PAIA Manual

April 2026

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All data disclosed by Sybrin in terms of this PAIA Manual is provided in reliance upon the Requester's consent not to use, or disclose any information contained therein, except as provided for in this PAIA Manual, The Promotion of Access to Information Act 2 of 2000, or in the context of its business dealings with Sybrin.

The Requestor agrees not disclose any information concerning this document to third parties, except to the extent that such matters are generally known to, and are available for use, by the public. The Requestor also agrees not to duplicate or distribute, or permit others to duplicate or distribute, any material contained herein without Sybrin's express written consent.

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THE REQUESTOR AGREES TO BE BOUND BY THE AFOREMENTIONED STATEMENT.

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1. Introduction

The Constitution of South Africa, 1996, by providing a statutory right of access on request to any record held by the state as well as access to records held by private bodies, entrenches the fundamental right to information. The Promotion of Access to Information Act 2 of 2000 ('the Act'), which came into effect on 9 March 2001, seeks to advance the values of transparency and accountability in South Africa and provides the mechanism for requesters to exercise and protect their constitutional right to request access to a record.

The Act establishes the following statutory rights of requesters to any record of a private body if:

- That record is required for the exercise or protection of any of his or her legal rights;
- That requester complies with all the procedural requirements; and
- Access is not refused in terms of any ground referred to in the Act.

In terms of the Act, private bodies are required to publish a manual to assist requesters who wish to request access to a record. In addition, it explains how to access, or object to, personal information held by the Company, or request correction of personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 (the "POPI Act"). The PAIA and POPI Acts give effect to everyone's constitutional right of access to information held by the private sector or public bodies if the record or personal information is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest. Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 6.

2. Availability of the Sybrin PAIA Manual and entry points for requests

This document serves as the Sybrin Manual ('the Manual') in accordance with the requirements of Section 51 of the Act to facilitate access to records held by Sybrin. A copy of this Manual is available to the public in a Portable Document Format (PDF) version on the website of Sybrin at www.sybrin.com or on request from the Information Officer referred to in this Manual. Sybrin endorses the spirit of the Act and believes that this Manual will assist requesters in exercising their rights.

The Manual provides information on the:

- Contact details of the Information Officer;
- Structure and functions of Sybrin;
- Subjects and categories of records that are held by Sybrin; and
- Procedure that needs to be followed and criteria that must be met by a requester to request access to a record.

3. Request for Information

The Act provides that a requester is only entitled to access to a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise or protect a right, will be considered. A requester may act in different capacities in making a request for a record. This will influence the amount to be charged when a request has been lodged.

Requesters may make a request as:

- A personal requester who requests a record about him/herself;

- An agent requester who requests a record on behalf of someone else with that person's consent and where it is required for the protection of that person's legal right;
- A third-party requester who requests a record about someone else with that person's consent and where it is required for the protection of that person's legal right; and
- A public body who may request a record if:
  - It fulfils the requirements of procedural compliance;
  - The record is required for the exercise or protection of a right; and
  - No grounds for refusal exist.

4. Contact Details of Sybrin's Data Protection Officer: Sec 51(1)(a)

The Chief Executive Officer of Sybrin has appointed Information Officer below in terms of the Act to handle all requests on Sybrin's behalf and ensure that the requirements of the Act are administered in a fair, objective and unbiased manner:

Data Protection Officer:	Ryan Barlow
Physical Address:	3rd Floor, Block A, The Pivot, 1 Montecasino Boulevard, Fourways, Johannesburg, South Africa, 2191
Phone:	011 367 6900
Email Address:	Hannetjie.dutoit@sybrin.com
Website:	https://www.sybrin.com/assets/downloads/Sybrin-PAIA-Manual.pdf

5. Information Regulators Guide

An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated Guide are available from Information Regulator in the manner prescribed. Any enquiries regarding the Guide should be directed to:

Physical Address:	JD House, 27 Stiemens Street Braamfontein, Johannesburg 2001
Postal Address:	The Information Regulator P.O Box 31533 Braamfontein, 2017
Phone:	010 023 5200
E-mail Address:	enquiries@inforegulator.org.za PAIAComplaints@inforegulator.org.za POPIAComplaints@inforegulator.org.za

Website: https://inforegulator.org.za

6. Confidentiality and Access to Information

Sybrin will protect the confidentiality of information provided to it by third parties, subject to Sybrin's obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information.

