



Mondia Media South Africa Pty Ltd
2007/025404/07
(The “Company” or “Mondia”)

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

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Revision history		
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1/6/23	1	Updated the Manual to be in line with the Promotion of Access to Information Act

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TABLE OF CONTENTS

1. LIST OF ACRONYMS AND ABBREVIATIONS	3
2. INTRODUCTION	3
3. PURPOSE OF PAIA MANUAL	4
4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF MONDIA GROUP	4
4.1. Chief Information Officer	4
4.2. Deputy Information Officer (NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA).....	4
4.3. Access to information general contacts	5
4.4. National or Head Office	5
5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	5
6. ENTRY POINT FOR REQUESTS	6
7. CATEGORIES OF RECORDS OF MONDIA GROUP WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS (Section 51(1)(c)).....	7
8. DESCRIPTION OF THE RECORDS OF MONDIA GROUP WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION	7
9. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY MONDIA GROUP	8
10. PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA	9
10.1. Purpose of Processing Personal Information	9
10.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto	11
10.3. The recipients or categories of recipients to whom the personal information may be supplied	11
10.4. Planned transborder flows of personal information	12
10.5. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.....	13
11. AVAILABILITY OF THE MANUAL	13
12. REQUEST PROCEDURE	13
12.1. Completion of the prescribed form.....	13
12.2. Proof of identity	14
12.3. Payment of the prescribed fees	14
12.4. Timelines for consideration of a request for access	15
12.5. Grounds for refusal of access and protection of information	15
13. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS	16
14. PRESCRIBED FEES.....	16
ANNEXURE A.....	18
ANNEXURE B.....	23
ANNEXURE C.....	25
ANNEXURE D.....	28
OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN.....	28
ANNEXURE E	30

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1. **“CEO”** Chief Executive Officer
- 1.2. **“DIO”** Deputy Information Officer;
- 1.3. **“IO”** Information Officer;
- 1.4. **“Minister”** Minister of Justice and Correctional Services;
- 1.5. **“PAIA”** Promotion of Access to Information Act No. 2 of 2000(as Amended);
- 1.6. **“POPIA”** Protection of Personal Information Act No.4 of 2013; 1.7
- 1.7. **“Regulator”** Information Regulator; and
- 1.8. **“Republic”** Republic of South Africa

2. INTRODUCTION

The Promotion of Access to Information Act, 2000 ("PAIA") came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where 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. PAIA sets out the requisite procedural issues attached to information requests.

Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such a private body and stipulates the minimum requirements that the manual has to comply with.

This Manual constitutes Mondia's PAIA manual. This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("POPIA"), 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, 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. 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.

3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to

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- 3.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 3.2. 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;
- 3.3. know the description of the records of the body which are available in accordance with any other legislation;
- 3.4. 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;
- 3.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6. 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;
- 3.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9. 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; and
- 3.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF MONDIA GROUP

4.1. Chief Information Officer

Name: Kameel Panday

Tel: +27 10 010 5274

Email: kameel.panday@mondia.com cc:privacy@mondia.com

4.2. Access to information general contacts

Email: privacy@mondia.com

4.3. National or Head Office

National Office:

Postal Address: Block C, Suite 9, Carlswald Close, CNR New Road & 7th Road, 1685 Midrand, South Africa

Physical Address: Block C, Suite 9, Carlswald Close, CNR New Road & 7th Road, 1685 Midrand, South Africa

Telephone: +27 10 010 5274

Email: info@mondia.com

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

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.

The Guide is available in each of the official languages and in braille [here](#).

The aforesaid Guide contains the description of-

- 5.1. the objects of PAIA and POPIA;
- 5.2. the postal and street address, phone and fax number and, if available, electronic mail address of
 - 5.2.1. the Information Officer of every public body, and
 - 5.2.2. every Deputy Information Officer of every public and private body designated in terms of [section 17\(1\) of PAIA](#) and [section 56 of POPIA](#)
- 5.3. the manner and form of a request for
 - 5.3.1. access to a record of a public body contemplated in [section 11](#); and
 - 5.3.2. access to a record of a private body contemplated in [section 50](#);
- 5.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 5.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 5.6. 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
 - 5.6.1. an internal appeal
 - 5.6.2. a complaint to the Regulator; and
 - 5.6.3. 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
- 5.7. the provisions of sections [14](#) and [51](#) requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.8. the provisions of sections [15](#) and [52](#) providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.9. the notices issued in terms of sections [22](#) and [54](#) regarding fees to be paid in relation to requests for access; and
- 5.10. the regulations made in terms of section [92](#).

