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PAIA MANUAL FOR SENTECH SOC LIMITED ("SENTECH")

CURRENT DOCUMENT APPROVAL

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b) The Manual was prepared in accordance with section 14 of the promotion of access to information act, no. 2 of 2000 and to address requirements of the protection of personal information act, no. 4 of 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 SENTECH 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 Deputy 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

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

- 2.1 "**customer/client**" refers to any customer or client of SENTECH, being any natural or juristic entity that receives services from SENTECH;
- 2.2 "**Data Subject**" means the natural or juristic person to whom Personal Information relates;
- 2.3 "**Deputy Information Officer**" means any or all of SENTECH's designated deputy information officers described in paragraph 5 of this Manual;
- 2.4 "**Employee**" means any person who works for, or provides services to, or on behalf of SENTECH, and receives or is entitled to receive remuneration;
- 2.5 "**Information Officer**" means the head of the body or any of the designated information officers described in paragraph 5 of this Manual;
- 2.6 "**Manual**" means this manual, together with all annexures thereto as amended and made available at the offices of SENTECH from time to time;
- 2.7 "**PAIA**" means the Promotion of Access to Information Act No. 2 of 2000, together with any regulations published thereunder;
- 2.8 "**Personal Information**" has the meaning ascribed thereto under POPIA;
- 2.9 "**POPIA**" means the Protection of Personal Information Act No. 4 of 2013, together with any

regulations published thereunder;

- 2.10 **"Processing"** shall bear the meaning ascribed thereto in POPIA;
- 2.11 **"Requester"** means any person or entity (including any Data Subject) requesting access to a record that is under the control of SENTECH;
- 2.12 **"SENTECH"** means SENTECH SOC Limited, a state-owned enterprise established in terms of the SENTECH Act No. 63 of 1996, as amended, with registration number 1990/001791/30 and registered business address at Sender Technology Park, Octave Street, Honeydew; and
- 2.13 **"Third Party"** means any person other than the Requester concerned and SENTECH.

3 **SCOPE OF THE MANUAL**

This Manual has been prepared in respect of, and applies to, SENTECH.