7. Sybrin Group Structure

This Manual has been prepared in respect of the Sybrin Group of Companies, which includes related entities and/or wholly owned subsidiaries as reflected in Annexure A. The scope of this Manual will exclude Sybrin's operations outside South Africa and will serve to provide a reference regarding the records held by Sybrin at its Registered Office only.

8. Response Time Commitment and Dispute Resolution

8.1. Response Time for Requests

In accordance with the provisions of the Act, the Information Officer is committed to responding to all formal requests for access to information within 30 (thirty) calendar days from the date of receipt of a valid request. This period may be extended in terms of the Act, in which case the requester will be notified in writing with reasons for the extension.

8.2. Escalations and Response Time

If a requester is dissatisfied with the handling of a request or the outcome thereof, they may escalate the matter to the designated Deputy Information Officer, or another senior officer as appointed. Escalated matters will be reviewed and responded to within 30 (thirty) calendar days from the date of receipt of the escalation.

8.3. Handling of Complaints, Disputes, or Appeals

Complaints, disputes, or appeals relating to PAIA requests or access to information should be submitted in writing and include full details of the matter and supporting documentation. These will be handled in the following manner:

- **Acknowledgement**: Written acknowledgement of the complaint or dispute will be issued within 7 (seven) calendar days of receipt.
- **Internal Review**: The complaint will be investigated and reviewed by the Deputy Information Officer or a designated appeals officer not involved in the initial handling of the request.
- **Resolution and Feedback**: A formal response outlining the findings and any actions to be taken will be provided within 30 (thirty) calendar days of receipt of the complaint.

Should the requester remain dissatisfied after the internal appeal or complaint process, they may refer the matter to the Information Regulator or pursue appropriate legal recourse as provided for under the Act.

9. Classes of Records

9.1. Automatic Disclosure: Section 51(1)(c) – Records automatically available to the Public

The following records are automatically available at the registered office of Sybrin on payment of the prescribed fee for reproduction:

- Documentation and information relating to Sybrin which is held by the Companies and Intellectual Properties Commission in accordance with the requirements set out in set out in section 25 of the Companies Act 71 of 2008.
- Product and promotional brochures.
- News and other marketing information.
- Legislative requirements: Section 51(1)(d) – Records available in accordance with other legislation

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

  - Basic Conditions of Employment Act 75 of 1997
  - Broad-Based Black Economic Empowerment Act 53 of 2003
  - Companies Act 71 of 2008
  - Compensation for Occupational Injuries and Diseases Act 130 of 1993
  - Constitution of South Africa Act 108 of 1996
  - Copyright Act 98 of 1987
  - Consumer Protection Act 68 of 2008
  - Electronic Communications and Transactions Act 25 of 2002
  - Employment Equity Act 55 of 1998
  - Income Tax Act 58 of 1962
  - Labour Relations Act 66 of 1995
  - Occupational Health and Safety Act 85 of 1993
  - South African Revenue Service Act 34 of 1997
  - Tax on Retirement Funds Act No 38 of 1996
  - Unemployment Insurance Act 63 of 2001
  - Value Added Tax Act 89 of 1991

Although Sybrin 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 Sybrin'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.

9.2. Records held by Sybrin Group: Section 51(1)(e) – Sybrin Record Subjects and Categories

- Corporate Affairs and Marketing Material:
  - Media Releases
  - Newsletters and Publications

- Corporate Social Investment
- Public Corporate Records

- Corporate Secretariat and Governance:
  - Applicable Statutory Documents
  - Codes of Conduct
  - Memoranda of Incorporation
  - Group Policies and Procedures

- Finance and Taxation:
  - Policies and Procedures
  - Annual Financial Statements
  - Tax Records and Returns

- Human Resources:
  - Education and Training Records
  - Employee Benefit Records
  - Employment Contracts
  - Employment Equity Records
  - Employee Information
  - Policies and Procedures
  - Group Life
  - Leave Records
  - Medical Records
  - Pension and Retirement Funding Records
  - Study assistance schemes
  - Tax Returns of employees
  - UIF Returns

