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Bank Zero Mutual Bank ("Bank Zero") PAIA Manual

Published in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000, August 2022

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1 Introduction and Purpose of this Manual

Bank Zero is committed to the key principles of good governance, transparency, and accountability. PAIA gives effect to the constitutional right of access of any information held by private institution that is required for the exercise of rights. Where a request is received in terms of PAIA, Bank Zero is required to release information, except where the Act expressly provides that the information may not be released.

2 Functions of the Business

The main business of Bank Zero is that of a mutual bank that provides a range of banking and financial services.

3 Availability of this Manual

This manual will always be readily available:

- On Bank Zero's website www.bankzero.co.za;
- At Bank Zero's principal place of business (4 Georgian Crescent West, Bryanston, 2021, Johannesburg).
- To any person upon request at a reasonable fee as per the Schedule of fees listed in point 15 of this manual; and
- To the regulator upon request.

4 Company Details

- Name: Bank Zero Mutual Bank
- Status: Mutual Bank
- Physical Address: 4 Georgian Crescent West, Bryanston, 2021, Johannesburg
- Postal Address: P.O. Box 413725, Craighall, 2024
- Phone number: 011 687 8100
- CEO: Yatin Narsai

5 Key Contact Details for Access to Information Queries

Lezanne Human, Head of Compliance, Bank Zero Mutual Bank, 4 Georgian Crescent West, Bryanston, 2021, Lezanne.Human@bankzero.co.za.

Jay Prag, Deputy Information Officer, Bank Zero Mutual Bank, 4 Georgian Crescent West Bryanston, 2021, Jay.Prag@bankzero.co.za.

6 Information Regulator and Sec 10 Guide to Promotion of Access to Information Act

The Information Regulator has compiled a guide that contains information on rights set out in the Act. The guide is available in all the official languages and can be viewed at www.inforegulator.org.za

7 Applicable Legislation

Bank Zero is required by legislation to hold certain records. This legislation includes:

- Banks Act, No. 94 of 1990

- Mutual Banks Act 124 of 1993
- Companies Act, No. 71 of 2008
- Competition Act, No. 89 of 1998
- Financial Advisory and Intermediary Services Act, No. 37 of 2002
- Consumer Protection Act, No. 68 of 2008
- Financial Intelligence Centre Act, No. 38 of 2001
- National Credit Act, No. 34 of 2005
- Promotion of Access to Information Act, No. 2 of 2000
- National Payment System Act, No. 78 of 1998
- Protection of Personal Information Act, No. 4 of 2013
- Regulation of Interception of Communications and Provision of Communication- Related Information Act, No. 70 of 2002
- Electronic Communications and Transactions Act, No. 25 of 2002
- Financial Sector Regulation Act, No. 9 of 2017
- Prevention and Combating of Corrupt Activities Act, No. 12 of 2004
- Protected Disclosures Act, No. 26 of 2000
- Valued-Added Tax Act, No. 89 of 1991
- US Foreign Account Tax Compliance Act, 2010
- Basic Conditions of Employment Act, No. 75 of 1997
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Employment Equity Act, No. 55 of 1998
- Labour Relations Act, No. 66 of 1995
- Occupational Health and Safety Act, No. 85 of 1993
- Income Tax Act, No. 58 of 1962
- Tax Administration Act, No. 28 of 2011

*Please note that this is not an exhaustive list.

8 Personal Information

Bank Zero's Customer Privacy Policy explains how Bank Zero will process personal information. Where we refer to "process," it means how we collect, use, store, make available, destroy, update, disclose, or otherwise deal with personal information. We will only process personal information if this is required to deliver or offer a service, provide a product or carry out a transaction. The privacy policy is available at <https://www.bankzero.co.za/privacy-policy/>.

For completeness' sake we are also enclosing specific sections from the Privacy Policy here:

8.1 Purpose of processing personal information

We will only process personal information for lawful purposes and relating to the business; and if one of the following applies:

- If you have consented thereto.
- If a person legally authorised by you, the law or a court, has consented thereto.
- If it is necessary to conclude or perform under a contract, we have with you.
- If the law requires or permits it.
- If it is required to protect or pursue your, our or a third party's legitimate interest.
- If you are a child, then if a competent person (like a parent or guardian) has consented thereto.

8.2 Personal information collected

Customer information we currently collect:

- SA identity number.
- Nationality.
- Gender.
- Birth date.
- Biometric information like photographs and videos enabling facial recognition.
- Email address.
- Cell number.
- Physical address (like residential / registered business address).
- Physical location during certain high-risk transactions.
- Banking behaviour based on, amongst others, account transactions.
- Source of Income and Wealth.
- Confidential correspondence with us.