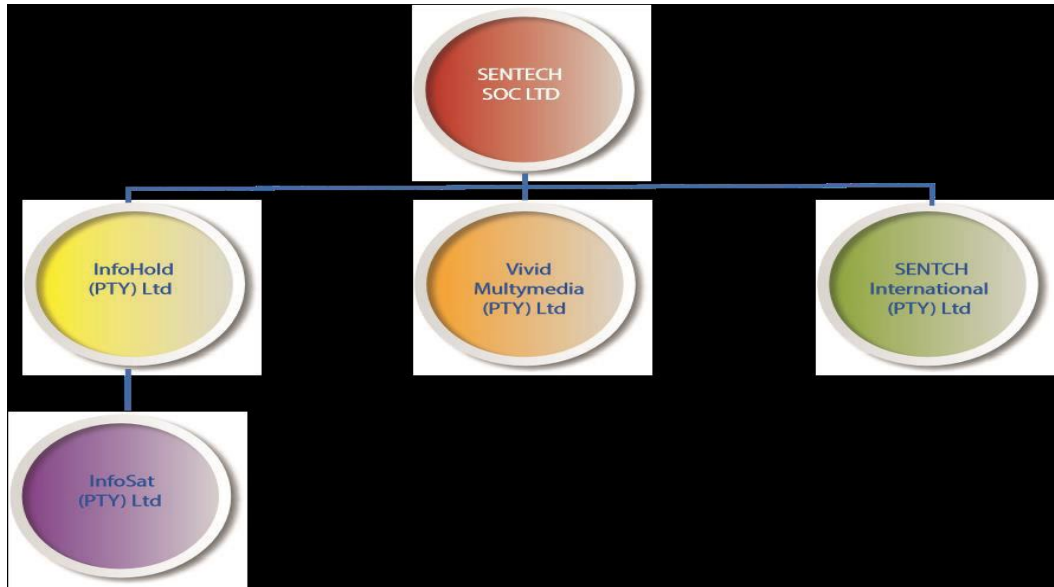
4 **DESCRIPTION OF SENTECH'S FUNCTIONS AND STRUCTURE (SECTION 14(1)(a)(i))**

4.1 **SENTECH's mandate**

- 4.1.1 SENTECH is a Schedule 3B State Owned Enterprise (SOE) operating in the broadcasting signal distribution and telecommunications sector, reporting to the Minister of Communications and Digital Technologies. It derives its mandate from legislation, particularly the SENTECH Act No. 63 of 1996 ("**the SENTECH Act**") and the Electronic Communications Act No. 36 of 2005 ("**the ECA**").
- 4.1.2 SENTECH began as a technical division of the South African Broadcasting Corporation ("**SABC**") responsible for signal distribution services of the SABC. In 1992, the SABC corporatised the division as SENTECH, a wholly owned subsidiary of the SABC. In 1996, the SENTECH Act was amended, converting SENTECH into a separate public company responsible for providing broadcasting signal distribution services as a 'common carrier' to licensed television and radio broadcasters.
- 4.1.3 In terms of the ECA, the main object of SENTECH is "...to provide electronic communications services and electronic communications network services in accordance with the Electronic Communications Act."
- 4.1.4 SENTECH is licensed to provide Individual Electronic Communications Network Services (I-ECNS) and Individual Electronic Communications Services (I-ECS) services as stipulated under the ECA and is able to provide international voice-based telecommunications and multimedia services.
- 4.1.5 Furthermore, SENTECH's vision is to be a global leader in digital content delivery. SENTECH's mission includes to create smart communities by connecting customers and people through the delivery of content and innovative digital solutions.

4.2 **The structure of SENTECH**

SENTECH has four subsidiaries. These entities are 100% (one hundred percent) directly and indirectly (in the case of InfoSat Proprietary Limited), owned by SENTECH. There are currently no material account balances nor classes of transactions at these entities. Below is a visual representation of the structure –



5 **CONTACT DETAILS (SECTION 14(1)(a)(ii))**

Name of Body:	SENTECH SOC Limited
Postal Address:	Private Bag X06 Honeydew 2040
Physical Address:	Octave Street Ext 3 Radiokop Honeydew 2040
Head of Body:	Name: Mr Mlamli Booi E: paia@sentech.co.za T: +27 (0)11 471 4400
Information Officer:	Name: Mr Mlamli Booi E: paia@sentech.co.za

	T: +27 (0)11 471 4400
Deputy Information Officer:	Name: Mr Zunaid Adams (Executive Legal) E: paia@sentech.co.za / adamsz@sentech.co.za T: +27 (0)11 471 4400

6 REMEDIES AVAILABLE (SECTION 14(1)(a)(iii))

- 6.1 SENTECH 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 SENTECH AS MAY BE PRESCRIBED (SECTION 14(1)(a)(iv))

- 7.1 None.

8 GUIDE ON HOW TO USE THE ACT TO ACCESS INFORMATION (SECTION 14(1)(b)(i))

- 8.1 The Information 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.
- 8.2 The Guide contains a description of, *inter alia* –
 - 8.2.1 the objects of PAIA and POPIA;
 - 8.2.2 the manner and form of a request for –
 - 8.2.2.1 access to a record of a public body contemplated in section 11; and
 - 8.2.2.2 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 8.2.3 the assistance available from the Information Regulator in terms of PAIA and POPIA;

- 8.2.4 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 –
 - 8.2.4.1 an internal appeal;
 - 8.2.4.2 a complaint to the Information Regulator; and
 - 8.2.4.3 an application with a court against a decision by the Information Regulator; and
 - 8.2.5 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 Information Regulator;
 - 8.2.6 the provisions of section 14 and 51 of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 8.2.7 the provisions of section 15 of PAIA providing for the voluntary disclosure of categories of records by a public body;
 - 8.2.8 the notices issued in terms of section 22 of PAIA regarding fees to be paid in relation to requests for access; and
 - 8.2.9 the regulations made in terms of section 92 of PAIA.
- 8.3 The Guide is available in all the official languages.
- 8.4 The Guide is accessible on the Information Regulator's website, as well as from the offices of the Information Regulator, during normal working hours, or you may request a copy of the Guide from SENTECH by contacting our Deputy Information Officer. You may also direct any queries 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: enquiries@inforegulator.org.za / PAIAComplaints@inforegulator.org.za /