- Information Technology:
  - Agreements
  - Disaster Recovery
  - Hardware and Software Packages
  - Policies and Procedures
  - Internal Systems Support and Programming
  - Licenses
  - Operating Systems

- Intellectual Property:
  - Trademark applications
  - Agreements relating to intellectual property
  - Copyrights

- Legal:
  - Pleadings, briefs and other documents pertaining to any actual or pending litigation, arbitration or investigation
  - Contracts

- Sales, Marketing, and Communication:
  - Brochures, Newsletters and Advertising Material
  - Client Information
  - Marketing Brochures
  - Marketing Strategies
  - Product Brochures
  - Policies and Procedures

10. Processing of Personal Information

10.1. Purpose of Processing

We process personal information for a variety of purposes, including but not limited to the following:

- To provide or manage any information and/or services requested by data subjects.
- To help us identify data subjects when they contact.
- To maintain customer records.
- For recruitment purposes.
- For employment purposes.
- For apprenticeship purposes.
- For travel purposes.
- For general administration, financial, and tax purposes.
- For legal or contractual purposes.
- For health and safety purposes.
- To monitor access, secure, and manage our premises and facilities.
- To transact with our suppliers and business partners.
- To help us improve the quality of our services.
- To help us detect and prevent fraud and money laundering.

- To help us recover debts.
- To carry out analysis and customer profiling, and
- To identify other products and services that might be of interest to data subjects and to inform them about our products and services.

10.2. Categories of data subjects and personal information processed by Sybrin:

- Customers and potential customers.
- Customer personal information.
- Customer contracts.
- Customer location information.
- Suppliers.
- Supplier personal information.
- Personal information of supplier representatives.
- Employees.
- Employee personal information.
- Employee medical information.
- Employee disability information.
- Employee Pension and Provident Fund Information.
- Employee contracts.
- Employee performance records.
- Payroll records.
- Electronic access records.
- Physical access records.
- Surveillance records.
- Health and safety records.
- Training records.
- Employment history.
- Time and attendance records.
- Job applicants.
- Curriculum vitae and application forms.
- Criminal checks.
- Background checks.
- Children's medical information.
- Children’s information acquired for processing travel documents.
- Children’s information acquired for processing as a dependent for medical insurance.

- Visitors' physical access records.
- Electronic access records and scans.
- Surveillance records.

10.3. Recipients or categories of recipients with whom personal information is shared:

- We may share the personal information of our data subjects for any of the purposes outlined in this Manual with the following:
  - Our other Group Companies in South Africa and other countries.
  - Our authorised Group representatives.
  - Our business partners; and
  - Our service providers and agents who perform services on our behalf.
- We do not share the personal information of our data subjects with any third parties, except if:
  - We are obliged to provide such information for legal or regulatory purposes.
  - We are required to do so for purposes of existing or future legal proceedings.
  - We are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with you.
  - We are involved in the prevention of fraud, loss, bribery, or corruption.
  - They perform services and process personal information on our behalf.
  - This is required to provide or manage any information and/or services to data subjects; or
  - Needed to help us improve the quality of our services. We will send our data subjects notifications or communications if we are obliged by law, or in terms of our contractual relationship with them. We will only disclose personal information to government authorities if we are required to do so by law. Our employees, authorised Group representatives, our agencies, and our suppliers, are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

10.4. Information security measures to protect personal information:

Reasonable technical and organisational measures have been implemented for the protection of personal information processed by Sybrin and its operators. In terms of the POPI Act, operators are third parties that process personal information on behalf of. We continuously implement and monitor technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss, or destruction. We will take steps to ensure that operators who process personal information on behalf of Sybrin apply adequate safeguards as outlined above.

10.5. Trans-border flows of personal information:

We will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing and will do so only in accordance with South African legislative requirements; or if the data subject consents to the transfer of their personal information to third parties in foreign countries. We will take steps to ensure that operators are bound by laws, binding corporate rules, or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the POPI Act. We will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, and apply adequate safeguards as outlined in this Manual.

10.6. Personal information received from third parties:

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this PAIA manual and the Sybrin Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

11. Access Procedure and Requests

The purpose of this section is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by Sybrin.