Customer information we might collect in future, as the product set expands and specific customers take up such products, could include:

- Additional biometric information like fingerprints, signature or voice.
- Passport number or other foreign identifying number.
- Financial history (like income or buying / investing behaviour).
- Criminal history.
- Physical health; mental health; disability; pregnancy; other medical history.
- Employment history.
- Education.
- Language.
- Marital status.
- Online identifiers (like social media profiles).
- Race; ethnic origin; social origin; colour; sexual orientation; religion; belief; conscience; culture.
- Personal views, preferences and opinions. (Note that another's views or opinions about you and your name also constitute your personal information.)

Non-customer information currently collected include:

- On our employees, info such as name, identification numbers, address, qualifications, employment record, gender, race, emergency contacts, criminal record, credit record, and other info as per their curriculum vitae, as well as potentially adverse social media behaviour.
- On our third party suppliers, info as per their contracts, including names, identification numbers, addresses, VAT numbers, etc as per the nature of the contract.

8.3 Recipients to whom personal information may be supplied

In general, we will only share your personal information if any one or more of the following apply:

- If you have consented to this.
- If it is necessary to conclude or perform under a contract we have with you.
- If the law requires it.
- If it is necessary to protect or pursue your, our or a third party's legitimate interest.

Where required, Bank Zero may share your personal information with the following persons. These persons have an obligation to keep your personal information secure and confidential.

- Third parties such as payment processing services providers, merchants, banks, agents and sub-contractors (like couriers) who provide products and services to you.
- Our employees as required by their employment conditions.

- Regulatory authorities, industry ombuds, governmental departments, local and international tax authorities and other persons the law requires us to share your personal information with.
- Law enforcement and fraud prevention agencies and other persons tasked with the prevention and prosecution of crime; as well as courts of law or tribunals that require the personal information to adjudicate referrals, actions or applications, and the Trustees, Executors or Curators appointed by a court of law. Also agents that assist with the enforcement of agreements.
- Persons to whom we have ceded our rights or delegated its obligations to under agreements, like where a business is sold.
- The general public where you submit public content to our social media sites like our social media pages.

8.4 When will we transfer your personal information to other countries?

We will only transfer your personal information to third parties in another country in any one or more of the following circumstances:

- Where your personal information will be adequately protected under the other country's laws.
- Where the transfer is necessary to enter into or perform under a contract with you, or a contract with a third party that is in your interest.
- Where you have consented to the transfer;
- Where it is not reasonably practical to obtain your consent, but the transfer is in your interest.

This transfer will happen within the requirements and safeguards of the law. Where possible / applicable, the party processing your personal information in the other country will agree to apply the same level of protection as available by law in South Africa, or if the other country's laws provide better protection the other country's laws would be agreed to and applied.

8.5 How do we secure your personal information?

We take appropriate and reasonable technical and organisational steps to protect your personal information according to industry best practices. Our security measures (including physical, technological and procedural safeguards) are appropriate and reasonable. This includes the following:

- Keeping our systems secure (monitoring access and usage).
- Storing our records securely.
- Controlling the access to our buildings, systems and/or records.
- Safely destroying or deleting records.

9 Schedule of Records

9.1 Classified Records

The categories of records generated by Bank Zero are classified and grouped as follows:

	Category	Document Type
1	Personnel Records	Personal records provided by personnel
		Records relating to personnel, provided by a third party
		Conditions of employment and other personnel-related contractual and quasi-legal documents

	Category	Document Type
		Internal evaluation records and other internal records
		Correspondence relating to personnel
2	Customer-Related Records	Records provided by a client to a third party acting for or on behalf of Bank Zero
		Records provided by a third party
		Records generated by or within Bank Zero and pertaining to its clients (including transaction records) and provided to a third party
3	Bank Zero Records	Agreements and contracts
		Databases
		Financial records
		Fixed, movable, and intellectual property
		Information technology
		Insurance
		Internal correspondence
		Internal policies and procedures
		Marketing records
		Operational records
		Product records
		Records held by officers
		Statutory records
		Taxation
		Treasury-related records
4	Other Party Records	Personnel, client, or Bank Zero records that are held by another party, as opposed to the records held by Bank Zero
		Records held by Bank Zero which pertain to other parties, including, without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers

*The records listed in the categories above may be formally requested, but access to parts of these records or the whole record may be refused on legal grounds set out below.

