



MANUAL

in terms of section 51 of

The Promotion of Access to Information Act 2 of 2000 (as amended)
("PAIA")

1. INTRODUCTION

- 1.1. Zaad Holdings Proprietary Limited ("Company") and its South African subsidiaries ("Subsidiaries") (hereinafter collectively referred to as the "Group") recognises the fundamental right to privacy, which includes the right to protection against the unlawful collection, retention, dissemination and use of personal information and the right to access to any information held by the state and/or information that is held by another person that is required for the exercise or protection of rights, as enshrined in chapter 2 - Bill of Rights, as contemplated in the Constitution of the Republic of South Africa, Act 108 of 1996 (as amended) ("Constitution"), read with the Promotion of Access to Information Act, Act 2 of 2000 (as amended) ("PAIA") and the Protection of Personal Information Act, Act 4 of 2013 (as amended) ("POPIA").
- 1.2. The purpose of PAIA is to give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. PAIA was enacted in order to foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information and in order to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all of their rights.
- 1.3. The right to access to information may however be limited to the extent that the limitations are reasonable and justifiable in an open and democratic society based on human dignity, equality and freedom as contemplated in section 36 of the Constitution and that contemplated in PAIA.
- 1.4. PAIA applies to records of a private body, which records are defined in section 1 of PAIA as any recorded information, regardless of form or medium, in the possession or under the control of the private body and whether or not it was created by that private body. PAIA further applies to such records irrespective of when it was created.
- 1.5. The Company and the Group consists of and is deemed to be a private body as contemplated in section 1 of PAIA.
- 1.6. In terms of section 50 of PAIA, a requester must be given access to any record of the private body if that record is required for the exercise or protection of any rights, the requester complies with the requirements relating to a request for access to the record and access to the record is not refused on any ground(s) contemplated in chapter 4 of PAIA (sections 62-70), namely:
 - 1.6.1. Mandatory protection of privacy of a third party who is a natural person;
 - 1.6.2. Mandatory protection of commercial information of a third party;
 - 1.6.3. Mandatory protection of certain confidential information of a third party;
 - 1.6.4. Mandatory protection of safety of individuals and protection of property;
 - 1.6.5. Mandatory protection of records privileged from production in legal proceedings;
 - 1.6.6. Commercial information of a private body;
 - 1.6.7. Mandatory protection of research information of a third party, and protection of research information of private body;
 - 1.6.8. Mandatory disclosure in public interest.

2. **ZAAD HOLDINGS GROUP OF COMPANIES**

- 2.1. Zaad Holdings Proprietary Limited is an investment holding company. The Company's investments and the Group's core business are predominantly focused on the agricultural inputs sector.

3. **CONTACT DETAILS – SECTION 51(1)(a)(i) AND (ii) OF PAIA**

Name of Company:	Zaad Holdings Proprietary Limited
Registered Address:	37 Eagle street, Okavango Park, Brackenfell, 7560, Republic of South Africa
Postal Address:	P O Box 300, Brackenfell, 7561, Republic of South Africa
Managing Partner / Information Officer	Antonie Egbert Jacobs
Contact Person:	Reghardt van Zyl
Tel Number:	+27 (0)21 981 1126
Fax Number:	+27 (0)21 981 1126
Email Address:	POPIA@zaad.co.za
Website Address:	www.zaadholdings.co.za

4. **THE SECTION 10 GUIDE ON HOW TO USE PAIA COMPILED BY THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION AND UPDATED BY THE INFORMATION REGULATOR – SECTION 51(1)(b)(i) OF PAIA**

- 4.1. The South African Human Rights Commission has compiled a Guide in terms of section 10 of PAIA, which as of 1 July 2021 shall be updated and published by the Information Regulator at intervals of not more than two years. The Guide is available from the offices of the Information Regulator and any queries or complaints can be directed to:

The Information Regulator	Physical Address:	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
	Postal Address:	P O Box 31533, Braamfontein, Johannesburg, 2001
	Telephone:	+27 10 023 5200
	Fax:	086 5003 351
	E-mail:	inforeg@justice.gov.za
	Website:	https://www.justice.gov.za/inforeg

5. **NOTICE – SECTION 51(1)(b)(ii) READ WITH SECTION 52(2) OF PAIA**

- 5.1. The publishing of notices in terms of section 52(2) of PAIA, dealing with the categories of records of the body

which are available without a person having to request access in terms of PAIA has been repealed by section 110 of POPIA.

5.2. All records of the Group which are automatically available and accessible to any person are contained on the Group's website www.zaadholdings.co.za or the website of the relevant Subsidiary.