It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the Act. If it is reasonably suspected that the requester has obtained access to the Sybrin Group's records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

11.1. Guidance on Completion of Prescribed Access Form: Sec 51(1)(e)

For Sybrin to facilitate your access to a record you need to complete the attached prescribed access form attached as Annexure B. Please take note that the prescribed access form must be completed in full, failure to do so will result in the process being delayed until such additional information is provided. Sybrin will not be held liable for delays due to receipt of incomplete forms. Due cognisance should be taken of the following instructions when completing the Access Request Form because the Information Officer shall not process any request for access to a record until satisfied that all requirements have been met:

- The Access Request Form must be completed in the English language.
- Proof of identity is required to authenticate the requesters identify. If the requester acts as an agent requester, the requester shall provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above.
- Type or print in BLOCK LETTERS an answer to every question.
- If a question does not apply, state "N/A" in response to that question.
- If there is nothing to disclose in reply to a particular question, state "nil" in response to that question.
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional attached folio.
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

11.2. Submission of Prescribed Access Form

The completed Access Request Form must be submitted either via conventional mail or e-mail and must be addressed to the Data Protection Officer.

11.3. Payment of Prescribed Fees

Payment details can be obtained from the Information Officer and payment can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied. Four types of fees are provided for in terms of the Act:

- **Request fee**: This fee is not applicable to Personal Requesters, referring to any person seeking access to records that contain their personal information.
- **Reproduction fee**: This fee is payable with respect to all records that are automatically available.
- **Access fee**: If the request for access is successful an access fee may be required to re-imburse Sybrin for the costs involved in the search, reproduction and/or preparation of the record and will be calculated based on the Prescribed Fees.

11.4. Notification

Sybrin will within thirty (30) days of receipt of the request decide whether to grant or decline the request and give notice with reasons (if required) to that effect. The thirty (30) day period within which Sybrin has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days, if the request is for a large volume of information, or the request requires a search for information held at another office of Sybrin and the information cannot be reasonably be obtained within the original thirty (30) day period. Sybrin will notify the requester in writer should an extension be sought.

If the request for access to a record is successful, the requester will be notified of the following:

- The amount of the access fee payable upon gaining access to the record.
- An indication of the form in which the access will be granted; and
- Notice that the requester may lodge an application with a court against the payment of the access fee and the procedure, including the period, for lodging the application.

If the request for access to a record is not successful, the requester will be notified of the following:

- Adequate reasons for the refusal (refer to Third Party Information and Grounds for Refusal); and
- That the requester may lodge an application with a court against the refusal of the request and the procedure, including the period, for lodging the application.

11.5. Records that cannot be found or do not exist

If Sybrin has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

12. Grounds for Refusal of Access to Records

12.1. Grounds for Refusal (Chapter 4)

The thirty (30) day period within which the Information Officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has complied with all the requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer.

Requests may be refused on the following grounds, as set out in the Act:

- Mandatory protection of privacy of a third party who is a natural person, including a deceased person, which would involve the unreasonable disclosure of personal information of that natural person.
- Mandatory protection of commercial information of a third party or Sybrin, if the record contains:
  - Trade secrets of the third party or Sybrin;
  - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the third party or Sybrin; and

- Information disclosed in confidence by a third party to Sybrin if the disclosure could put that third party to a disadvantage or commercial competition.

- Mandatory protection of certain confidential information of a third party if disclosure of the record would result in a breach of a duty of confidence owed to that party in terms of an agreement.
- Mandatory protection of the safety of individuals, and the protection of property.
- Mandatory protection of records privileged from production in legal proceedings, unless the legal privilege has been waived.
- Mandatory protection of research information of a third party and of Sybrin.

13. Prescription Fees

The applicable fees (excluding VAT) for reproduction as referred to above are:

Category	Rand
For every photocopy of an A4–size page or part thereof	2.00
For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	2.00
For a copy in a computer readable form: Compact disc	70.00
A transcription of visual images, for an A4-size page or part thereof	40.00
For a copy of visual images	60.00
A transcription of an audio record, for an A4-size page or part thereof	20.00
For a copy of an audio record	30.00

13.1. Request Fee

A request fee of R140.00 (excluding VAT) is payable upfront where a requester submits a request for access to information on anybody else other than a requestor.