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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.

The Guide can also be obtained

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

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

[Afrikaans](#) & [isiNdebele](#)

Any request for public inspection of the Guide at the office of the Information Officer or a request for a copy of the Guide from the Information Officer must substantially correspond with Form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to Annexure B.

6. ENTRY POINT FOR REQUESTS

PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.

Information will therefore not be furnished unless a person provides sufficient particulars to enable Mondia to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.

The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.

The Information Officer will facilitate the liaison with the internal legal team on all of these requests.

All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details shown above.

7. CATEGORIES OF RECORDS OF MONDIA GROUP WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS (Section 51(1)(c))

The Act provides for the automatic disclosure of certain Records without a person having to request

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access in terms of the Act.

The following categories of information are automatically available without having to request access to these records:

- 7.1. Product Information (website)
- 7.2. Media Releases, Published events (Website)

8. DESCRIPTION OF THE RECORDS OF MONDIA GROUP WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

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

- Administration of Estates Act 66 of 1965
- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Close Corporations Act 69 of 1984
- Companies Act 61 of 1973
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Consumer Protection Act 68 of 2008
- Copyright Act 98 of 1978
- Customs and Excise Act 91 of 1964
- Customs Duty Act 30 of 2014
- Debt Collectors Act 114 of 1998
- Electronic Communications and Transactions Act 25 of 2002
- Electronic Communications Act, 36 of 2005
- Employment Equity Act 55 of 1998
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002
- Income Tax Act 58 of 1962
- Insolvency Act No. 24 of 1936
- Labour Relations Act 66 of 1995
- Merchandise Marks Act 17 of 1941
- National Credit Act 34 of 2005
- Occupational Health & Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Prevention of Organised Crime Act 121 of 1998
- Prevention and Combating of Corrupt Activities Act 12 of 2004
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- Protected Disclosures Act 26 of 2000
- Skills Development Act 97 of 1998

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- Skills Development Levies Act 9 of 1999
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 30 of 1966
- Value Added Tax Act 89 of 1991
- Such other legislation as may from time to time be applicable

Although Mondia has used its best endeavours to supply you with a list of applicable legislation it is possible that the above list may be incomplete.

Wherever it comes to Mondia's attention that existing or new legislation allows a requester access on a basis other than that set out in the Act, we shall update the list accordingly.

9. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY MONDIA GROUP

Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of PAIA.

Please note further that many of the records held by Mondia are those of third parties, such as clients and employees, and Mondia takes the protection of third-party confidential information very seriously.

Subjects on which the body holds records	Categories of records
Management/Governance	Board/Governance committee reports and meeting minutes Strategic Plan, Annual Performance Plan. Legal records not in the public domain. Organisational structure and positions. Internal Policies, Standards and Procedures.
Human Resources	Employee and non-employee records (employment contracts, performance, payroll and remuneration, disciplinary, training, job application details, education, employee onboarding records.
Customer	Contract/customer agreements Contact information Customer profile records Billing, monitoring customer data usage Call data records, SMS event records Loyalty Rewards
Customer Interactions	Customer complaints, requests, and enquiries

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Accounting	Records relating to the account holders (customer transactions, invoices, payment information, contracts, authentication records)
Facility	Authentication, Physical and Digital Access control records
Third party Management	Third party onboarding records Responses to tenders and contract records Records of agreements/contracts, Service level agreements (SLA's), Invoice records

10. PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPIA

10.1. Purpose of Processing Personal Information

In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by Mondia will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected. Please also refer to the [Mondia Privacy Policy](#) for further information.

