



**M&T Holdings (Pty) Ltd**  
**MANUAL ON THE PROMOTION OF**  
**ACCESS TO INFORMATION ACT 2 OF**  
**2000**

Prepared in accordance with Section 14 of the  
Promotion of Access Information Act 2000, (Act 2 of  
2000)  
Updated August 2021

B u i l d i n g   y o u r   f u t u r e

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## 1. Overview & Objectives of the Manual

This manual pertains to M&T Holdings (Pty) Ltd and all its subsidiaries and/or associated companies from here on out referred to as M&T. The Promotion of Access to Information Act 2 of 2000, (PAIA) gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State, as well as information held by another person (or private body) when such privately held information is required for the exercise and protection of rights.

Taking into account the Bill of Rights, our cornerstone of democracy within South Africa, PAIA aims to underline the importance of access to information in a democratic society by fostering a culture of transparency. PAIA does this by requiring public (government) and private (non-government) bodies to create both a manual describing the type of records they hold and procedures for others to access that information.

PAIA also sets limits on the types of information that can be accessed i.e., information requested might not be granted under various circumstances to the extent that such a denial of access to information is reasonable and justifiable within an open and democratic society.

This manual is compiled in accordance with Section 14 of PAIA and offers an outline of M&T, which is accessible to the public. This includes:

- 1.1. Structure, functions, and purpose of processing personal information
- 1.2. Contact details for the appointed Information Officer
- 1.3. The procedure for requesting information from M&T
- 1.4. Fees payable when requesting access to any of these records

PAIA reinforces the confidentiality of all information by providing that it must not be disclosed in terms of the Act, except to the person to whom it relates or that person's authorised representative. In addition, PAIA provides for confidentiality of various aspects of M&T's business operations, where this would be appropriate or applicable.

The sections that follow describe procedures for requesting access to data records retained and managed by M&T. This is consistent with the emphasis M&T places on fostering a culture of transparency, within the ambit of the law, as well as its adherence to the principles of accountability, integrity, and responsibility to stakeholders. The PAIA Manual promotes this transparency, accountability, and effective governance of all public and private bodies by empowering and educating stakeholders to not only understand their rights but to exercise them, to understand the functions and operations of public bodies and to effectively scrutinise and participate in decision making by public bodies that affect their rights.

The details of records kept by a Public Body are contained in a book commonly known as a manual. The manual therefore relates to the records kept by the Public Body. The records kept pertain to the business / functions of each unit.

## 2. Introduction to This Private Body

M&T is involved in all spheres of property development. We have experience in residential, commercial, industrial, and retail developments. Ranging from "greenfields" developments, as well as redevelopments of existing properties. To gain access to any of our services please contact us at [info@m-t.co.za](mailto:info@m-t.co.za) or visit our website at [m-t.co.za](http://m-t.co.za).

The company was officially established in 1996 and we have gone from strength to strength since. We have completed over 21,000 residential homes, several hundred thousand square meters of commercial and industrial space. We have also completed several retail centres.

### 3. Legislative Mandate

The purpose behind the PAIA is to enable people to exercise and protect all their rights by having effective access to information to a more extensive effect. M&T's specific mandate is derived from the following:

- 3.1. Administrative Adjudication of Road Traffic Offences Act, No. 46 of 1998
- 3.2. Architectural Profession Act, No. 44 of 2000
- 3.3. Atmospheric Pollution Prevention Act, No. 45 of 1965
- 3.4. Basic Condition of Employment Act, No. 75 of 1997
- 3.5. Broad-Based Black Economic Empowerment Act, No. 53 of 2003
- 3.6. Companies Act, No. 71 of 2008
- 3.7. Compensation for Occupational Injuries and Diseases Act, No.130 of 1993
- 3.8. Conservation of Agricultural Resources Act, No. 43 of 1983
- 3.9. Constitution of the Republic of South Africa Act, No. 108 of 1996
- 3.10. Consumer Protection Act, No. 68 of 2008
- 3.11. Council for the Built Environment Act, No. 43 of 2000
- 3.12. Criminal Procedure Act, No. 51 of 1977
- 3.13. Disaster Management Act, No. 57 of 2002
- 3.14. Electronic Communications Act, No. 36 of 2005
- 3.15. Employment Equity Act, No. 55 of 1998
- 3.16. Employment Tax Incentive Act, No. 26 of 2013
- 3.17. Engineering Profession Act, No. 46 of 2000
- 3.18. Environment Conservation Act, No. 73 of 1989
- 3.19. Estate Agents Affairs Act, No. 112 of 1076
- 3.20. Explosives Act, No. 15 of 2003
- 3.21. Financial Intelligence Centre Act, No. 38 of 2001
- 3.22. Gauteng Transport Infrastructure Act, No. 8 of 2001
- 3.23. Geomatics Profession Act, No. 19 of 2013
- 3.24. Hazardous Substances Act, No. 15 of 1973
- 3.25. Housing Act, No. 107 of 1997
- 3.26. Housing Consumers Protection Measures Act, No. 95 of 1998
- 3.27. Income Tax Act, No. 58 of 1962
- 3.28. Labour relations Act, No. 66 of 1995
- 3.29. Landscape Architectural Profession Act, No. 45 of 2000
- 3.30. Local Government: Municipal Property Rates Act, No. 6 of 2004
- 3.31. Local Government: Municipal Systems Act, No. 32 of 2000
- 3.32. Mineral And Petroleum Resources Development Act, No. 28 of 2002
- 3.33. Mines Health and Work Safety Act, No. 29 of 1996
- 3.34. National Building Regulations and Building Standards Act, 103 of 1977
- 3.35. National Credit Act, No. 34 of 2005
- 3.36. National Environmental Management Act (NEMA), No. 107 of 1998
- 3.37. National Environmental Management Act: Air Quality Act, No. 39 of 2004
- 3.38. National Environmental Management Act: Biodiversity Act, No. 10 of 2004
- 3.39. National Environmental Management Act: Protected Areas Act, No. 57 of 2003
- 3.40. National Environmental Management Act: Waste Act, No. 59 of 2008
- 3.41. National Forests Act, No. 84 of 1998
- 3.42. National Heritage Resources Act, No. 25 of 1999
- 3.43. National Monuments Act, No. 22 of 1970
- 3.44. National Parks Act, No. 57 of 1976
- 3.45. National Road Traffic Act, No. 93 of 1996
- 3.46. National Veld and Forest Act, No. 101 of 1998
- 3.47. National Water Act, No. 36 of 1998
- 3.48. Nature Conservation Ordinance Act, No. 12 of 1983
- 3.49. Occupational Health and Safety Act, No. 85 of 1993
- 3.50. Petroleum Products Act, No. 120 of 1977
- 3.51. Planning Profession Act, No. 36 of 2002
- 3.52. Private Security Industry Regulations Act, No. 56 of 2001
- 3.53. Promotion of Access to Information Act, No. 2 of 2000
- 3.54. Property Practitioners Act, No. 22 of 2019
- 3.55. Property Valuers Professions Act, No. 47 of 2000
- 3.56. Protection of Personal Information Act, No. 4 of 2013
- 3.57. Public Finance Management Act, No. 1 of 1999
- 3.58. Quantity Surveying Professions Act, No. 49 of 2000
- 3.59. Rental Housing Act, No. 50 of 1999
- 3.60. Sectional Title Schemes Management Act, No. 8 of 2011
- 3.61. Sectional Titles Act, No 95 of 1986
- 3.62. Skills Development Act, No. 97 of 1998
- 3.63. Skills Development Levies Act, No. 9 of 1999
- 3.64. Spatial Planning and Land Use Management Act, No. 16 of 2013
- 3.65. Subdivision of Agricultural Land Act Repealed Act, No. 64 of 1998
- 3.66. Tax Administration Act, No. 28 of 2011
- 3.67. The Landscape Architectural Professions Act, No. 45 of 2000
- 3.68. Trespass Act, No. 6 of 1959
- 3.69. Unemployment Insurance Act, No. 63 of 2001
- 3.70. Unemployment Insurance Contribution Act, No. 4 of 2002
- 3.71. Value Added Tax Act, No. 89 of 1991

### 4. Functions / Purpose of Processing of Personal Information 3.72.

- 4.1. The purpose behind M&T processing personal information is:
  - 4.1.1. To support engagement with service providers and subcontractors.
  - 4.1.2. To support recruitment and management of staff.
  - 4.1.3. To support servicing tenant requirements.
  - 4.1.4. To support sales and marketing activities.
  - 4.1.5. To assist you with your bond's application at financial institutions.
  - 4.1.6. To provide you with our products, services, and platforms and to maintain our relationship with you.
  - 4.1.7. To meet our contractual obligations with you or take the steps necessary for the conclusion of a contract with you.
  - 4.1.8. To conclude and administer your applications provided by M&T.
  - 4.1.9. For you to visit, browse, register, subscribe and/or apply for and use our products, services, and platforms.
  - 4.1.10. To deliver products and services to you, as requested by you, or in terms of the contractual engagement between us and yourself.
  - 4.1.11. To execute a transaction in accordance with your request.
  - 4.1.12. For you to sign up for any notification from us in respect of our marketing campaigns.