13.2. Access Fee

The applicable fees (excluding VAT) which will be payable are:

Category	Rand
For every photocopy of an A4–size page or part thereof	2.00
For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	2.00
For a copy in a computer readable form: Compact disc	70.00
A transcription of visual images, for an A4-size page or part thereof	40.00
For a copy of visual images	60.00
A transcription of an audio record, for an A4-size page or part thereof	20.00

For a copy of an audio record	30.00

13.3. Postage Fee

Where a copy of the record needs to be posted the actual postal fee is payable in addition to the applicable fees.

14. Sharing of Personal Information

- Sybrin may share personal information with:
  - Other companies forming part of the Sybrin group of companies located outside of South Africa.
  - Services providers who perform services on behalf of the Sybrin Group; and
  - Third party suppliers.

- Sybrin Security measures to protect personal information

Sybrin takes the security of your data seriously and therefore reasonable technical and organisational measures have been implemented to protect personal information. Sybrin has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Sybrin will take steps to ensure that third party providers who process personal information on behalf of Sybrin apply adequate safeguards as required in terms POPIA.

- Transborder Flows of Personal Information

Sybrin may from time to time transfer personal information to another country for the purposes of rendering services to employees and customers. Sybrin will take the necessary steps to ensure that services providers and third-party operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information in terms of POPIA.

- Purpose of Processing of Personal Information

Sybrin processes Personal Information which includes but it is not limited to the following purposes:

  - Rendering of services to our customers
  - Employee administration
  - Providing or managing any information on products
  - Transacting with our suppliers
  - Maintaining customer records
  - Recruitment purposes
  - Apprenticeship and bursary purposes
  - Travel purposes
  - General administration
  - Financial and tax purposes
  - Legal purposes
  - Health and safety purposes
  - Visitor access monitoring purposes
  - Managing the premises and facilities
  - Investigating of and preventing fraud