Mondia will process Personal Information of Data Subjects based on:

- The performance of a contract with the Data Subject or to enter into the contract and to take action on their requests.
- Mondia's legitimate business interests, for example, fraud prevention, prevention of tax evasion and financial crime, maintaining the security of its network and services, direct marketing, and the improvement of services.
- Protecting Data Subject's legitimate interests - for example, notification of emergency services, and fraud prevention.
- Compliance with a mandatory legal obligation, including for example, accounting and tax requirements, which are subject to strict internal policies, procedures, and Data Subject's right to restrict usage of their Personal Information, which control the scope of legal assistance to be provided. Mondia is also required to process Personal Information pursuant to legislation including but not limited to the Electronic Communications Act, 2005 (ECA), the Consumer Protection Act, 2008 (CPA), the Promotion of Access to Information Act, 2000 (PAIA), and the Cybercrimes Act, 2020.
- Data Subject consent where Mondia does not rely on another legal basis (referred to above). Consent may be withdrawn at any time. When Data Subjects gives their consent, they will be given details on how to change their mind.

The purpose for which Personal Information is processed by Mondia will depend on the nature of the services or products being provided to the Data Subjects. Below are some purposes for Processing Personal Information:

- to provide Data Subjects with products and services;

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- to bill Data Subjects for using Mondia's products and services, or to take the appropriate amount of credit;
- contact Data Subjects if the billing information they provided with is about to expire or Mondia is not able to take payment;
- to respond to any questions or concerns about its products or services;
- to provide media services;
- for employment purposes;
- managing third party relationships;
- managing its networks and understanding network usage;
- marketing and tailoring service to Data Subjects;
- to contact Data Subjects with customer service messages to keep them updated with current information about products and services they have taken. For example, changes to our terms and conditions or service interruptions;
- to deliver advertising to Data Subjects;
- credit checks, fraud prevention and security;
- to manage visits by different stakeholders to any Mondia's premises;
- for research and analytics

10.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Mondia holds information and records relating to the following Data Subjects. Please note that this list is non-exhaustive:

- employees /personnel of Mondia;
- clients/customers of Mondia;
- any third party and/or supplier with whom Mondia conducts its business;
- contractors of Mondia;
- partners and agents;
- service providers of Mondia;
- Requesters in terms of PAIA and POPIA.

The categories of Personal Information that Mondia processes of the Data Subjects defined below includes the following:

- Full names, address, phone and/or mobile number, date of birth, gender, and email address.
- Traffic data - as browsing habits and click patterns on Mondia group websites.
- Location data - this can be precise where it uses Global Positioning System (GPS) data or by identifying nearby mobile phone and Wi-Fi hotspots and the Data Subject enables location-based services or features. It can also be less precise where, for example, a location is derived from Data Subject's IP address or data such as a post code or name of a town or city.
- Correspondence - such as a note or recording of a call Data Subjects make to one of its contact centres, a Live Chat, an email or letter sent, or other records of any contact with Mondia.
- Account information - such as dates of payment owed or received, subscriptions, account numbers or other information related to an account.
- Credential information – Mondia collects passwords, hints and similar security information used for authentication and access to accounts and services.

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- Preferences for particular products, services and lifestyle activities
- Data sessions - to enable connection to be made and for billing purposes, fraud investigations, network and store planning, campaign planning, marketing specific products such as URL bundles, and personalisation of services.
- Photographs and images - when attending any of Mondia's events or accessing premises with surveillance cameras.
- Information obtained from other sources, such as credit agencies, fraud-prevention agencies, and from other data providers. This includes demographic data and interest-based data

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

Mondia may supply information or records of information to the following categories of recipients:

- its employees as part of executing its business functions;
- statutory oversight bodies, regulators (such as the Information Regulator), law enforcement agencies or judicial commissions of enquiry making a request for information;
- any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or discovery in terms of the applicable rules;
- South African Revenue Services, or another similar authority;
- anyone making a successful application for access in terms of PAIA, to the extent that such access is permitted in terms of PAIA, as amended by POPIA.;
- subject to the provisions of POPIA and the National Credit Act No. 34 of 2005, Mondia may share information about a client's creditworthiness with any credit bureau or credit providers;
- debt collection agencies or other debt-recovery organisations;
- any third party and/or supplier with whom Mondia conducts its business;
- contractors of Mondia;
- partners and agents;
- service providers of Mondia;
- third-parties that we use to provide with marketing and advertisements; and
- companies in the Mondia Group.