6. **RECORDS HELD BY THE GROUP**

DEPARTMENTAL RECORDS	SUBJECT
Human resources records	<ul style="list-style-type: none"> • Past and current staff records • Employment contracts • Staff policies and procedures • Health and safety records • Salary and wage records • Disciplinary records
Group records	<ul style="list-style-type: none"> • Memorandum of incorporation / Constitutional documents • Shareholder's agreements • Board committee terms of reference • Minutes of meetings; • Board and shareholder resolutions • Records of past and current directors • Audited financial statements and related financial records • Tax and levy records • Management accounts • Contracts with suppliers and customers • Inter-group agreements • Budgets • Forecasts • Correspondence, e-mails, backups • Bank statements • Company and Group Policies • Research and development data
Records required to be held by the Group in terms of other legislation (section 51(1)(b)(iii) of PAIA)	<ul style="list-style-type: none"> • Basic Conditions of Employment Act 75 of 1997 • Broad-Based Black Economic Empowerment Act 53 of 2003 • Compensation for Occupational Injuries and Diseases Act 130 of 1993 • Currency and Exchanges Act 9 of 1933 • Electronic Communications and Transactions Act 25 of 2002 • Employment Equity Act 55 of 1998

	<ul style="list-style-type: none">• Genetically Modified Organisms Act 15 of 1997• Income Tax Act 58 of 1962• Labour Relations Act 66 of 1995• National Credit Act, Act 34 of 2005• Occupational Health and Safety Act 85 of 1993• Plant Improvement Act 53 of 1976• Plant Breeders' Rights Act 15 of 1976• Promotion of Access to Information Act 2 of 2000• Protection of Personal Information Act 4 of 2013• Skills Development Levies Act 9 of 1999• Skills Development Act 97 of 1998• Unemployment Insurance Act 30 of 1966• Value-Added Tax Act 59 of 1991
--	---

7. APPLICATION OF POPIA – SECTION 51(1)(c) OF PAIA

7.1. In terms of POPIA, the Group is a Responsible Party who determines the purpose of and means for processing of personal information of Data Subjects as defined in section 1 of POPIA. The Group's obligations, in relation to the protection of personal information held under POPIA, are addressed in the Group's Privacy Policy. The Group's Privacy Policy is available upon request or may be viewed on the Company's website: www.zaadholdings.co.za or the websites of the Subsidiaries. The Group is, by virtue of section 51(1)(c) of PAIA, required to deal with certain aspects of data processing in this Manual.

8. PURPOSE OF PROCESSING – SECTION 51(1)(c)(i) OF PAIA

8.1. In general, and in order to interact with Data Subjects, to fulfil contractual obligations, to provide assistance, to comply with all legal obligations imposed on the Group and/or in instances in which the Group pursues a legitimate interest, it is necessary for the Group to process personal information. The aforesaid purposes and/or reasons for processing of personal information may further include, but not be limited to:

8.1.1. validation of identity;

8.1.2. auditing, internal auditing and verification of information;

8.1.3. credit affordability assessments and credit related matters;

8.1.4. valuations, corporate finance, mergers and acquisitions, investment purposes;

8.1.5. marketing of products and services;

8.1.6. dealing with requests and respond to queries from the Data Subject, regulatory authorities and third parties with a legitimate interest therein;

- 8.1.7. employment and human resources related matters;
- 8.1.8. provide and improve the Group's the websites, including auditing and monitoring its use;
- 8.1.9. compliance with the Group's memorandum of incorporation, shareholders agreements, all other constitutional documents, corporate governance structures, authorities, resolutions, policies, protocols, legal and regulatory obligations;
- 8.1.10. dealing with any complaints or the prosecution or defence of legal claims;
- 8.1.11. detecting, preventing and reporting fraud and other criminal conduct;
- 8.1.12. to manage the Group's corporate structure, business operations, financial affairs, investments and the risks to which the Group are exposed in an efficient and proper manner.
- 8.2. Any objection to the processing of personal information by the Group in terms of section 11(3) of POPIA should be made in the prescribed form as set out in Schedule "A" hereto and submitted to the Group's Information Officer by hand, e-mail or fax.
- 8.3. Any request for the correction or deletion of personal information or for the destruction or deletion of a record of personal information in terms of section 24(1) of POPIA should be made in the prescribed form as set out in Schedule "B" hereto and submitted to the Information Officer by hand, e-mail or fax.

9. **CATEGORIES OF DATA SUBJECTS – SECTION 51(1)(c)(ii) OF PAIA**

- 9.1. It is anticipated that the Group may process the following types of data of the various categories of Data Subjects listed below.