POPIAComplaints@inforegulator.org.za

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

Tel: 012 406 4818

Fax: 086 500 3351

9 INFORMATION HELD BY SENTECH IN TERMS OF PAIA (SECTION 14(1)(b)(ii))

- 9.1 This section of the Manual sets out the categories and descriptions of records held by SENTECH. 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 SENTECH.
- Rental agreements, title deeds, mortgage bonds and notarial bonds relating to movable and immovable property.
- Memorandums of Understanding.
- Operational records made up of databases, information technology, marketing records, internal correspondence, product-related records, statistical records, internal policies and procedures and records held by officials of SENTECH.

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 Independent Auditors.
- Annual budget and Annual Performance Plan.
- VAT, SITE and PAYE records.

9.1.3 **Human Resources records** relating to the following categories –

- Policies and procedures.
- Personnel files, including those of temporary employees and fixed term employees.
- Contracts, conditions of service and other agreements.
- Internal records.
- Personnel correspondence.
- Training schedules and material.
- Pension fund records of the pension fund established under the Associated Institutions Pension Fund Act, 1963.
- Medical Scheme Records.

9.1.4 **Customer/client related records** relating to the following categories:

- 9.1.4.1 Records provided by a customer to SENTECH.
- 9.1.4.2 Records provided by a customer to a third party acting for or on behalf of SENTECH.
- 9.1.4.3 Records provided by third parties to SENTECH.
- 9.1.4.4 Records generated by or within SENTECH relating to its customers/clients, including transactional records.
- 9.1.5 **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 SENTECH in the course of their employment as employees of the SENTECH.
 - Rights in a discovery, invention or improvement made by the SENTECH 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 (SECTION 14(1)(b)(ii))**

- 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 SENTECH 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 – s 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 – s 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 – s 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 – s 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 – s 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 (SECTION 14(1)(b)(iii))**

All information available on the website www.sentech.co.za is voluntarily disclosed, including the current Annual Integrated Report (annual financial statements, Report by Independent Auditors, Report on Corporate Governance and Executive Report).

12 **SERVICES AVAILABLE (section 14(1)(b)(iv))**

- 12.1 SENTECH is a leading provider of electronic communications network services to the country's broadcasting and communications industry.
- 12.2 SENTECH provides broadcast transmission services to all SABC radio and television stations, commercial radio and TV stations, and over 150 (one hundred and fifty) community radio

stations country-wide, on a daily basis. Further, SENTECH provides connectivity and infrastructure services to the retail, telecommunications and public sector.

- 12.3 SENTECH's 180 (one hundred and eighty) sites enable it to provide connectivity and infrastructure to the retail, telecommunications and public sector. SENTECH has expanded its footprint to clients in sub-Saharan Africa to provide broadcasting signal distributions and managed services such as digital terrestrial television solutions, digital radio, training and consultancy services.

13 ARRANGEMENT ALLOWING INVOLVEMENT OF ANOTHER PERSON IN THE FORMULATION OF SENTECH'S POLICY AND THE EXERCISE OF POWER BY SENTECH (Section14(1)(b)(v))

Not applicable.

14 ACCESS TO PERSONAL INFORMATION

- 14.1 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.

- 14.2 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 Requester pay a deposit for all or part of the fee.

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

- 14.4 POPIA provides that a Data Subject may object, at any time, to the processing of Personal Information by SENTECH, 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.

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

- 14.6 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.

