shares Personal Information of the Data Subjects with Third Parties;
- 13.4.5 For record keeping;
- 13.4.6 For such other purposes to which the Data Subject may consent from time to time; and
- 13.4.7 For such other purposes as authorised in terms of applicable law.
- 13.5 NBCRFLI will not use the Personal Information which it collects for any purposes other than those purposes specified herein.

**14 CATEGORIES OF DATA SUBJECTS AND OF THE PERSONAL INFORMATION RELATING THERETO**

14.1 NBCRFLI collects Personal Information directly from the Data Subject and/or from Employees, members, Third Parties, service providers, and where NBCRFLI obtains Personal Information from Third Parties, NBCRFLI will ensure that it obtains the consent of the Data Subject to do so or will only Process the Personal Information without the Data Subject's consent where NBCRFLI is permitted to do so in terms of the applicable laws. This list of categories is non-exhaustive.

14.2 Examples of Third Parties from whom Personal Information is collected includes any third party who NBCRFLI conducts its business with, including (i) recruitment agencies; (ii) the Council Fraud Hotline called '*Be Heard*' – a hotline operated by the NBCRFLI in terms of which employees can report non-compliance with the NBCRFLI's Main Collective Agreement; regulatory bodies; other companies providing services to NBCRFLI and where NBCRFLI makes use of publicly available sources of information.

14.3 The Personal Information relating thereto is as follows:

<b>Data Subject</b>	<b>Information to be processed</b>
Persons / Juristic Entities (e.g. Employers, Trade Unions – )	Names of contact persons, name of legal entity, Physical and Postal address and contact details, Registration Number, founding documents, tax related information, authorised signatories
Employees	Gender, marital status, ethnicity, age, language, education information, financial information, employment history, ID number, physical and postal address, contact details, criminal behaviour
Service Providers	Names of contact persons; name of legal entity, physical and postal address and contact details, registration number, founding documents, tax related information, authorised signatories, beneficiaries, ultimate beneficial owners
Other Third Parties	Names of contact persons; name of legal entity, physical and postal address and contact details, registration number, founding documents, tax related information, authorised signatories, beneficiaries, ultimate beneficial owners

**15 RECIPIENTS TO WHOM PERSONAL INFORMATION MAY BE SUPPLIED**

15.1 Depending on the nature of the data, NBCRFLI may supply information or records to the following categories of recipients:

15.1.1 Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;

- 15.1.2 Any court, administrative or judicial forum, arbitration, statutory commission;
  - 15.1.3 South African Revenue Services, or another similar authority;
  - 15.1.4 Anyone making a successful application for access in terms of PAIA; and
  - 15.1.5 Any person who conducts business with NBCRFLI, in the ordinary course of business.
- 15.2 NBCRFLI will comply with POPIA before transferring Personal Information to a Third-Party who is not a contractor of NBCRFLI. Before transferring Personal Information to a Third-Party contractor, such as an authorised service provider, NBCRFLI will obtain assurances from the Third-Party that it will Process Personal Information in a manner consistent with POPIA. Where NBCRFLI learns that a Third-Party contractor is using or disclosing Personal Information in a manner contrary to POPIA, NBCRFLI will take reasonable steps to prevent such use or disclosure.

## 16 PLANNED TRANSBORDER FLOWS

In carrying out any cross-border transfers, NBCRFLI shall adhere to the provisions of POPIA.

## 17 INFORMATION SECURITY MEASURES

- 17.1 The security and confidentiality of Personal Information is important to the NBCRFLI. The NBCRFLI has implemented reasonable technical, administrative, and physical security measures to protect Personal Information from unauthorised access or disclosure and improper use.
- 17.2 NBCRFLI is committed to ensuring that its security measures which protect Data Subject's Personal Information are continuously reviewed and updated where necessary.
- 17.3 In Processing any Personal Information, NBCRFLI shall comply with the following minimum technical and organisational security requirements –
- 17.3.1 Physical Access – Access to Personal Information is restricted in NBCRFLI's offices and only to those Employees who need the Personal Information to perform a specific job / task.
  - 17.3.2 Unique User Identification – Employees each have a unique user ID assigned to them, subject to strict confidentiality undertakings in terms of NBCRFLI's password and confidentiality policy.
  - 17.3.3 Passwords – NBCRFLI shall ensure that there are passwords required for any access to Personal Information in line with its password policy.
  - 17.3.4 Physical access and privileges – NBCRFLI ensures that access to Personal Information is limited to Employees on a "need to know" basis, and NBCRFLI's Employees are required to strictly utilise their unique user ID and applicable passwords to access same.
  - 17.3.5 Back-ups – NBCRFLI ensures that all Personal Information is backed-up regularly, based on operational or legal requirements, and that back up testing is conducted regularly in order to

ensure that Personal Information can be recovered in the event that such Personal Information is lost, damaged or destroyed.

17.3.6 Malware protection – NBCRFLI ensures that its environment has comprehensive malware protection software employed, which software is specifically designed to protect NBCRFLI from the most recent malware infections.

17.3.7 Vulnerability scanning – NBCRFLI frequently conducts vulnerability scanning in order to assess whether Personal Information is adequately protected from external threats.

## 18 **UPDATING OF THIS MANUAL**

This Manual will be updated whenever amendments to the current information need to be reflected and/or annually.

## 19 **AVAILABILITY OF THE MANUAL**

19.1 This Manual is available on NBCRFLI's website, at the head office of NBCRFLI for public inspection during normal business hours, to any person upon request and upon the payment of a reasonable amount and to the Information Regulator upon request.