- 4.1.13. To comply with legislative and regulatory requirements.
  - 4.1.14. To undertake credit reference searches and/or verification.
  - 4.1.15. For the detection and prevention of unlawful activity.
  - 4.1.16. For debt recovery and debt tracing.
  - 4.1.17. Facilitating appointments and meetings.
  - 4.1.18. Contract management.
  - 4.1.19. Correspondence.
  - 4.1.20. For purposes of platform login and authentication.
  - 4.1.21. To maintain the security of our digital channels and systems.
  - 4.1.22. For statistical analysis and research purposes.
  - 4.1.23. For auditory and record-keeping purposes.
  - 4.1.24. For purposes of proof and legal proceedings.
  - 4.1.25. To enhance your experience when interacting with M&T and to assist us to improve our offerings to you.
  - 4.1.26. To share with other entities within M&T, in order to market our products, services, and platforms which we deem similar, with the aim of offering you the opportunity to take up some of the products and services to fulfil your needs, provided that you have not objected to receive such marketing.
  - 4.1.27. To conduct market research and provide you with information about our products, services, and platforms from time to time via email, telephone, or other means of communication.
  - 4.1.28. To process your marketing preferences where you have unsubscribed from certain direct marketing communications, keeping a record of your information and request to ensure that we do not send such direct marketing to you again.
  - 4.1.29. To facilitate access to M&T's premises.
  - 4.1.30. To facilitate secure supply management.
  - 4.1.31. In accommodation of security investigations.
  - 4.1.32. In the facilitation of construction, development, and purchasing of real estate (both commercial and residential).
  - 4.1.33. For any purpose relating to and compatible with the above.
- 4.2. In order to fulfil its objectives M&T must:
- 4.2.1. Process, analyse and interpret information disclosed and obtained by its staff, contractors, suppliers, clients, and tenants.
  - 4.2.2. Retain the information in the manner and for the period required by the legislative mandates of M&T including statistical purposes.
  - 4.2.3. Annually review the implementation of these Acts.

## 5. Records Automatically Available

No notice has been submitted by the practice to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the business is automatically available without having to request access in terms of PAIA.

## 6. Records & information which should be formally requested in terms of PAIA

The subjects on which M&T holds records and the categories on each subject in terms of Section 51(1)(e) are listed below. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of the Act.

- 6.1. Personnel Records
- 6.2. Compliance and regulatory records
- 6.3. Corporate governance records
- 6.4. Information technology records
- 6.5. Financial management records
- 6.6. Construction Management
- 6.7. Operational records
- 6.8. Project management records
- 6.9. Communication records
- 6.10. Records in the possession of or pertaining to other parties

## 7. Security Measures to Protect Personal Information

Due to the scale of M&T and its subsidiaries, information is processed and stored in various locations. Our internal servers' security and maintenance are outsourced to a qualified external company within the Republic of South Africa. Additionally, our in-house managed servers and databases adhere to the Center for Internet Security's international security benchmarks, protocols and regulations which includes but are not limited to:

- |  |  |
|--|--|
| 7.1. Firewalls                         | 7.2. Backup management                       |
| 7.3. Endpoint security                 | 7.4. User permission management              |
| 7.5. Asset management                  | 7.6. Secure network configurations           |
| 7.7. Port management                   | 7.8. Controlled access                       |
| 7.9. Application software security     | 7.10. Penetration testing                    |
| 7.11. Data recovery capabilities       | 7.12. User account monitoring and management |
| 7.13. Data protection                  | 7.14. Two-way authentication protocols       |
| 7.15. Controlled access                | 7.16. Data encryption                        |
| 7.17. Incident response and management | 7.18. Malware defences                       |

Each of our office spaces has strict security measurements in place such as access control, security guards, fencing, CCT footage, and multiple internal security measurements. We strongly believe in the deny access until granted mythology, hence our personnel have controlled access to information based on their responsibilities and duties. In addition to our non-disclosure agreements, and our policies and procedure protocols in place, our staff participate in security awareness training to identify, detect, and prevent any form of security breaches.

## 8. Contact Information

### Chief Information Officer



Mr. Rupert Fourie



popi@m-t.co.za



012 676 8317



2<sup>nd</sup> Floor, Block C, Building 14, 11 Byls Bridge Boulevard, Centurion, 0157, Gauteng, South Africa

### Deputy Officer



Ms. Maroelien Van Zyl



popi@m-t.co.za



012 676 8317



2<sup>nd</sup> Floor, Block C, Building 14, 11 Byls Bridge Boulevard, Centurion, 0157, Gauteng, South Africa

## 9. Requests Procedure

Access to information listed above in paragraph 6 must be made by following the procedures outlined below. The request should be specific to assist the request liaison officer to complete the request.

### 9.1. Submit a request

Complete Form A, which is found as Annexure 1 to this manual. The request must be made in person or via email, or post to the Information Officer, from here on out referred to as the request liaison officer as listed in paragraph 8 of this manual.

Where applicable proof of identity should be supplied before access to personal information may be granted.

If an acknowledgment of receipt for the request is not received within 14 days, please contact the request liaison officer to ensure that the request has been received.

Should any difficulties be experienced in completing the request form or if a disability prevents the requester from completing it, please do not hesitate to contact the request liaison officer.

### 9.2. Expected duration of a request

The request liaison officer is required to decide on the request within 30 days of receipt. Failing to do so will deem the request to be refused.

The request liaison officer may extend this period up to 60 days under the following circumstances:

- 9.2.1. If the request is for a substantial number of records or requires an extensive search through a substantial number of records where the compliance of the original 30-day period would be unreasonable and or interfere with M&T's workflow.
- 9.2.2. If the requested records are physically not stored in the same town or city as M&T's Head Office.

- 9.2.3. Where consultation among the departments and divisions of M&T or with any other entity is necessary or desirable to decide upon the request and which consultation cannot be reasonable completed within the set time frame.
- 9.2.4. Where more than one of the circumstances contemplated in paragraphs 9.2.1, 9.2.2, 9.2.3 above exist in respect of the request making compliance with the 30-day period not reasonably possible.
- 9.2.5. If the requester consents in writing to the extension.

Should the 30-day period be extended, the request liaison officer will notify the requester of the extension as well as provide the requester with the reasons for the extension.

### 9.3. Notification upon request outcome

The requester will be notified by the request liaison officer's decision in the manner specified in the request form.

### 9.4. Circumstances under which requests will be refused

Section 63 prohibits the unreasonable disclosure of the personal information of a natural person and/or third party to requestors, including personal information of deceased persons.

This denial of access to information are based on human dignity, equality and freedom as contemplated within section 36 of the Constitution. Access to a record is refused on one or more grounds of refusal specified in PAIA, which fall into the following categories:

- 9.4.1. Trade secrets.
- 9.4.2. Financial, commercial, scientific, or technical information where disclosure would be likely to cause harm to the commercial or financial interests of that third party.
- 9.4.3. Information supplied in confidence by the third party, the disclosure of which could reasonably be expected to put the third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition.
- 9.4.4. Mandatory protection of privacy of a third party who is a natural person.
- 9.4.5. Mandatory protection of certain records of M&T.
- 9.4.6. Mandatory protection of commercial information of a third party.
- 9.4.7. Mandatory protection of certain confidential information and protection of certain other confidential information of a third party.
- 9.4.8. Mandatory protection of the safety of individuals and protection of property.
- 9.4.9. Mandatory protection of police dockets in bail proceedings and protection of law enforcement and legal proceedings.
- 9.4.10. Defence, security, and international relations of the Republic.
- 9.4.11. Economic interests and financial welfare of the Republic and commercial activities of public bodies.
- 9.4.12. Mandatory protection of research information of a third party and protection of research information of a public body.
- 9.4.13. Operations of public bodies.
- 9.4.14. Manifestly frivolous or vexatious requests or substantial and unreasonable diversion of resources.
- 9.4.15. Prejudice or impair the security of a building, structure, or system, means of transport, or other property.
- 9.4.16. Methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme or safety of the public.
- 9.4.17. Records which are privileged from production in legal proceedings, unless the person entitled to the privilege has waived it.
- 9.4.18. Consists of a computer program owned by the private body.