15 PURPOSE OF THE PROCESSING (SECTION 14(1)(c)(i))

- 15.1 In terms of POPIA, data must be processed for a specified purpose.
- 15.2 SENTECH 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.
- 15.3 SENTECH will retain Personal Information only for as long as is necessary to accomplish SENTECH's legitimate business purposes or for as long as may be permitted or required by applicable law.
- 15.4 SENTECH uses the Personal Information it collects for following non-exhaustive purposes, as more fully set out in the SENTECH Privacy Policy, which is available upon request from SENTECH's Information Officer. -
 - 15.4.1 generally for the purposes of providing its services to customers, as per its mandate. This includes providing broadcast transmission services to all the South African Broadcasting Corporation's radio and television stations, commercial radio and television stations, community radio stations (country-wide) and connectivity and infrastructure services to the retail, commercial and public sector;
 - 15.4.2 for purposes of onboarding suppliers or service providers as approved suppliers/service providers of SENTECH. For this purpose, SENTECH will also Process a service provider's/supplier's Personal Information for purposes of performing credit checks, and this may include engaging third party credit vetting agencies;
 - 15.4.3 for purposes of managing SENTECH's relationships with its suppliers;
 - 15.4.4 in connection with the execution of payment processing functions, including payment of SENTECH's suppliers'/service providers' invoices;
 - 15.4.5 for purposes of monitoring the use of SENTECH's electronic systems by customers, potential customers and/or general Data Subjects. SENTECH will, from time to time, engage third party service providers (who will Process the Data Subject's Personal Information on behalf of SENTECH) to facilitate this;
 - 15.4.6 for purposes of preventing, discovering and investigating violations of this Policy, the applicable law and other SENTECH policies, and investigating fraud, or other related matters in terms of any other applicable laws;
 - 15.4.7 for purposes of performing general company secretariat functions;

- 15.4.8 in connection with, and to carry, its socio-economic development activities, including as more fully set out on SENTECH's website located at <https://www.sentech.co.za/about-us/socio-economic-enterprise-development>;
 - 15.4.9 in order to ensure adherence to applicable legislation including, but not limited to the Financial Intelligence Centre Act 38 of 2001 (as amended), Broad-based Black Economic Empowerment Act No. 53 of 2003 (as amended), etc.;
 - 15.4.10 for employment-related purposes such as recruiting staff, administering payroll, background checks, etc.;
 - 15.4.11 in connection with internal audit purposes (i.e., ensuring that the appropriate internal controls are in place in order to mitigate the relevant risks, as well as to carry out any investigations where this is required);
 - 15.4.12 in connection with external audit purposes. For this purpose, SENTECH engages external service providers and, in so doing, shares Personal Information of the Data Subjects with third parties;
 - 15.4.13 in order to address inquiries or complaints in respect of SENTECH's services or functions;
 - 15.4.14 for such other purposes to which the Data Subject may consent from time to time; and
 - 15.4.15 for such other purposes as authorised in terms of applicable law.
- 15.5 SENTECH will not use the Personal Information which it collects for any purposes other than those purposes specified herein.

16 CATEGORIES OF DATA SUBJECTS AND OF THE PERSONAL INFORMATION RELATING THERETO (SECTION 14(1)(c)(ii))

- 16.1 SENTECH collects Personal Information directly from the Data Subject and/or from Employees, Customers, Third Parties, service providers, and where SENTECH obtains Personal Information from Third Parties, SENTECH 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 SENTECH is permitted to do so in terms of the applicable laws. This list of categories is non-exhaustive.
- 16.2 Examples of Third Parties from whom Personal Information is collected includes any third party who SENTECH conducts its business with; regulatory bodies; verification agencies; other companies providing services to SENTECH and where SENTECH makes use of publicly available sources of information.
- 16.3 The Personal Information relating thereto is as follows:

Data Subject	Information to be processed
Customers – Natural and Juristic Persons / Entities	Names, names of contact persons, name of legal entity, physical and postal address and contact details, registration number (in respect of juristic persons), identity numbers (in respect of natural persons) 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

17 RECIPIENTS TO WHOM PERSONAL INFORMATION MAY BE SUPPLIED (SECTION 14(1)(c)(iii))

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

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

17.1.2 Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for data or discovery in terms of the applicable rules (i.e. the Competition Commission in terms of the Competition Act No. 89 of 1998);

17.1.3 South African Revenue Services, or another similar authority;

17.1.4 Anyone making a successful application for access in terms of PAIA;

17.1.5 Subject to the provisions of POPIA and the National Credit Act No. 34 of 2005, SENTECH may share information about a client’s creditworthiness with any credit bureau or credit providers industry association or other association for an industry in which SENTECH operates; and

17.1.6 Any person who conducts business with SENTECH, in the ordinary course of business.

17.2 SENTECH will comply with POPIA before transferring Personal Information to a Third-Party who is not a contractor of SENTECH. Before transferring Personal Information to a Third-Party contractor, such as an authorised service provider, SENTECH will obtain assurances

from the Third-Party that it will Process Personal Information in a manner consistent with POPIA. Where SENTECH learns that a Third-Party contractor is using or disclosing Personal Information in a manner contrary to POPIA, SENTECH will take reasonable steps to prevent such use or disclosure.

