



PAIA MANUAL

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Committee	Title	Name	Date of approval
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1. Background to PAIA and purpose of the PAIA Manual

PAIA (as defined below) was enacted to give effect to the provisions of section 32 of the Constitution of the Republic of South Africa, which provides that any person has a right to gain access to information held by a Public or Private Body (as defined below), when that information is required for the exercise or protection of any rights.

The key objectives of PAIA are to:

- promote transparency, accountability and effective governance of all Public and Private Bodies;
- to assist members of the public to effectively scrutinize and participate in decision making by Public Bodies;
- to ensure that the State promotes a human rights culture and social justice;
- to encourage openness; and
- to establish voluntary and mandatory mechanisms or procedures which give effect to the right of access to information in a speedy, inexpensive and effortless manner.

In terms of section 51 of PAIA, all Private Bodies are required to compile an information manual (**PAIA Manual**).

TM JVCO (as defined below) is a private company duly incorporated in the Republic of South Africa and is regarded as a Private Body in terms of PAIA.

This manual, which was prepared in accordance with section 51 of PAIA, addresses certain requirements of POPIA and constitutes TM JVCO's PAIA Manual.

The purpose of the PAIA Manual is to give effect to the objectives of PAIA by promoting the right of access to information, fostering a culture of transparency and accountability with regard to access to information in accordance with PAIA and POPIA (defined below), and to establish mechanisms or procedures to give effect thereto.

Section 9 of PAIA recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to (i) limitations aimed at the reasonable protection of privacy; (ii) commercial confidentiality; and (iii) effective, efficient and good governance.

This PAIA Manual complies with the requirements of the Guide (defined below) and recognises that the Information Regulator established under POPIA will be responsible for regulating compliance with PAIA, POPIA and their regulations.

2. Definitions, Acronyms and Abbreviations

Affiliate	a corporation, subsidiary, company, partnership or other organisation which directly or indirectly Controls, is controlled by
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	or under common control of TM JVCO or which is associated with TM JVCO
Companies Act	Companies Act, 71 of 2008, as amended from time to time
Control	means the ability, by virtue of ownership, right of appointment, right to control election or appointment, voting rights, the ability to control the exercise of voting rights, management agreement, or agreement of any kind, to control or direct, directly or indirectly, the board or executive body or decision-making process or management of such entity
Data Subject	the person to whom Personal Information relates
Board Member	a director of TM JVCO and "Board Members" shall mean all of them
Guide	the guide referred to in section 10 of PAIA, being the guide originally compiled by the Human Rights Commission containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA, which guide is to be updated by the Information Regulator to ensure that it contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in both POPIA and PAIA
Human Rights Commission	the South African Human Rights Commission referred to in section 181(1)(b) of the Constitution of the Republic of South Africa
Information Officer	the person named at Part II of this PAIA Manual and identified as the information officer for TM JVCO;
PAIA	the Promotion of Access to Information Act, 2 of 2000, as amended from time to time
Personal Information	<p>Information relating to an identifiable, living natural person or juristic person, including, but not limited to –</p> <ul style="list-style-type: none"> • information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; • information relating to the education or the medical, financial, criminal or employment history of the person; • any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assigned to the person; • the biometric information of the person; • the personal opinions, views or preferences of the person; • correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; • the views or opinions of another individual about the person; and • the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person

POPIA	the Protection of Personal Information Act, 4 of 2013, as amended from time to time
POPIA Regulations	means the regulations promulgated in terms of section 112(2) of POPIA
Prescribed Officer	bears the meaning set out in the Companies Act
Private Body	any former or existing juristic person
Processing	means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including – <ul style="list-style-type: none"> a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; b) dissemination by means of transmission, distribution or making available in any other form; or c) merging, linking, as well as restriction, degradation, erasure or destruction of information
Public Body	(a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or (b) any other functionary or institution when – <ul style="list-style-type: none"> a. exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or b. exercising a public power or performing a public function in terms of any legislation
Record	any recorded information – <ul style="list-style-type: none"> (a) regardless of form or medium; (b) in the possession or under the control of that Public or Private Body, respectively; and (c) whether or not it was created by that Public or Private Body respectively
Responsible Party	means a Public or Private Body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing Personal Information
Requester	in relation to a Private Body, means (i) any person, including, but not limited to, a Public Body or an official thereof, making a request for access to a Record of that Private Body; or (ii) a person acting on behalf of the person contemplated in (i)
TM JVCO	AWIC Waterfall TM JVCO (RF) Proprietary Limited, registration no. 2016/010916/07, with shareholders being Attacq Waterfall Investment Company Proprietary Limited, registration number 2000/013587/07 and Waterval Investment Company Proprietary Limited, registration number 2006/001921/07.

3. Part I – Information required in terms of section 51(1)(a) of PAIA

Name of Private Body	TM JVCO
Head of Private Body	Jacqueline Rouxanne van Niekerk (Board Member)

Postal Address	Postnet Suite 016, Private Bag X81, Halfway House, Gauteng, 1685
Physical Address	ATT House, 2 nd Floor, Maxwell Office Park, Magwa Crescent, Waterfall City, 2090
Telephone Number	010 549 1050
Email address	popia@attacq.co.za

4. Part II – The Guide and the Information Officer

The Guide contains information required by any person wishing to exercise any right set out in PAIA, including on how to use PAIA.

The Guide is currently available for inspection in all of the official languages of South Africa at the offices of the Human Rights Commission at Braampark Forum 3, 33 Hoofd Street, Braamfontein, telephone number: 011 877 3600 OR on its website – www.sahrc.org.za. Any queries may be directed to –

The South African Human Rights Commission
PAIA Unit
+27 11 8773600
paia@sahrc.org.za

In terms of the amendments to PAIA, the Information Regulator must update and make available the existing Guide that has been compiled by the South African Human Rights Commission containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in POPIA and PAIA. Thus, the Guide will soon be made available for inspection by the public at the offices of the Information Regulator at 33 Hoofd Street, Forum III, 3rd Floor Braampark, Braamfontein, Johannesburg, 2017, telephone number: 010 023 5207, email address infoereg@justic.gov.za.

TM JVCO has appointed an Information Officer in accordance with POPIA. In addition to its obligations prescribed under POPIA, the designated Information Officer is also responsible for assessing any requests to TM JVCO for access to information in terms of PAIA as well as to oversee any other obligations which TM JVCO may have under POPIA.

The Information Officer may appoint Deputy Information Officers to assist it in the fulfilment of its obligations.

The contact details of the Information Officer are:

Information Officer	Jacqueline Rouxanne van Niekerk (Board Member)
Physical Address	ATT House, 2 nd Floor, Maxwell Office Park, Magwa Crescent, Waterfall City, 2090
Telephone Number	010 549 1050
Email address	popia@attacq.co.za

5. Part III – Public Records of TM JVCO which are available without a person having to request access in terms of PAIA (section 51(1)(c))

Any Records of a public nature are made available for inspection by interested parties. Such public information includes all information made available on TM JVCO's website (<https://waterfallcity.co.za/>), which includes, without limitation this PAIA Manual.

Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application.

6. Part IV – description of Records of TM JVCO which are available in accordance with any legislation other than PAIA (section 51(1)(d))

TM JVCO also retains Records in terms of certain legislation that applies to its business and operations. The legislation includes but is not limited to the legislation listed below. Unless disclosure is prohibited in terms of applicable legislation, regulations, contractual agreement or otherwise, Records that are required to be made available in terms of applicable legislation shall be made available for inspection by interested parties who are entitled to such information subject to the relevant legislation and applicable TM JVCO policies and procedures. Unless such Records are of a public nature, any request for access to such Records must be done in accordance with the requirements of PAIA.

- Broad Based Black Economic Empowerment Act, No 53 of 2003 and Codes of Good Practice
- POPIA
- Trademarks Act, No 194 of 1993
- Companies Act, No 71 of 2008
- Competition Act, No 89 of 1998
- Competition Amendment Act, No 32 of 2005
- Prescription Act, No 68 of 1969
- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Consumer Protection Act 98 of 1978
- Electronic Communications and Transactions Act 25 of 2002
- Value Added Tax Act, No 89 of 1991.

** Although we have used our best endeavours to provide a list of applicable legislation, this list is not exhaustive and may not be complete and may be updated by TM JVCO from time to time. If a Requester believes that a right of access to a Record exists in terms of legislation not listed above, the Requester is required to provide details thereof to the Information Officer for consideration.*

7. Part V – subjects and categories of Records available only on Request to Access in terms of PAIA (Section 51(1)(e))

This Part V sets out the categories of Records that TM JVCO holds.

Please note that access to the Records may be subject to the grounds of refusal as set out in PAIA and referenced in this PAIA Manual. In addition to the standard access requirements under PAIA, access to Records deemed confidential to a third party will be subject to consent by the third party concerned.

<p>Corporate Governance Records</p>	<ul style="list-style-type: none"> ● Memorandum of Incorporation, as amended (if applicable) and any Rules ● Records in respect of the directors as required in terms of section 24(3) of the Companies Act ● Reports to annual meetings, and annual financial statements ● Minutes of meetings of the board of directors and shareholders ● Register of directors ● Statutory registers (including the securities register) ● Registered office of a company ● Company annual returns
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	<ul style="list-style-type: none"> Records relating to the appointment of auditors, directors, prescribed officers, public officer and secretary Policies
Accounting Records	<ul style="list-style-type: none"> Annual financial statements Banking records, bank statements, electronic banking records Audit reports

B-BBEE Records	<ul style="list-style-type: none"> B-BBEE certificate
Operations Records and Intellectual Property	<ul style="list-style-type: none"> General correspondence Patents, copyright and trademark related documents
Marketing and Communication Records	<ul style="list-style-type: none"> Advertising and promotional material Proposal documents Communication strategies Brand information management New business development Marketing strategies
Information Management and Technology records	<ul style="list-style-type: none"> Computer/mobile device usage policy documentation Disaster recovery plans Hardware asset registers Information security policies/standards/procedures Information technology systems and user manuals Information usage policy documentation Project implementation plans Software licensing System documentation and manuals Website

8. Part VI – Access procedure (section 51(1)(e))

The Requester must comply with all the procedural requirements of PAIA relating to the request for access to a Record, whether listed in this PAIA Manual or not.

The Requester must complete the prescribed Form C (available on the website of the Human Rights Commission - www.sahrc.org.za and attached hereto as **Annexure A** for reference) and submit this form together with a request fee (see section 12 below) to the Information Officer (see contact details at section 4 above).

When completing the prescribed form, the Requestor must –

- identify the Records requested and its identity (including the postal address, facsimile number or email address of the Requester);
- identify the right that the Requester is seeking to protect;
- provide an explanation of why the requested Record is required for the exercise or protection of any right;
- state the manner in which it wishes to be informed of the outcome of an access request (where in any manner other than a written reply);
- if the request is made on behalf of another person, submit proof of the capacity in terms of which the Requester is making the request, to the reasonable satisfaction of the Information Officer.

TM JVCO will inform the Requester within 30 (thirty) days after receipt of the request of its decision whether or not to grant the request.

The 30 (thirty) day period may be extended by a further 30 (thirty) day period if the request is for a large number of Records or requires TM JVCO to search through a large volume of Records or the Records are not kept at the offices of TM JVCO.

Once it has considered a request for access, the Information Officer will issue a written notice to the Requestor (unless another form of communication was required by the Requestor) communicating its decision. Where the Information Officer -

1. grants the request, the notice will set out the access fee (if any) to be paid (see section 12 below) and the form in which the access will be given; and
2. refuses the request, the notice will disclose the reasons for the refusal, including those grounds of refusal under PAIA.

Where the Requestor disputes the fee, the form of access granted or any refusal to access, the Requester may apply to a Court with appropriate jurisdiction for relief.

9. Grounds for refusal of access to Records (chapter 4 of PAIA)

In addition and subject to sections 7 and 70 of PAIA, the main grounds on which TM JVCO may refuse a request for information as contemplated in PAIA are:

- 9.1 mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of Personal Information of that natural person;
- 9.2 mandatory protection of commercial information of a third party, if the Record contains –
 - 9.2.1 trade secrets of that third party;
 - 9.2.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - 9.2.3 information disclosed in confidence by a third party to TM JVCO, if the disclosure of that information could reasonably be expected –
 - 9.2.3.1 to put that third party at a disadvantage in contractual or other negotiations; or
 - 9.2.3.2 to prejudice that third party in commercial competition;
 - 9.2.4 mandatory protection of confidential information if the disclosure would constitute a breach of a duty or confidence owed to a third party in terms of any agreement;
 - 9.2.5 mandatory protection of the safety of individuals and the protection of safety of property;
 - 9.2.6 mandatory protection of Records which would be regarded as privileged in legal proceedings;
 - 9.2.7 the protection of the commercial activities of TM JVCO, which include, but are not limited to –
 - 9.2.7.1 trade secrets of TM JVCO;

- 9.2.7.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of TM JVCO;
- 9.2.7.3 information which, if disclosed, could put TM JVCO at a disadvantage in negotiations or commercial competition;
- 9.2.7.4 a computer program which is owned by TM JVCO and which is protected by copyright except insofar as TM JVCO is required to give access to a Record to which access is granted in terms of PAIA; and
- 9.2.7.5 research information of TM JVCO or a third party on behalf of TM JVCO, if the disclosure would expose the third party, TM JVCO, and/or the researcher of the subject matter of the research to serious disadvantage.

10. Persons who may access Records held by TM JVCO

There are two types of Requesters:

- Personal Requester
 - This is a Requester who is seeking access to a record containing Personal Information about the Requester.
 - TM JVCO will voluntarily provide the requested information or give access to any Record with regard to the Requester's Personal Information. The prescribed fee for reproduction of the information requested will be charged.
- Other Requester
 - This is a Requester who requests access to information on third parties.
 - In considering such a request, TM JVCO will adhere to the provisions of PAIA. Section 71 requires that the Information Officer take all reasonable steps to inform a third party to whom the requested record relates of the request, informing him/her that he/she may make a written or oral representation to the Information Officer why the request should be refused or, where required, give written consent for the disclosure of the information.
 - TM JVCO is not obliged to voluntarily grant access to such Records. The Requester must fulfil the prerequisite requirements, in accordance with the requirements of PAIA and as stipulated in Chapter 5: Part 3, including the payment of a request and access fee.

11. Prescribed Fees

PAIA provides for two types of fees, namely:

- a request fee, which is a form of administration fee to be paid by all Requesters except Personal Requesters, before the request is considered and is not refundable; and
- an access fee, which is paid by all Requesters in the event that a request for access is granted. This fee is inclusive of costs involved by TM JVCO in obtaining and preparing a Record for delivery to the Requester.

When the request is received by the Information Officer, such officer shall by notice require the Requester (other than a personal Requester) to pay the prescribed request fee before any further processing of the request (section 54(1)).

The Information Officer shall withhold a Record until the Requester has paid the requisite fees.

A Requester whose request for access to a Record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee (where applicable), the process free for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer must repay the deposit to the Requester.

The prescribed fee for request to a Private Body is available on the website of the Human Rights Commission - www.sahrc.org.za.