10.4. Planned transborder flows of personal information

Mondia may transfer Personal Information of Data Subjects to the Mondia group companies and/or authorised third parties beyond the borders of the countries to achieve a defined purpose, including the achievement of its business functions.

Mondia will only engage in the cross-border transfer of information if one of the following conditions are met and as approved by the Information Officer:

- The recipient is subject to existing legislation in his /her/it's country, a binding corporate or binding agreement that provides an adequate level of protection for the personal information that is substantially similar to the data protection laws applicable to South Africa;
- The Data Subject has consented to such cross-border transfer;
- The transfer is necessary for the conclusion and/or performance of a contract between Mondia

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and the Data Subject;

- The transfer is necessary for the conclusion or performance of a contract entered into, in the interest of the Data Subject, between Mondia and the relevant Mondia group company or the Authorised Third Party;
- The transfer is to the benefit of the Data Subject and must take place in circumstances under which it is not reasonably possible to obtain the Data Subject's consent and if it were reasonably possible to obtain such consent, the Data Subject would be likely to give it.

The processing of Personal Information in a foreign jurisdiction may be subject to the laws of the country in which it is held, and may be subject to disclosure to the Governments, Courts of law, Enforcement or Regulatory Agencies of such other country, pursuant to the laws of such country. Mondia will ensure the adequate protection of your Personal Information where such disclosures are required.

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

Mondia is committed to continuously implement security safeguards to protect Personal Information. For this reason, Mondia has specialised security teams that constantly review and improve its measures to secure the integrity and confidentiality of Personal Information by taking appropriate, reasonable technical and organisational measures to protect it from unauthorised or unlawful access, accidental loss, damage, disclosure or destruction. This includes firewalls, password access and encryption methods, role-based access.

If Mondia has an agreement with another organisation to provide services on its behalf, Mondia will take reasonable steps to ensure that they have appropriate security measures in place that are substantially similar to the security measures implemented by Mondia. These organisations will not be entitled to use Personal Information for their own purposes. If necessary, the security teams will conduct an audit on them to ensure they meet Mondia's security requirements.

11. AVAILABILITY OF THE MANUAL

A copy of the Manual is available:

- on our website at www.mondia.com.
- head office of Mondia at the address outlined in paragraph 4.4 above, for public inspection during normal business hours at no charge; and
- to any person upon request and upon the payment of a reasonable amount.

A fee for a copy of the Manual, shall be payable per each A4-size photocopy made in line with prescribed fee outlined in paragraph 14.

Mondia will on a regular basis update this manual, and the updated Manual will be published on the website

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12. REQUEST PROCEDURE

12.1. Completion of the prescribed form

Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations and should be specific in terms of the record requested. Please refer to Annexure A.

A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.

POPIA provides that a data subject may, upon proof of identity, request Mondia 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. POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Mondia must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.

Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.

POPIA provides that a data subject may object, at any time, to the processing of personal information by Mondia, 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 D and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.

A data subject may also request Mondia 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 Mondia is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions. 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 E.

12.2. Proof of identity

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.

12.3. Payment of the prescribed fees

There are two categories of fees which are payable:

- The request fee: R140.00
- The access fee: This is calculated by taking into account reproduction costs, search and

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preparation costs, as well as postal costs.

These fees are set out in Section 14.

Section 54 of PAIA entitles Mondia to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Annexure B of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to Annexure C.

When a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

12.4. Timelines for consideration of a request for access

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.

The Information Officer will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with Form 3 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.

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

12.5. 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 Mondia (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 Mondia .

Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the

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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 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. PRESCRIBED FEES

The Act entitles a Private Body to levy a prescribed fee to a Requester before further Processing the request. According to section 23(3) of PoPIA, a Responsible Party may require payment of a prescribed fee for the provision of a record of Personal Information about the Data Subject in its possession.

Mondia will provide the Requester a written estimate of the fee before providing the services; and may require the Requester to pay a deposit for all or part of the fee.

Please see below prescribed fees applicable that have been published in the Annexure B of PAIA Regulations, 2021.

1	Request fee payable by every Requester	R140.00
2	Photocopy/printed black and white copy of a A4-size page	R2.00 per page or part thereof
3	Printed copy of A4-size page	R2.00 per page or part thereof
4	For a copy in a computer-readable form on flash drive (provided by Requester)	R40.00

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5	For a copy in a computer-readable form on compact disc (if provided by Requester)	R40.00
6	For a copy in a computer-readable form on compact disc (if provided to the Requester)	R60.00
7	For a transcription of visual images per A4-size page	Services to be outsourced, will depend on quotation from Service Provider
8	Copy of visual images	
9	Transcription of an audio record per A4-size page	R24.00
10	For a copy of an audio record on Flash drive (to be provided by Requester)	R40.00
11	For a copy of an audio record on compact disc (if provided by Requester)	R40.00
12	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation To not exceed a total cost of:	R60.00
13	Deposit: If search exceeds 6 hours	R 145.00 R 435.00
14	Postage, email or any other electronic transfer	One third of the amount per request calculated in terms of above items
15	Postage, email or any other electronic transfer	Actual expense, if any

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**ANNEXURE A
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

Block C, Suite 9, Carlswald Close,

CNR New Road & 7th Road,

1685 Midrand,

South Africa

E-mail address: privacy@mondia.com

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 (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	

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	Cellular:	
Full names of person on whose behalf request is made (if applicable):		
Identity Number		
Postal Address		

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PARTICULARS OF RECORD REQUESTED

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.)

Description of record or relevant part of the record:	
Reference number, if available	

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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 <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
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	

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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

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption

Reason	

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 (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	

<i>Deposit (if any):</i>	
--------------------------	--

Signature of Information Officer

**ANNEXURE B
FORM 1**

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

Block C, Suite 9, Carlswald Close,

CNR New Road & 7th Road

1685 Midrand

South Africa

Full names:				
In my capacity as (mark with "x"):	Information officer		Other	
Name of *public/private body (if applicable)				
Postal Address:				
Street Address:				
E-mail Address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular:	

Hereby request the following copy (ies) of the Guide:

Language (mark with "X")	No of copies	Language(mark with "X")	No of copies
Sepedi		Sesotho	
Setswana		siSwati	
Tshivenda		Xitsonga	
Afrikaans		English	
isiNdebele		isiXhosa	
isiZulu			

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Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

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**ANNEXURE C
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.	
---	--

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>)	

Disclaimer:

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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 • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 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 • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00		

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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 <i>(calculated on one third of total amount per request)</i>	
-----------------	--	---	--

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

Disclaimer:

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ANNEXURE D
OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN
TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL
INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL
INFORMATION, 2017
[Regulation 2(1)]

Note:

1. Affidavits or other documentary evidence in support of the objection must 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.

Reference Number....

A	DETAILS OF DATA SUBJECT	
	Name and surname of data subject:	
	Residential, postal or business address:	
		Code ()
	Contact number(s):	
	Fax number:	
	E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY	
	Name and surname of responsible party (if the responsible party is a natural):	
	Residential, postal or business address:	

Disclaimer:

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	Code ()
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR OBJECTION (Please provide detailed reasons for the objection)

Signed at this day of20.....

.....
Signature of data subject (applicant)

**ANNEXURE E
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, 2017
[Regulation 3(2)]**

Note:

1. Affidavits or other documentary evidence in support of the request must 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.

Reference Number....

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.

A	DETAILS OF THE DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	

Disclaimer:

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Fax number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of _____ responsible party (if _____ the responsible party is a natural person):	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)

Disclaimer:

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** Delete whichever is not applicable*

Signed at this day of20.....

.....
Signature of Data subject