18 PLANNED TRANSBORDER FLOWS (SECTION 14(1)(c)(iv))

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

19 INFORMATION SECURITY MEASURES (SECTION 14(1)(c)(v))

19.1 The security and confidentiality of Personal Information is important to SENTECH. SENTECH has implemented reasonable technical, administrative, and physical security measures to protect Personal Information from unauthorised access or disclosure and improper use.

19.2 SENTECH is committed to ensuring that its security measures which protect Data Subject's Personal Information are continuously reviewed and updated where necessary.

19.3 In Processing any Personal Information, SENTECH shall comply with the following minimum technical and organisational security requirements –

19.3.1 Physical Access – Access to Personal Information is restricted in SENTECH's offices and only to those Employees who need the Personal Information to perform a specific job / task.

19.3.2 Unique User Identification – Employees each have a unique user ID assigned to them, subject to strict confidentiality undertakings in terms of SENTECH's password and confidentiality policy.

19.3.3 Passwords – SENTECH shall ensure that there are passwords required for any access to Personal Information in line with its password policy.

19.3.4 Physical access and privileges – SENTECH ensures that access to Personal Information is limited to Employees on a "need to know" basis, and SENTECH's Employees are required to strictly utilise their unique user ID and applicable passwords to access same.

19.3.5 Back-ups – SENTECH 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.

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

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

20 UPDATING OF THIS MANUAL (SECTION 14(2))

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

21 AVAILABILITY OF THE MANUAL (SECTION 14(3))

21.1 This Manual is available on SENTECH's website, at the head office of SENTECH 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.

22 REQUEST TO THE MINISTER FOR COMPILATION OF ONE MANUAL(SECTION 14(4)(A))

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

23 EXEMPTION FROM THE MINISTER FROM ANY PROVISION OF SECTION 14 OF THE ACT (SECTION 14(5))

SENTECH is not exempt from any provision of this section.

24 PRESCRIBED FORMS AND FEE STRUCTURE

24.1 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 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	<table border="1" style="width: 100%;"> <tr> <td style="background-color: #cccccc;">Tel. (B):</td> <td></td> <td style="background-color: #cccccc;">Facsimile:</td> <td></td> </tr> <tr> <td style="background-color: #cccccc;">Cellular:</td> <td colspan="3"></td> </tr> </table>	Tel. (B):		Facsimile:		Cellular:			
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			
<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>			
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 <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	

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) <i>A request fee must be paid before the request will be considered.</i> b) <i>You will be notified of the amount of the access fee to be paid.</i> 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> d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>	
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

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

Signature of Information Officer

ANNEXURE 2

**FEEES IN RESPECT OF PUBLIC BODIES IN TERMS OF GOVERNMENT NOTICE
NO.R.757 IN GOVERNMENT GAZETTE 45057 OF 27 AUGUST 2021**

Item	Description	Amount (Rand)
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof
3.	Printed copy of A4-size page	R1.50 per page or part thereof
4.	For a copy in a computer-readable form on:	
	1 Flash drive (to be provided by requester)	R40.00
	2 Compact disc	
	2.1 If provided by requester	R40.00
	2.2 If provided to requester	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of audio record on:	
	1 Flash drive (to be provided by requester)	R40.00
	2 Compact disc	
	2.1 If provided by requester	R40.00
	2.2 If provided to requester	R60.00
9.	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	R100.00
	To not exceed a total cost of	R300.00
10.	Deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of item 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

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:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

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

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

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.

A	DETAILS OF THE 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/E-mail 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/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED

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

Signed at this day of20.....

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