9.2 Categories of records automatically available

PAIA requires institutions to list those records which are automatically available. Most records which fall into this category of information are available from Bank Zero at its Head Office or on Bank Zero's website (www.bankzero.co.za) and do not require a formal process to access same.

Records automatically available from Bank Zero:

- Guides/Brochures.
- Public policies.
- Any reports that Bank Zero might have made public.
- Other literature intended for public viewing.
- Privacy policy.

9.3 Grounds for refusal of access to records

Bank Zero may refuse a request for information that relates to the:

- Mandatory protection of the privacy of a third party who is a natural person, which could involve the unreasonable disclosure of personal information of that person.
- Mandatory protection of the commercial information of a third party if the record contains Trade secrets of Bank Zero.
- Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the interests of Bank Zero.
- Information disclosed in confidence by a third party to Bank Zero if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement or contract.
- Mandatory protection of the safety of individuals and the protection of property.
- Mandatory protections of records that would be regarded as privileged in legal proceedings, unless the person entitled to the privilege has waived the privilege.
- The commercial activities of Bank Zero, which may include:
 - Trade secrets.
 - Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the interests of Bank Zero.
 - Information, which, if disclosed, could put Bank Zero at a disadvantage in negotiations or commercial competition.
 - A computer program/software which is owned by Bank Zero, and which is protected by copyright.
 - The research information of Bank Zero or a third party, if its disclosure would disclose the identity of Bank Zero, the research or the subject matter of the research, and would place the research at a serious disadvantage.
- Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources, shall be refused.

10 Mandatory Disclosure of Records in The Public Interest

Where the importance of the public interest exists and the disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with, the law, or an imminent and serious public safety or environmental risk, then, Bank Zero, will readily grant a request for access to a record to any relevant person(s) despite the existence of the exemption grounds listed above in point 8 above.

11 Third Party Notification Process

Bank Zero is required to take all the reasonable steps to ensure that a third party is made aware of a request that involves personal information which may contain information of either a SARS record; trade secrets or information, the release of which could constitute grounds for an action for breach of a duty of confidence; or research information that could expose someone or the subject matter to serious damage.

Upon notice to such third party, the third party may make written or oral representations to Bank Zero as to why the request for access to such information should be refused; or give written consent for the disclosure of the record to the requester.

Bank Zero is required to send a notice to a third party within 21 days of receiving the request from a requester and will simultaneously notify the requester that such notice has been sent out.

It is also Bank Zero's duty to make a final decision on the requested records within 30 days of the

notice being sent to a third party.

Bank Zero is required to inform the third party of the decision taken and provide the necessary reasoning behind such decision, including the steps to challenge such decision.

12 Request Procedure

12.1 Steps to consider before submitting a request

- Are you entitled to use the act to request access to the information? Please refer to Section 7.1 of the act.
- Do you have a right that you are protecting or exercising in terms of the act by asking for this information from Bank Zero?
- Is the information you are requesting reasonably required to help you protect or exercise your right?
- Does the information requested exist in the form of a record? The act only applies to records that are in existence at the time of receiving the request and does not compel anyone to create a record.
- Is the record in possession or under the control of Bank Zero? The record can only be requested from the entity that is in possession of or has the record under its control.

12.2 Voluntary access

Information that is automatically available can be obtained from Bank Zero's website.

12.3 Formal Requests

The requester must comply with all requirements as set out in PAIA relating to the request for information. The requester must complete the prescribed Form C and submit Form C with payment of the

request fee to the Information Officer at Bank Zero's physical address or by electronic mail. Form C must be filled in with enough detail to enable the Information Officer to identify:

- The record/s requested.
- Identity of the requester.
- Which form or manner of access is required; and
- The postal or email address of the requester.

The requester must state that the information is required to exercise or protect a right, the nature of the right to be exercised or protected and why the record is necessary to exercise or protect such a right.

Subject to the provisions in PAIA, a 30 (thirty) day timeframe is permitted for a response. The requester may submit special reasons to the Information Officer on why the time periods as should be shortened. These 30 (thirty) days may be extended to a further period of not more than 30 (thirty) working days if the request is for a large number of information or requires a search for information held and the information cannot reasonably be obtained within the initial 30 day period. Bank Zero will notify the requester in writing should the extension be necessary.

The requester shall be informed in writing whether access has been granted or denied within 30 days of receipt of the request. If the request is denied, the notice to the requester will state the reasons for refusal the relevant provisions of PAIA.

Requesters who are unable to complete the form because of illiteracy or disability may also make

therequest verbally. If a person is making a request on behalf of another, they must submit proof that theyhave been requested and duly authorised to do so.