## 9.5. Requests deemed as refused

If the request liaison officer does not give the decision on a request for access to the requester within the 30-day period or within an extended period, then the request will be regarded as being refused.

## 9.6. What can a requester do after denial of a request

Should the requester not be satisfied with the decision of the request liaison officer, the requester may apply to court for relief. The said application must be made within 180 days after the decision has been made. On hearing such an application, the court may grant a just and equitable order including:

- 9.6.1. Confirming, amending, or setting aside the decision that is the subject of the application.
- 9.6.2. Requiring the request liaison officer to take some action or to refrain from taking such action as the court considers necessary within the period motioned in the order.
- 9.6.3. Granting and interdict, interim or specific relief, a declaratory order or compensation.
- 9.6.4. Costs.

Such an application may be made at the Magistrates Court.

## 9.7. Successful Requests

After a successful request, the requester will be given access to a record if all procedural requirements have been complied with according to PAIA requirements, that is:

- 9.7.1. The request is properly documented on the prescribed form.
- 9.7.2. Proof of authority to act on another's behalf is furnished if the requestor is requesting on another person's behalf.
- 9.7.3. The record that is requested is sufficiently described to enable the request liaison officer to carry out the request.
- 9.7.4. Payment of all required fees.

## 9.8. Fees

It may be necessary to pay fees for access to records in terms of the PAIA.

### 9.8.1. Requesting Fee

If the request is to access a record containing personal information about the requester, he/she will not be required to pay the request fee. Any other request must be accompanied by the required request fee, which is currently R50.00

### 9.8.2. Access Fee

If the request is granted, then an access fee must be paid for the reproduction of records and for the time in excess of the one hour to search and prepare the records for disclosure. Where the time to prepare the records for disclosure is likely to exceed six hours, a deposit of one third of the anticipated access fee may be required as a deposit.

Refer to Annexure 2 below for a complete breakdown of the fees for public bodies.

### 9.8.3. Fee Exceptions & Exemptions

9.8.3.1. In accordance with Section 22(8) the Minister may by notice in the Gazette:

- a) Exempt any person or category of persons from paying any fee.
- b) Determine that any fee referred to does not exceed a certain maximum amount.
- c) Determine the way any fee should be calculated.
- d) Determine that the fee is inapplicable to a request.
- e) Exempt any person or record or category of persons or records for a stipulated period from any fee.
- f) Determine that where the cost of collecting any fee referred to in this section exceeds the amount charged, such fee does not apply.

9.8.3.2. The following persons are exempt from paying the access fee contemplated in paragraph 9.8.2 above.

- a) A single person whose annual income, after permissible deductions, does not exceed R 14 712.00 per annum; and
- b) Married persons or a person and his or her life partner whose annual income, after permissible deductions, does not exceed R 27 192.00 per annum.
- c) Where the cost of collecting any fee where the amount charged does not apply.
- d) The access fee does not apply to a personal record of a requester.
- e) The request fee and access fee do not apply to a record requested by a maintenance office or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 (Act No. 99 of 1998) or the regulations made under section 44 of that Act.

9.8.3.3. In the event where the requested format of a record is denied, but access is provided within another format/form, the fee charged may not exceed what the requestee would have been charged if the original requesting format was provided.

9.8.3.4. Should the requesting individual be unable to gain access to an original format of the record due to a disability, the requestee would not be charged a fee higher than he or she would have been required to pay if not for the disability.

### 9.9. Information or Records Not Found

If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist then the request liaison officer:

- 9.9.1. Shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.
- 9.9.2. The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine the existence thereof, including details of all communications between every person who conducted the search.
- 9.9.3. The notice, as set out in 9.9 I, shall be regarded as a decision to refuse a request for access to the record concerned for the purposes of the Act.
- 9.9.4. If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form unless access is refused by the request liaison officer on the grounds for refusal contemplated in 9.4.

## 9.10. Record Format

A requesting record can be requested within a specific format as indicated on the requesting form.

### 9.10.1. Request Denied

The request liaison officer may refuse to provide the requestee with the requesting format on the grounds of:

- 9.10.1.1. By providing the record in the requested format interferes unreasonably with the effective administration of M&T.
- 9.10.1.2. Be detrimental to the preservation of the record.
- 9.10.1.3. Amount to an infringement of copyright not owned by the State or M&T.