- Debt recovery and responding to website enquires

- **Types of personal information**

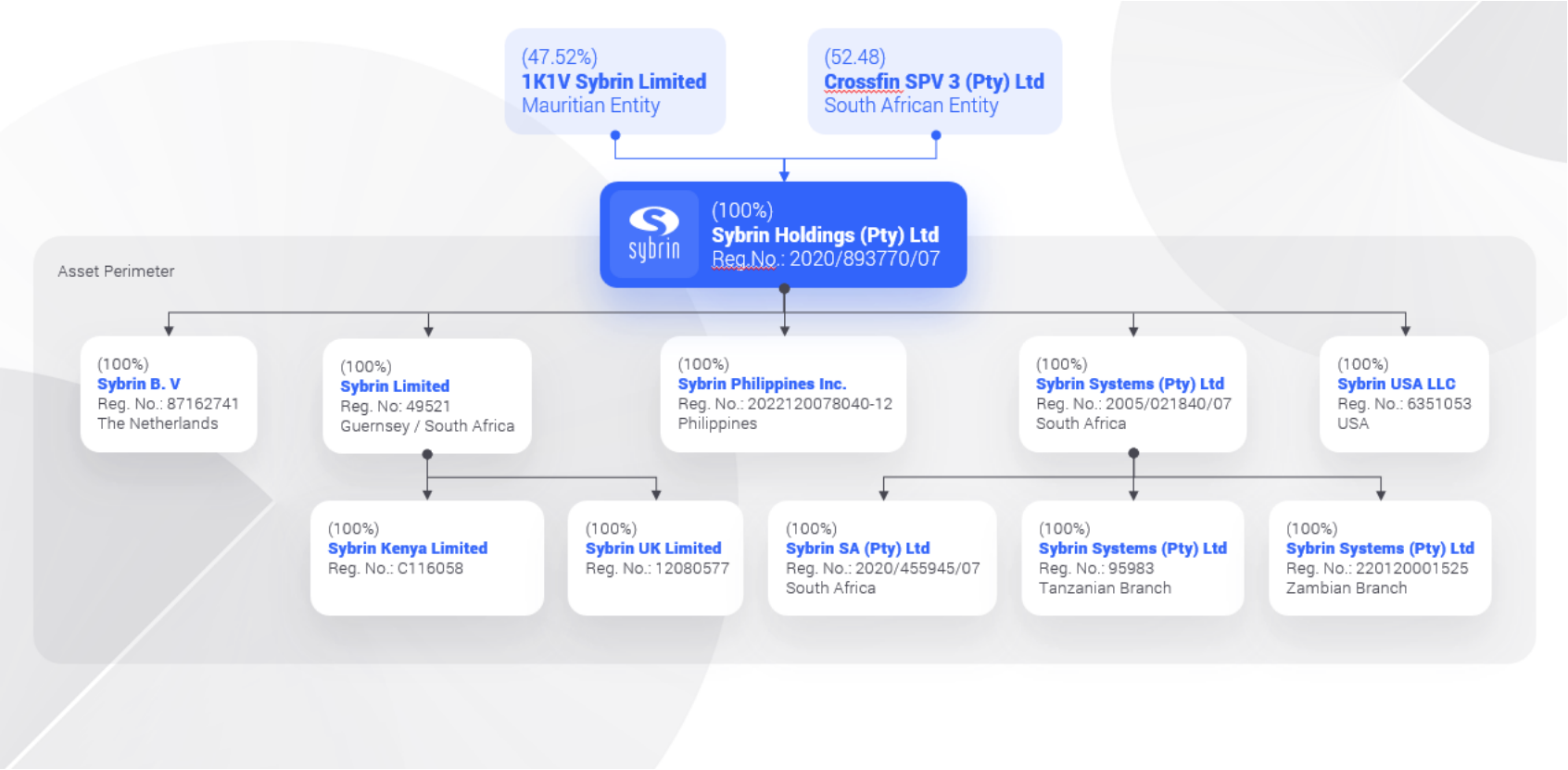
Categories individuals and juristic entities	Categories of personal information held	Availability
Employees	ID number, contact details, physical and postal address, date of birth, age, disability information, employment history, criminal/background checks, fingerprints, CVs, education history, banking details, income tax reference number, remuneration and benefit information (including medical aid, pension/provident fund information), details related to employee performance, disciplinary procedures, employee disability information, employee pension and provident fund information, employee contracts, employee performance records, physical access records, CCTV records, health and safety records, time and attendance records.	Not automatically available
Suppliers and Service Providers	Entity name registration number, income tax number, contact details for representative persons, FICA documentation BBB-EE certificates, invoices, and contractual documentation.	Not automatically available
Directors and Shareholders	Name, surname, ID numbers, and financial information as required for statutory reporting.	Not automatically available
New Job Applicants	Name, surname, address, contact details, email address, telephone number, details of qualifications, skills, experiences and employment history information about your current level of remuneration, including benefit entitlements, whether or not you have a disability for which Sybrin needs to make reasonable adjustments during the recruitment process, and information about your entitlement to work in South Africa.	Not automatically available

Website Visitors	Name, surname, email address, company name, job title and telephone number.	Not automatically available
Visitors	Physical access records, electronic access records scans, and CCTV records.	Not automatically available
Children	Name, address and contact details, birth certificates, age, and child medical information.	Not automatically available

15. Document Review

This Policy forms part of the Integrated Management System (IMS) and has been approved by the Executive Committee. This Policy must be reviewed at least annually, or when significant regulatory or organisational changes occur. All changes to this Policy must immediately be made available on the website and to any interested party requesting it. The Data Protection Officer, Executives and Senior Management of Sybrin are responsible for ensuring the successful implementation and upholding of all of the provisions of this Policy.

16. Annexure A: Sybrin Group Structure



17. Annexure B

REQUEST FOR ACCESS TO A RECORD IN TERMS OF SEC 53(1) of the PROMOTION OF ACCESS TO INFORMATION ACT 2 of 2000

Particulars of Private Body requesting access to the record

Contact details:	
Chief Executive Officer (as defined in the Act):	
Information Officer:	
Postal address:	
Physical address:	
Phone number:	
Fax number:	
E-mail address:	
Website address:	

Particulars of an individual person requesting access to the record

- The particulars of the person who requests access to the record must be recorded below.
- Furnish an address and/or fax number in the Republic of South Africa to which information must be sent.
- Proof of identity is required from both the requester and any person or any party acting on behalf of the requester. The original identity document or such other proof satisfactory to the Chief Executive Officer or Information Officer will need to be presented with this request by the requester or the requester's representative before the request will be processed.
- If the request is made on behalf of another person, proof of the capacity in which the request is made, is also to be presented with this request.