CATEGORY OF DATA SUBJECTS	INFORMATION PROCESSED
Individuals (customers, potential customers, other)	Name, surname, Identity Number or passport number, date of birth, age, marital status, citizenship, telephone numbers, e-mail address, physical and postal addresses, tax registration details, financial information, banking information (including account numbers), CCTV footage, production data, credit profile, credit score and other information related the creditworthiness, Product and sales information, details of contracts etc.
Juristic persons	Entity name, registration number, director / member / accountant / auditor / liquidator details, tax-related information, telephone numbers, e-mail address, physical and postal addresses, income tax number, financial information, banking information (including account numbers), FICA documentation, VAT registration details,

	production data, Credit profile, credit score and other information related the creditworthiness, Product and sales information, details of contracts etc.
Employees of the Group	Name, surname, Identity Number or passport number, contact details, physical and postal address, date of birth, age, marital status, race, disability information, employment history, criminal background checks, CV, education history, banking details, income tax reference number, remuneration and benefit information, pension fund information, health information, details related to performance, disciplinary procedure information, CCTV footage, details of contracts, etc.
Third party operators and suppliers	Group registration details, Identity Numbers / passport numbers, BBBEE certificates, tax clearance, tax registration details, payment information including bank account numbers, invoices, contractual agreements, addresses, contact details, CCTV footage, details of contracts, etc.
Potential employees/jobseekers	Name, surname, Identity Number or passport number, contact details, physical and postal address, date of birth, age, marital status, race, disability information, employment history, criminal background checks, CV, education history, CCTV footage, etc.

10. RECIPIENTS/CATEGORIES OF RECIPIENTS – SECTION 51(1)(c)(iii) OF PAIA

- 10.1. In the course and scope of the Group's interactions or relationships with various Data Subjects, personal information may be transferred to and stored by third parties and/or operators, who may be local or foreign.
- 10.2. Where the personal information of a Data Subject is entrusted to a third party (operator) by the Group, the latter is required under POPIA to enter into a written agreement with the operator to ensure that adequate security measures are established and maintained by the operator in relation to the integrity and confidentiality of the Data Subject's personal information.

11. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION – SECTION 51(1)(c)(iv) OF PAIA

- 11.1. Where personal information is transferred to or stored by a third party and/or operator in a foreign country by the Group, the latter undertakes to do all that is reasonably possible to ensure that the level of protection afforded to the personal information shall be at least that provided by the Group within the prescripts of any data protection laws (including POPIA) applicable in the Republic of South Africa.

12. SECURITY SAFEGUARDS – SECTION 51(1)(c)(v) OF PAIA

- 12.1. The Group secures the integrity and confidentiality of personal information in its possession or under its control

by taking appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information. The Group takes all reasonable measures to ensure that personal information is processed securely, including but not limited to:

- 12.1.1. restricting physical and digital access to personal information to those authorised to be in possession thereof;
- 12.1.2. entering into written agreements with third parties/operators to whom personal information is entrusted by the Group to ensure that it receives adequate protection;
- 12.1.3. installing anti-virus and anti-ransomware software on its servers, desktops and laptops, which are password protected, and ensuring that all software is updated on a daily basis; and
- 12.1.4. ensuring that the Group regularly revise its security strategies and safeguards to prevent unauthorised access to personal information.

13. REQUESTING ACCESS TO A RECORD – SECTION 53 OF PAIA

- 13.1. A request for access to a record must be made in the prescribed form as set out in Schedule “C” hereto. All requests are to be addressed to the Group’s Information Officer and delivered to its physical address or transmitted by fax or e-mail.

14. FEES PAYABLE – SECTION 54 OF PAIA

- 14.1. A Data Subject has the right, in terms of section 23(1)(a) of POPIA, to without charge, confirm whether the Group holds any personal information about the Data Subject.
- 14.2. All requests for access to records are subject to the following prescribed fees:
 - 14.2.1. a request fee, being an administrative fee payable prior to the processing of a request; and
 - 14.2.2. an access fee, being a fee relating to the costs of reproduction of the record, payable prior to the reproduction of the record.
- 14.3. Should the search for and preparation of a requested record, in the opinion of the Group, require more than the hours prescribed for this purpose in terms of the Regulations to PAIA then payment of a deposit may be required. This deposit shall not exceed one third of the access fee which will be payable if the request is granted. The requester may approach the Information Regulator or the court, where applicable, should the need for payment of a deposit be disputed.
- 14.4. If a deposit has been paid in respect of a request for access which is refused, such deposit shall be refunded to the requester.

14.5. A requester whose request for access to a record has been granted must pay an access fee for the reproduction of, search for and preparation of the record 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 requested form.

14.6. A schedule of the prescribed request and access fees as at date of preparation of this Manual is annexed hereto marked Schedule "D".

15. **APPLICABLE TIME PERIODS FOR REQUESTS – SECTIONS 56(1) AND 57(1) OF PAIA**

15.1. As soon as reasonably possible, but not longer than 30 (thirty) days after a request for a record has been received by us, the Group shall provide the requester with its decision on whether or not to grant such request.