### 9.10.2. Request Success

Should a record be made available to a requestor for inspection, viewing, or hearing, such a requestor may make copies of or transcribe the record using the requester's equipment, unless:

- 9.10.2.1. By doing so the record in the requested format interferes unreasonably with the effective administration of M&T.
- 9.10.2.2. It will be detrimental to the preservation of the record.
- 9.10.2.3. It amounts to an infringement of copyright not owned by the State or M&T.

## 9.11. Transfer of requests

In the instance the Act allows for a request to be transferred to another public body the request liaison officer to whom the request was made must as soon as reasonably possible in a time period not exceeding 14 days (after the date of receipt) transfer such a request to the relevant information officer and provide that information officer with the record (if in possession of the request liaison officer) should it be deemed as assistive. The following list lawful reasons for the request liaison officer to transfer a request:

- 9.11.1. If the record is within the possession or under the control of M&T but it is in the possession of another public body.
- 9.11.2. If the record's subject matter is more closely connected with the responsibilities and functions of another public body than those of M&T.
- 9.11.3. Should the record contain commercial information which any other public body has a greater commercial interest.

## 10. Updating and Availability

This manual will be updated, if necessary, on an annual basis or at such intervals as may be necessary and will be available in Zulu and Afrikaans.

This manual will be placed on M&T's website alongside our Privacy Notice. A copy of the PAIA Manual will also be lodged with the South African Human Rights Commission.

## 11. Human Rights Commission Guide To PAIA

Section 10 of the Promotion of Access to Information Act, 2000 stipulates that the South African Human Rights Commission must compile a guide on how to use PAIA. This guide is available from the South African Human Rights Commission.

*Any enquires can be directed to:*

The PAIA Unit (Promotion of Access to Information) at the South African Human Rights Commission

The Research & Documentation Department

Phone: 011 877 3600

Fax: 011 403 0625

Web: [www.sahrc.org.za](http://www.sahrc.org.za)

Email: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

Postal Address: Private Bag X2700, Houghton, 2041

Physical Address: 33 Hoofd Street, Braampark, Forum 3, Braamfontein 2198

# Annexure 1 - Request for Access to Records of M&T

Section 18(1) of the Promotion of Access to Information Act, 2000

Act No.2 of 2000

Regulation 6

Kindly ensure that you complete all sections (B, C, D, E, F, G) as an incomplete form may lead to a delay in your request. The prescribed time periods will not commence until all pertinent information has been furnished on the private body by the requestor. The requesting records may be withheld from you until the requesting fee and the deposit (if applicable) have been paid.

## Section A - Particulars of the request liaison officer

### Chief Information Officer

Name: Mr Rupert Fourie

Telephone: 012 676 8526

Email: popi@m-t.co.za

Address: 2<sup>nd</sup> Floor, Block C, Building 14, 11 Byls Bridge Boulevard, Centurion, 0157, Gauteng, South Africa

## Section B - Particulars of the requester (Person requesting access to information)

Where applicable proof of identity should be attached to access personal information.

Full Name	Surname
Citizenship	Identity Number
Email	Phone
Postal Address	
Capacity	

Capacity in which the request is made, when made on behalf of another person (Provide copy of id and letter stating that you may act on behalf of the person)

## Section C - Particulars of the person on whose behalf the request is made

Full Name	Surname
Citizenship	Identity Number
Email	Phone
Company	

## Section D - Particulars of record

Full description of the record or relevant part of the record

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Reference Number(s), if available

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Any further particulars of the record

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Which right are you seeking to exercise or protect by your request?

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Please provide an explanation as to why the requested record(s) is required to exercise or protect the right above.

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### Section E - Fees

- I. 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.
- II. You will be notified of the amount required to be paid as the request fee.
- III. 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.
- IV. If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from fee payment

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### Section F - Format of access to the record(s)

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 below, state your disability and indicate in which form the record is required.

- I. Compliance with your request for access in the specified form may depend on the form in which the record is available..
- II. 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.

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

Disability  
Required format

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**If the record is in written or printed form:**

Copy of Record  Inspection of Record   
*(preferred method)*

**If the record consists of visual images:**

View the images  Copy of the images  Transcription of the images   
*(preferred method)*

**If the record consists of recorded words or information which can be reproduced in sound:**

Listen to the soundtrack (audio cassette)  Transcription of the soundtrack (Written or printed document)   
*(preferred method)*

**If the record is held in a digital format:**

Printed copy of record  Printed copy of information derived from the record   
*(preferred method)*

Printed copy of information derived from the record

**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

**In which language would you prefer the record?**

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## Section G - Notice of decision

You will be notified whether your request has been approved or denied.