Where TM JVCO has voluntarily provided a list of categories of Records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such Records, will be a fee for reproduction of the relevant Record. The applicable reproduction fees that will be payable are:

Reproduction of information fees	Fees to be charged
Information in an A4-size page photocopy or part thereof	R1.10
A printed copy of an A4-size page or part thereof	R0.75
A copy in computer-readable format, for example: compact disc	R70
A transcription of visual images, in an A4-size page or part thereof	R40
A copy of visual images	R60
A transcription of an audio record for an A4-size page or part thereof	R20
A copy of an audio record	R30

Where a Requester submits a request for access to information held by a Private Body in respect of a person other than the Requester himself/herself, a request fee of R50 is payable up-front before the Private Body will further process the request.

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of PAIA or an exclusion is determined by the Minister in terms of section 54(8).

The applicable access fees which will be payable are:

Access of information fees	Fees to be charged
Information in an A4-size page photocopy or part thereof	R1.10
A printed copy of an A4-size page or part thereof	R0.75
A copy in computer-readable format	R70
A transcription of visual images, in an A4-size page or part thereof	R40
A copy of visual images	R60
A transcription of an audio record for an A4-size page or part thereof	R20
A copy of an audio record (*per hour or part of an hour reasonably required for such search)	R30
Where a copy of a record needs to be posted the actual postal fee is payable	

Where the Information Officer receives a request for access to information in respect of a person other than the Requester himself/herself and the Information Officer is of the opinion that the preparation of the required Record will take more than the prescribed number of hours to prepare, a deposit is payable by the Requester. The amount of the deposit is equal to one third of the amount of the applicable access fee.

12. Protection of Personal Information that is processed by TM JVCO

Chapter 3 of POPIA provides for the minimum conditions for lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.

TM JVCO requires Personal Information relating to both individual and juristic persons in order to carry out its business and organisational functions. The manner in which this information is Processed and the purpose for which it is processed is determined by TM JVCO. Accordingly, TM JVCO is a Responsible Party for the purposes of POPIA and will ensure that the Personal Information of a Data Subject, amongst other things as prescribed by POPIA:

- is processed lawfully, fairly and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by TM JVCO, in the form of privacy or data collection notices. TM JVCO must also have a legal basis (for example, but not limited to, consent) to process Personal Information;
- is processed only for the purposes for which it was collected;
- will not be processed for a secondary purpose unless that Processing is compatible with the original purpose;
- is adequate, relevant and not excessive for the purposes for which it was collected;
- is accurate and kept up to date;
- will not be kept for longer than necessary;
- is processed in accordance with integrity and confidentiality principles – this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, is subject to an appropriate level of security when stored, used and communicated by TM JVCO, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;
- is processed in accordance with the rights of Data Subjects, where applicable. Data Subjects have the right to:
 - be notified that their Personal Information is being collected by TM JVCO . The Data Subject also has the right to be notified in the event of a data breach;
 - know whether TM JVCO holds Personal Information about them and to access that information. Any request for information must be handled in accordance with the provisions of this PAIA Manual;
 - request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained Personal Information;
 - object to TM JVCO 's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to TM JVCO 's record keeping requirements);
 - object to the Processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications; and
 - complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its Personal Information.

13.1 Purpose of the Processing of Personal Information by TM JVCO

As abovementioned, Personal Information held by TM JVCO can only be processed for a specific purpose. The purpose for which TM JVCO processes or will process Personal Information is set out in **Annexure B**, provided however that this is not an exhaustive list, with the specific purpose of processing being detailed in privacy and data collection notices.

13.2 Categories of Data Subjects and Personal Information relating thereto

As stipulated by section 1 of POPIA, a Data Subject may either be a natural or a juristic person. The various categories of Data Subjects that TM JVCO processes Personal Information in respect of and the types of Personal Information relating thereto includes but is not limited to those detailed in **Annexure C**.

13.3 Recipients of Personal Information

The recipients to whom TM JVCO may provide a Data Subject's Personal Information includes but is not limited to those detailed in **Annexure D**.

13.4 Cross-border flows of Personal Information

Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the:

- recipient country can offer such data an "adequate level" of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; or
- Data Subjects consent to the transfer of their Personal Information; or
- transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
- transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
- the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent.

Planned cross-border transfers of Personal Information and the justifications therefor includes but is not limited to those detailed in **Annexure E**.

13.5 Description of information security measures to be implemented by TM JVCO

Annexure F sets out the types of security measures to be implemented by TM JVCO in order to ensure that Personal Information is respected and protected. This is not an exhaustive list and is subject to change. A preliminary assessment of the suitability of the information security measures implemented or to be implemented by TM JVCO may be conducted in order to ensure that the Personal Information that is processed by TM JVCO is safeguarded and processed in accordance with the Conditions for Lawful Processing.

13.6 Objection to the Processing of Personal Information by a Data Subject

Section 11(3) of POPIA and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form attached to this manual as **Annexure G** subject to exceptions contained in POPIA.

13.7 Request for correction or deletion of Personal Information

Section 24 of POPIA and regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as **Annexure H**.

13. Availability of the PAIA Manual

This PAIA Manual is made available in terms of PAIA and section 4 of the POPIA Regulations.

This PAIA Manual is also available at <https://waterfallcity.co.za/>

This PAIA Manual is further available at the offices of TM JVCO situated at **ATT House, 2nd Floor, Maxwell Office Park, Magwa Crescent, Waterfall City, 2090**, for inspection during normal business hours.

Copies of the PAIA Manual can be obtained from the Information Officer. A fee will be levied for copies of the PAIA Manual in accordance with paragraph 12 above.

Annexure A

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)

[Regulation 10]

A. Particulars of private body

The Head:

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

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

C. Particulars of person on whose behalf request is made

This section must be completed *ONLY* if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.

- 1 Description of record or relevant part of the record:
- 2 Reference number, if available:
- 3 Any further particulars of record:

E. Fees

- (a) A request for access to a record, other *than* a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be *notified* of the amount required to be paid as the request fee.
- (c) The 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 for exemption from payment of fees:

F. 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 record is required
Form in which record is required:	
Mark the appropriate box with an X.	
NOTES:	
(a) Compliance with your request in the specified form may depend on the form in which the record is available.	
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.	
(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.	

1. If the record is in written or printed form:

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

this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

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

	listen to the soundtrack audio cassette		transcription of soundtrack* written or printed document
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4. If record is held on computer or in an electronic or machine-readable form:

	printed copy of record*		printed copy of information derived from the record"		copy in computer readable form* (stiffy or compact disc)	
'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.					YES	NO

G. Particulars of right to be exercised or protected

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

1. Indicate which right is to be exercised or protected:

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. 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 in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

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

Signed at..... This..... day of20

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE

Processing of Personal Information in accordance with POPIA

1. For a shareholder, director or prescribed officer

- 1.1. Verification of shareholder, director or prescribed officer information
- 1.2. Any other reasonably required purpose relating to the relationship between TM JVCO and its shareholder, director or prescribed officer including the payment of any monies to such persons

2. For vendors/ suppliers/other businesses

- 2.1. Verifying information and performing related checks
- 2.2. Purposes relating to the actual or potential agreement or business relationship between the parties
- 2.3. Payment of invoices
- 2.4. Complying with TM JVCO's regulatory and other obligations
- 2.5. Any other lawful purpose relating to TM JVCO's business

3. Prospective tenants

- 3.1. Verifying information
- 3.2. Purposes relating to a possible lease agreement between the prospective tenant and an Affiliate of TM JVCO
- 3.3. Any other legitimate purpose relating to TM JVCO's business

Categories of Data Subjects and Personal Information relating thereto

1. Corporate

- 1.1. Shareholders
- 1.2. Directors
- 1.3. Prescribed Officers

2. Vendors / suppliers/ other businesses

- 2.1. Name and contact details
- 2.2. Identity and/or company information and directors' information
- 2.3. Banking and financial information
- 2.4. Information about products or services
- 2.5. Other information not specified, reasonably required to be processed for business operations
- 2.6. "know-your customer" data
- 2.7. Payment beneficiaries – bank account details
- 2.8. Tax certificates
- 2.9. Professional curriculum vitae
- 2.10. B-BBEE certificates