15.2. The aforesaid period of 30 (thirty) days may be extended by a further period not exceeding 30 (thirty) days as provided for in terms of section 57(1) of PAIA.

16. **DECISION ON REQUEST – SECTIONS 56(2) TO (3) AND 58 OF PAIA**

16.1. If a request for access to a record is granted the Group shall provide the requester with written notice of the access fee payable and the form in which access will be provided.

16.2. If a request for access to a record is denied the Group shall provide written reasons for refusal, which shall exclude reference to the content of the record.

16.3. Should the Group fail to provide a requester with a decision within the time periods stipulated in PAIA a request should be regarded as having been refused.

16.4. Any written notice provided by the Group in response to a request shall set out the procedure to be followed by the requester to lodge a complaint to the Information Regulator or make application to court based on the outcome of the Group's decision.

17. **GROUND(S) FOR REFUSAL OF ACCESS TO RECORDS – SECTIONS 62 TO 70 OF PAIA**

17.1. As stated above, the Group may refuse access to records on the grounds listed in chapter 4 of PAIA.

17.2. However, despite the provisions of chapter 4, the Group must grant a request for access to a record, as contemplated in section 70 of PAIA, held by the Group if the disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with the law, or imminent and serious public safety or environmental risk and the public interest in the disclosure of the record clearly outweighs the harm contemplated by the ground(s) for refusal.

18. **GRIEVANCE PROCEDURE TO BE FOLLOWED BY REQUESTER – SECTIONS 77A AND 78 OF PAIA**

- 18.1. A requester or any other interested party aggrieved by a decision relating to the refusal of a request for access, the fee payable, the extension of the period to deal with a request or the form of access may, where permissible, submit a complaint to the Information Regulator. This complaint should be submitted within 180 (one hundred and eighty) days of the Group's decision.
- 18.2. A requester or other interested party may, after exhausting the complaints procedure laid out in 77A of PAIA and who is aggrieved by any decision made by the Group or the Information Regulator may, within 180 (one hundred and eighty) days, apply to court for appropriate relief as provided for in terms of section 82 of PAIA.

19. **AVAILABILITY AND UPDATING OF THIS MANUAL – SECTION 51(2) TO (3) OF PAIA**

- 19.1. The Information Officer shall ensure that this Manual is updated on a regular basis.
- 19.2. This Manual shall be made available on the Company's website (www.zaadholdings.co.za) and/or those websites of its Subsidiaries, at the registered offices of the Company and its Subsidiaries during normal business hours or to any person upon the payment of a reasonable amount for a physical copy thereof. This Manual shall also be made available to the Information Regulator upon request.

THIS DONE AND SIGNED AT Brackenfell

DocuSigned by:



4863D34AEA0047E
ANTONIE EGBERT JACOBS

(Information Officer)

September 28, 2021

SCHEDULE "A"

**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
[Regulation 2]**

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 / 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	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of 20.....

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

SCHEDULE "B"

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
[Regulation 3]**

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	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. <i>(Please provide detailed reasons for the request)</i>

Signed at this day of20.....

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

SCHEDULE "C"

**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 (when made on behalf of another person):

Postal Address:

Street Address:

E-mail Address:

Contact numbers: Tel. (B): Facsimile:
 Cellular:

Full names of person on whose behalf request is made (if applicable):

Identity number:

Postal Address:

Street Address:

E-mail Address:

Contact numbers: Tel. (B): Facsimile
 Cellular:

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:

Reference number, if available:

Any further particulars of record:

TYPE OF RECORD

(Mark the applicable box with an "X")

Record is in written or printed form

Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*

Record consists of recorded words or information which can be reproduced in sound

Record is held on a computer or in an electronic, or machine-readable form

FORM OF ACCESS

(Mark the applicable box with an "X")

Printed copy of record *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*

Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*

Transcription of soundtrack *(written or printed document)*

Copy of record on flash drive *(including virtual images and soundtracks)*

Copy of record on compact disc drive *(including virtual images and soundtracks)*

Copy of record saved on cloud storage server

MANNER OF ACCESS

(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body *(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)*

Postal services to postal address

Postal services to street address

Courier service to street address

Facsimile of information in written or printed format *(including transcriptions)*

E-mail of information *(including soundtracks if possible)*

Cloud share/file transfer

Preferred language:

(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)

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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.

Indicate which right is to be exercised or protected:

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

FEES

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

Reason:

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

Postal address Facsimile Electronic communication (*Please specify*)

Signed at this day of 20

.....
Signature of requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:

Request received by:
(state rank, name and surname of information officer)

Date received:

Access fees:

Deposit (if any):

.....
Signature of information officer

SCHEDULE "D"

Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 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 an audio record on: (v) Flash drive (to be provided by requestor) (vi) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 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. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any."