**Please specify how you prefer to be informed of the decision regarding your request for access to the record?**

Postal  Email *(preferred method)*  SMS

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_

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**Signature of Requester**

Office use only

Request Liaison Officer	Request Fee
Date & Time Received	Access Fee
Reference	Deposit

\_\_\_\_\_  
**Signature of Request Liaison Officer**



## Annexure 2 - Access Fees

Fees in respect of public bodies in terms of government notice 8 July 2021. As per Regulation 8 Value Added Tax (VAT) will be added to all fees prescribed in terms of the Regulations.

- 1) The fee for a copy of the manual as contemplated in regulation 5(c) is R1,10 for every photocopy of an A4 size page or part thereof.
- 2) The fees for **reproduction** referred to in regulation 7(1) are as follows:

Description	Fee
For every photocopy of an A4 size paper or part thereof	R 1.10
For every printed copy of an A4 size page or part thereof held on a digital format	R 0.75
For a digital copy (computer-readable) on a compact disc	R 70.00
For a transcription of visual images, for an A4 size page or part thereof	R 40.00
For a copy of visual images	R 60.00
For a transcription of an audio record, for an A4 size page or part thereof	R 20.00
For a copy of audio records	R 30.00

- 3) The request fee is payable by every requester, other than a personal requester, referred to in Regulation 7(2) is R50.00
- 4) The **access fees** payable by a requester referred to in Regulation 7(3) are as follows:

Description	Fee
For every photocopy of an A4 size paper or part thereof	R 1.10
For every printed copy of an A4 size page or part thereof held on a digital or machine-readable form	R 0.75
For a transcription of visual images, for an A4 size paper or part thereof	R 40.00
For a digital copy (computer-readable) on a compact disc	R 70.00
For a copy of visual images	R 60.00
For a transcription of audio records, for an A4 size page or part thereof	R 20.00
For a copy of an audio record	R 30.00
To search for and prepare the record for disclosure, the fee is chargeable per hour reasonably required for such search and preparation, excluding the first hour.	R 30.00 per hour or part of an hour
For purposes of section 22(2) of the Act, the following applies: <ol style="list-style-type: none"> <li>I. Six hours as the hours to be exceeded before a deposit is payable; and</li> <li>II. One third of the access fee is payable as a deposit by the requester</li> </ol>	
The actual postage is payable when a copy of a record must be posted to a requester.	

- 5) Copies shall be printed in black and white.

## Annexure 3 - PAIA Glossary

Phrase	Description
Access fee	A fee prescribed for the purpose of reproduction, search and preparation of records and, if applicable, postal fees.
Date of submission	The date on which the requester submits the PAIA Request. The Deputy Information Officer must respond to the request within 30 days of this date.
Deputy Information Officer (DIO)	The individual in the public or private body who is responsible for assisting the Information Officer with the PAIA Request.
Grounds for refusal	The Section(s) of PAIA referred to by the Information Officer or Deputy Information Officer in order to refuse a PAIA Request.
Inventory	A complete list of items in the custody of a particular public or private body.
Letter of authorisation	letter from an individual who requires the requester to submit a PAIA Request on their behalf in terms of PAIA. The letter must state that the individual authorises the requester (and other representatives from the requester's organisation, if necessary) to submit a request to access information in terms of PAIA on their behalf.
PAIA	The Promotion of Access to Information Act 2 of 2000.
PAIA Request	The name given to the document(s) submitted to a public or private body requesting access to information in terms of PAIA.
PAIA Request reference number	The reference number you allocate for an individual PAIA Request, e.g. 0124/MT/2010. It is advisable to use this reference number throughout all correspondence with the requester, as well as asking them to do the same.
Personal requester	A requester seeking access to a record containing personal information about themselves.
Private body	Generally, any kind of business operation independent from government.
Public body	Generally any section of government, or any organisation that is set up by government, set up by law, or gets its money from government.
Record	Any recorded information irrespective of form or medium.
Requester	An individual seeking or requesting access to records and/or information held by the State and/or public body.
Request fee	The fee that must be paid by the requester before a request can be processed.
Request liaison officer	The person duly authorised to assist with any request made to the department of Planning & Development in the capacity of HOD, Security Principle, or Data Proprietor.