13 Remedies for Non-Compliance with the Provisions of PAIA

If a request for information is denied by Bank Zero officials, the decision may be appealed to the Information Officer. The decision made by the Information Officer is final. Requesters have the right to approach a court, within 30 days of being informed of the decision where they are dissatisfied with the fees, the timeframes or with a decision by the Information Officer.

14 Request Fees and Payment Method

PAIA prescribed fees must be paid by a requester when applying for access to information. The fee schedule as per the regulations to PAIA is listed below. When the request is received, the Information Officer shall require the requester, other than a personal requester, to pay the prescribed request fee, before processing the request.

Fees are paid at the inception of a request and thereafter if fees are incurred for search processes and reproduction costs. Certain categories of persons are exempt from paying fees including those who qualify because of their annual income and those who are requesting personal information.

15 Missing Records

If the documents cannot be located, the Information Officer will submit an affidavit to the requester that the records in question do not exist or cannot be found.

16 Disposal of Records

Requesters will be advised whether a requested record has been disposed of.

17 General Note

Bank Zero reserves the right to transfer requests for records to relevant bodies where these bodies were the primary holders or generators of the information requested, or where Bank Zero no longer has possession of such record.

18 Updating of the Manual

The head of Bank Zero will on a regular basis update this manual as deemed necessary or as and when applicable amendments are introduced by the regulator.

19 Schedule of fees

Schedule of Fees	
Description	Fee
The request fee payable by every requester	R140.00
The fee for a copy of the manual contemplated in regulation 5I is R0.60 for every copy of an A4-sized page or part thereof.	R2.00

Schedule of Fees	
Description	Fee
Reproduction Fees (Regulation 7(1))	
For every photocopy of an A4-sized page or part thereof	R2.00
For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	R2.00
For a copy in a computer-readable form on:	R40.00
(i) Flash Drive (to be provided by requester)	
(ii) Compact Disc	
• If provided by requester	R40.00
• If provided to the requester	R60.00
For a transcription of visual images:	
(i) for an A4-sized page or part thereof	Outsourced. Will depend on quotation received from service provider.
(ii) copy of visual images	Outsourced. Will depend on quotation received from service provider.
(iii) transcription of an audio recording, per A4-sized page or part thereof	R24.00
Copy of an audio recording on:	
(iii) Flash Drive (to be provided by requester)	R40.00
(iv) Compact Disc	
• If provided by requester	R40.00
• If provided to the requester	R60.00
Request fee payable by a requester, other than a personal requester	R50.00
Fee to search and prepare a record for disclosure, charged per hour or part thereof (first hour is free)	R145.00
*If the Information Officer is of the opinion that the collection and reproduction of the documents will take longer than 6 hours, the Information Officer will inform the requester that one third of the access fee is payable as a deposit by the requester	
To not exceed a total cost of	R435.00
The actual postage, email or any other electronic transfer is payable when a copy of a record must be sent in one or more of these ways to a requester	

20 FORM 2 – REQUEST FOR ACCESS TO RECORD

See page 10

21 FORM 3 – OUTCOME OF REQUEST AND OF FEES PAYABLE

See page 14

22 FORM 4 – INTERNAL APPEAL FORM

See page 16

FORM 2 - REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name
 Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile

	Cellular	
PARTICULARS OF RECORD REQUESTED		
<p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>		
Description of record or relevant part of the record:		
Reference number, if available		
Any further particulars of record		
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>		
Record is in written or printed form		
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)		
Record consists of recorded words or information which can be reproduced in sound		
Record is held on a computer or in an electronic, or machine-readable form		

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	
MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	
PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	
FEES	
<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>c) <i>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.</i></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i></p>	
Reason	

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

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

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

FORM 3 – OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

Note:

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

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/Item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer

FORM 4 – INTERNAL APPEAL FORM

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY			
Name of Public Body			
Name and Surname of Information Officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
Is the internal appeal lodged on behalf of another person?	Yes		No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: (<i>Proof of the capacity in which appeal is lodged, if applicable, must be attached.</i>)			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	
GROUNDS FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

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

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>							
Date received:							
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			<table border="1"> <tr> <td>Yes</td> <td></td> </tr> <tr> <td>No</td> <td></td> </tr> </table>	Yes		No	
Yes							
No							
OUTCOME OF APPEAL							
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>				
	No						
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>				
	No						
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>				
	No						
Access (Sec 29(3)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>				
	No						
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>				
	No						

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority