

WIDE-EYED EARS

THE BRAND WHISKERERS

PAIA MANUAL

WIDE-EYED EARS (PTY) LTD

("IDEAS")

Registration Number 2019/272620/07

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000

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1. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

- 1.1 The Promotion of Access to Information Act, No 2 of 2000 ("**the Act**") was enacted on 3 February 2000, giving effect to the constitutional right in terms section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 ("**the Constitution**") 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.
- 1.2 In terms of Section 51 of the Act, all Private Bodies are required to compile an Information Manual ("**PAIA Manual**").
- 1.3 Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where the Act expressly provides that the information may or must not be released. The Act sets out the relevant procedure to be adopted when requesting information from a Public or a Private Body.

2. INTRODUCTION TO IDEAS

- 2.1 IDEAS is a Private Company registered in accordance with the laws of the Republic of South Africa. IDEAS offers services in web design, graphic design, and business communication. IDEAS is classified as a "private bodies" within the definition of Section 1 of the Act.

3. PURPOSE OF THE MANUAL

- 3.1 This PAIA Manual is intended to ensure that IDEAS complies with the Act and to foster a culture of transparency and accountability within IDEAS by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.
- 3.2 In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to public and private bodies.
- 3.3 Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:
 - Limitations aimed at the reasonable protection of privacy;
 - Commercial confidentiality; and
 - Effective, efficient and good governance;

and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

4. PARTICULARS IN TERMS OF SECTION 51

4.1 IDEAS Contact Details [Section 51(1)(a)]

Full name:	Lindy-Ann Steyn
Postal & Physical Address:	11 Wainwright Street Mount Croix Gqeberha 6001
Telephone Number:	082 742 2481
E-mail address:	ideas@wideeyedeears.co.za

4.2 Contact details of the Designated Information Officer for IDEAS:

Designated Information Officer:	Lindy-Ann Steyn
Postal & Physical Address:	11 Wainwright Street Mount Croix Gqeberha 6001
Telephone Number:	082 742 2481
E-mail address:	ideas@wideeyedeears.co.za

4.3 Contact details of the Designated Information Officer for IDEAS is available on request via email to ideas@wideeyedeears.co.za.

5. SECTION 10 GUIDE ON HOW TO USE THE ACT [Section 51(1)(b)]

A guide has been compiled in terms of Section 10 of the Act by the SAHRC which contains information in an easily comprehensible form and nature as may be required by a person wishing to exercise any right contemplated in the Act. A guide to the Act is available from SAHRC website: www.sahrc.org.za

The contact details of the SAHRC are as follows:

The South African Human Rights
Commission Braampark Forum 3, 33 Hoofd
Street, Braamfontein Private bag x2700,
Houghton, 2041
Tel Number: 011 877-3600
Fax Number: 011403-06680668

6. RECORDS AVAILABLE IN TERMS OF SOUTH AFRICAN LEGISLATION [Section 51(1)(d)]

IDEAS keeps documents in accordance with the following legislation. (Please note that this is not an exhaustive list):

Consumer Protection Act 68 of 2008
National Credit Act No 34 of 2005
Income Tax Act No 58 of 1962
Value Added Tax Act No 89 of 1991
Companies Act No 71 of 2008 and Applicable Regulations
Promotion of Access to Information Act 2 of 2000
King Report on Corporate Governance in South Africa (King III)
Basic Conditions of Employment Act No 57 of 1997
Compensation for Occupational injuries and Diseases Act No 130 of 1993
Employment Equity Act No 55 of 1998
Labour Relations Act No 66 of 1995
Occupational Health and Safety Act No 85 of 1993
Unemployment Insurance Act No 30 of 1966
Electronic Communications and Transactions Act No 25 of 2002
Financial Intelligence Centre Act No 38 of 2001
Protection of Personal Information Act

7. RECORDS [Section 52]

7.1 Records Automatically Available

Records that are automatically available to the public are:

Booklets, newsletters and pamphlets published by IDEAS, which are available in the public domain [Section 51(1) (e)].