Details of requester

Surname:	
Full names:	
Identity number:	
Postal address:	
Telephone number:	

Fax number:	
E-mail address:	

If a request is made on behalf of another person the requester is obliged to identify him/herself and to provide proof of the mandate under which the request is made, to the satisfaction of the Information Officer.

Particulars of person on whose behalf request is made

Surname:	
Name:	
Identity number:	

Particulars of record

Provide full details 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 folio and attach it to this form. The requester must sign all the additional folios.

The requester's attention is drawn to the grounds on which the private body must or may refuse access to a record (in certain instances this may be mandatory, in others it may be discretionary):

- Mandatory protection of the privacy of a third party who is a natural person (human being).
- Mandatory protection of certain confidential information of a third party.
- Mandatory protection of commercial information of third party.
- Mandatory protection of the safety of individuals, and the protection of property.
- Mandatory protection of records privileged from production in legal proceedings.
- Commercial information of a private body.
- Mandatory protection of research information of a third party and a private body.

Description of record and/or part of record

Category	Description of record

Notes to Particular of record:

Your indication as to the required form of access depends on the form in which the record is available.

Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

Mark the appropriate box with an "X".					
1. If the record is in written or printed form -					
copy of record*		inspection of record			
2. If record consists of visual images - (This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)					
view the images		copy of the images*		transcription of the images*	
If the record consists of recorded words or information which can be reproduced in sound -					
listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)			
If the record is held on computer or in an electronic or machine-readable form -					
printed copy of record*		printed copy of information derived		copy in computer readable format*	
Do you wish the copy or transcription to be posted to you? Note: If you requested a copy or transcription of a record (above), a postal fee is payable.				*Yes*	*No*

Fees

A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.

If the prescribed request fee is amended, you will be notified of the amount required to be paid as the request fee.

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.

If you qualify for exemption of the payment of any fee, please state the reason, therefore.

The requester qualifies for an exemption in payment of fees (mark the appropriate box).	***Yes***	***No***
Reason:		

Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.	
Disability:	
Form in which the record is required?	

Details of the right to be exercised and/or protected.

Indicate which right is to be exercised or protected *

Explain why the requested record is required for the exercising or protection of the aforementioned right *

NOTE: If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signatures:

Signed at _____ this _____day of _____ 20_____

_____

SIGNATURE OF REQUESTER

(sign and print name)

_____

SIGNATURE OF REPRESENTATIVE

(sign and print name)

Signed with Impression - Chain of Custody

Signature Request			
Signature Request ID:	2643cfeb-1a87-4f11-89c2-6c19761bd7a0	Timestamp:	2026-04-20 11:00:13 GMT
Signee Name:	Ryan Barlow	Sender Name:	Hannetjie Du Toit
Request Type:	WebSigning	Request Status:	WEBVIEWER SIGNED
Original Document			
Document Name:	SPAIAPR001Sybrin PAIA Manual_v20.docx	Document Size:	644.0 KB
Email Evidence			
Signee Email:	ryan.barlow@sybrin.com	Email Subject:	A document from Hannetjie Du Toit is ready for signature
Email Sent Timestamp:	2026-04-16T08:44:37.236431	Email Opened Timestamp:	Not available in Silent Mode
Web Evidence			
Signee IP Address:	105.233.69.87	Request Timestamp:	2026-04-20 10:59:37 GMT
Signee GPS (if shared):	ZA: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/147.0.0.0 Safari/537.36 Edg/147.0.0.0	Terms Accepted Timestamp:	2026-04-20 10:59:43 GMT
Annotations and Modifications			
Signature Count:	1	Form Fields Filled Count:	0
Text Annotation Count:	0	Initial All Pages Count:	0
Single Initial Count:	0		
Signing Evidence			
Signee Mobile:	+27000000000	Sign Type:	WebSigning
Security Challenge:	NONE	Part of Workflow:	970963e7-a357-4cef-bf1a-cc86d0cdebc0
Chain Of Custody Generation			
Attached Document Name:	20260420T110012.925542Z SPAIAPR001Sybrin PAIA Manual_v20.docx	Attached Timestamp:	2026-04-20 11:00:13 GMT

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