3. Prospective tenants

- 3.1. Name and contact details
- 3.2. Identity and/or company information and directors' information
- 3.3. Banking and financial information
- 3.4. If signing surety, details of assets and liabilities, previous insolvency details (if applicable), marital status
- 3.5. Trading references
- 3.6. Other lessor references
- 3.7. Other information not specified, reasonably required to be processed for lease relationship
- 3.8. "know-your customer" data

Recipients of Personal Information

1. Any firm, organisation or person that TM JVCO uses to collect payments and recover debts or to provide a service on its behalf
2. Any firm, organisation or person that provides TM JVCO with products or services
3. Any payment system that TM JVCO uses
4. Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where TM JVCO has a duty to share information
5. Financial institutions from whom payments are received on behalf of Data Subjects
6. Shareholders, directors and prescribed officers of TM JVCO
7. Agents and estate agent brokers

Cross-border flows of Personal Information

When making authorised disclosures or transfers of Personal Information in terms of Section 72 of POPIA, Personal Information may be disclosed to recipients located in countries which do not offer a level of protection for those Data Subjects as high as the level of protection offered in South Africa.

Description of security measures to be implemented by TM JVCO

TM JVCO undertakes to institute and maintain data protection measures to accomplish the objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. TM JVCO may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

1. Access control of persons

TM JVCO will implement suitable measures in order to prevent unauthorised persons from gaining access to the data processing equipment where the data is processed.

2. Data media control

TM JVCO undertakes to implement suitable measures to prevent the unauthorised manipulation of media, including reading, copying, alteration or removal of the data media used by TM JVCO and containing personal data of customers, prospective tenants of an Affiliate of TM JVCO, suppliers, shareholders, directors, prescribed officers and so forth.

3. Data memory control

TM JVCO undertakes to implement suitable measures to prevent unauthorised input into data memory and the unauthorised reading, alteration or deletion of stored data.

4. User control

TM JVCO will implement suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.

5. Access control to data

TM JVCO represents that the persons entitled to use TM JVCO's data processing system are only able to access the data within the scope and to the extent covered by their respective access permission (authorization).

6. Transmission control

TM JVCO will be obliged to enable the verification and tracing of the locations/destinations to which the Personal Information is transferred by utilizing TM JVCO's data communication equipment/ devices.

7. Transport control

TM JVCO will implement suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorised persons during the transmission thereof or during the transport of the data media.

8. Organisation control

TM JVCO will maintain its internal organisation in a manner that meets the requirements of this manual.

Objection to the Processing of Personal Information in terms of Section 11(3) of POPIA by a Data Subject

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	
Contact number(s)	
Fax number / e-mail address	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ registered name of Data Subject	
Residential, postal or business address	
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 atthis.....day of20.....

Signature of Data Subject

Request for correction or deletion of Personal Information or destroying or deletion of record of Personal Information in terms of Section 24(1) of POPIA

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 authorized to retain the record of information.

A	Details of Data Subject
Names(s) and surname/ registered name of Data Subject	
Unique Identifier/ Identity Number	
Residential, postal or business address	
Contact number(s)	
Fax number / email address	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ registered name of Data Subject	
Residential, postal or business address	
Contact number(s)	
Fax number / email address	
C	Reasons for objection in terms of Section 11(1)(d) to (f) (Please provide details reasons for the objection)

D	Reasons for correction or deletion of the Personal Information about the Data Subject in terms of Section 24(1)(a) which is in possession or under the control of the Responsible Party; and or reasons for destruction or deletion of a record of Personal Information about the Data Subject in terms of Section 24(1)(b) which the Responsible Party is no longer authorised to retain (please provide detailed reasons for the request)