## 20 **COPIES MAY ALSO BE REQUESTED FROM THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION AND THE GOVERNMENT GAZETTE. REQUEST TO THE MINISTER FOR COMPILATION OF ONE MANUAL (SECTION 14(4)(A))**

This Manual is compiled solely on behalf of NBCRFLI and no requests for combined manuals with other constitutional or public bodies have been submitted to the Minister.

## 21 **DISPOSAL OF RECORDS**

21.1 NBCRFLI reserves the right to lawfully dispose of certain records in terms of authorities obtained from the National Archives and Records Service.

21.2 Requesters will be advised whether a particular record has been disposed of where this is relevant to the records requested.

21.3 In accordance with section 24(1) of POPIA, Council may, upon receipt of the request from a data subject

21.3.1 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

21.3.2 Destroy or delete a record of personal information about the data subject that council is no longer authorised to retain in terms of section 14 of POPIA

## 22 **EXEMPTION FROM THE MINISTER FROM ANY PROVISION OF SECTION 14 OF THE ACT**

NBCRFLI is not exempt from any provision of this section.

23 **PRESCRIBED FORMS AND FEE STRUCTURE**

The forms and fee structure prescribed under PAIA and the forms prescribed under POPIA are available in the annexures to this manual.



ANNEXURE 1

FORM A

REQUEST FOR ACCESS TO RECORD OF NBCRFLI

(Section 18(1) of the Promotion of Access to Information PAIA, 2000 (PAIA No. 2 of 2000))

[Regulation 6]

A. Particulars of public body

\_\_\_\_\_

The Information Officer/Deputy Information Officer:

\_\_\_\_\_

\_\_\_\_\_

B. Particulars of the person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be given below.*
- (b) *Furnish an address and/or fax number in the Republic to which the information is to be sent or 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: \_\_\_\_\_ Email: \_\_\_\_\_

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

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**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**

*(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 the record or relevant part of the record:**

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**2. Reference number, if available:** \_\_\_\_\_

**3. Any further particulars of the record:**

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**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 access fee payable for the 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 the exemption of the payment of any fee, please state the reason for exemption.*

**Reason for the exemption from payment of fees:**

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**F. Form of access to record**

<i>If you are prevented by 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.</i>	
<b>Disability:</b>	<b>Form in which record is required:</b>

**Mark the appropriate box with an X.**

**NOTES:**

- (a) *Compliance with your request for access 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 the 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:**

	copy of record*		inspection of record
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**2. If the record consists of visual images-**

**(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):**

	view the images		copy of the images*		transcription of the images*
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**3. If record consists of recorded words or information which can be reproduced in sound:**

	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
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**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?  
A postal fee is payable.**

<b>YES</b>	<b>NO</b>
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**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.**

In which language do you prefer the record?	
---	--

**G. 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 thereof 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**

<b>FOR NBCRFLI USE</b>
Reference number: _____
Request received by _____
(state rank, name and surname of information officer/deputy information officer) on _____ (date) at _____ (place).
Request fee (if any): R .....
Deposit fee (if any): R .....
Access fee: R .....
_____ <b>SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER</b>

**ANNEXURE 2**

**FEES IN RESPECT OF PUBLIC BODIES IN TERMS OF GOVERNMENT NOTICE NO.R.187 IN  
GOVERNMENT GAZETTE 23119 OF 15 FEBRUARY 2002**

<b>Item</b>	<b>Description</b>	<b>Amount (R)</b>
<b>1</b>	The fee for a copy of the manual is for every photocopy of an A4-size page or part thereof.	<b>R0,60</b>
<b>2</b>	The fees for reproduction referred to in regulation 7(1) are as follows:	
<b>(a)</b>	For every photocopy of an A4-size page or part thereof	<b>R0,60</b>
<b>(b)</b>	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	<b>R0,40</b>
<b>(c)</b>	For a copy in a computer-readable form on –  (i) Stiffy disc  (ii) compact disc	<b>R5,00</b>  <b>R40,00</b>
<b>(d)</b>	(i) For a transcription of visual images, for an A4-size page or part thereof  (ii) For a copy of visual images	<b>R22,00</b>  <b>R60,00</b>
<b>(e)</b>	(i) For a transcription of an audio record, for an A4-size page or part thereof  (ii) For a copy of an audio record	<b>R12,00</b>  <b>R17,00</b>
<b>3</b>	The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2).	<b>R35,00</b>
<b>4</b>	The access fees payable by a requester referred to in regulation 7(3) are as follows:	<b>R0,60</b>

(1)(a)	For every photocopy of an A4-size page or part thereof	R0,40
(1)(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	
(1)(c)	For a copy in a computer-readable form on – (i) Stiffy disc (ii) compact disc	R5,00 R40,00
(1)(d)	(i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	R22,00 R60,00
(1)(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record	R12,00 R17,00
(1)(f)	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.	R15,00
(2) (a), (b)	For purposes of section 22(2) of PAIA, 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 requester.	

ANNEXURE 3

**FORM 1**

**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**

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 / Email 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/ Email address:	
<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)</b> <i>(Please provide detailed reasons for the objection)</i>

Signed at ..... this ..... day of

.....20.....

.....  
*Signature of data subject/designated person*

**ANNEXURE 4**

**FORM 2**

**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**

*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.

<b>A</b>	<b>DETAILS OF THE DATA SUBJECT</b>
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>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (      )
Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/DESTRUCTED/ DESTROYED</b>
<b>D</b>	<b>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</b>

	<p><b>AUTHORISED TO RETAIN.</b>  <i>(Please provide detailed reasons for the request)</i></p>

Signed at ..... this ..... day of  
 .....20.....

.....

*Signature of data subject/ designated person*