A section 52(2) notice regarding the categories of records, which are available without a person having to request access in terms of the Act, has to date not been published.

Records that may be requested

The information in this section provides a reference to the records that IDEAS holds, which will facilitate a request in terms of the Act.

These records referred to below include, but are not limited to records which pertain to IDEAS's own affairs.

These records are not automatically available and can only be made available by

facilitating a request in terms of the Act. Please note that the records listed below are not exhaustive.

Personnel Documents and Records

- Personal Information relating to past, present and prospective personnel;

“personal information” as defined in the Act means” Information about an identifiable individual, including, but not limited to -

- 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 individual;
- information relating to the education or the medical, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved;
- any identifying number, symbol or other particular assigned to the individual;
- the address, fingerprints or blood type of the individual;
- the personal opinions, views or preferences of the individual, except where they are about another individual or about a proposal for a grant, an award or a prize to be made to another individual;
- Records provided by third parties relating to personnel;
- Records relating to conditions of employment;
- Records relating to personnel-related contracts and quasi-legal records;
- Correspondence relating to personnel;
- Disciplinary Records;
- Records of salaries paid, other remuneration and benefits as they relate to all past present and prospective personnel;
- Leave Records; and
- IRP5's.

“Personnel” refers to any person who works for, or provides services to or on

behalf of IDEAS, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of IDEAS. This includes, without limitation, directors (executives and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

Client related Records

- Records provided by clients in respect of their business and in terms of the contractual arrangements between IDEAS and clients;
- Records generated by or within IDEAS relating to its clients, including transactional records;
- Records pertaining to third party information provided by clients; and
- Records provided by third parties in the course of doing business with IDEAS.

A "client" refers to any natural or juristic entity that receives services from IDEAS.

Statutory Records/Corporate Records

- Minutes of executive and other decision-making operational bodies;
- Documents of Incorporation;
- Memorandum and Articles of Association;
- Share Register and other Statutory Registers;
- Delegations of authority; and
- Other statutory documents of a legal and commercial nature.

Other IDEAS Records

- Documents relating to the operational, commercial and financial interests of IDEAS;
- Commercial and other legal contracts or agreements;
- Client and other data bases;
- Information on existing and past litigation;

- Administrative Information;
- Licenses;
- Insurance Policies;
- Internal and external correspondence;
- Internal policies and procedures.

Other Party Records

IDEAS may possess records pertaining to other parties, including without limitation contractors, suppliers and service providers.

Alternatively, such other parties may possess records that can be said to belong to IDEAS. These records include but are not limited to:

- Personnel, customer or private body records which are held by another party as opposed to the records held by IDEAS itself; and
- Records held by IDEAS pertaining to other parties, including but not limited to, financial, commercial, operational and legal records, contractual records, correspondence, records provided by the other party, and records provided by third parties about contractors/suppliers.

8. PROCEDURE FOR REQUESTING ACCESS TO INFORMATION

8.1 Access to records held by IDEAS

Records held by the company may be accessed by requests only once the prerequisite requirements for access have been met.

A requestor must use the prescribed form to make a request for access to a record. A "requestor" in relation to a private body means -

- 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
- a person acting on behalf of the person contemplated above.

There are two types of requesters:

- **Personal Requester**

A personal requester is a requester who seeks access to a record containing personal information about the requester. IDEAS will voluntarily provide the requested information or give access to any record regarding the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

- **Other Requester**

This requester (other than a personal requester) is entitled to request access to information on third parties.

8.2 Form of request

8.2.1 The requester must use the Form as set out in Annexure A of this manual, to make a request for access to a record;

8.2.2 The request should be made to the Designated Information Officer at the address, fax number or electronic mail address as stated above;

8.2.3 The prescribed form must be filled in with sufficient detail to enable the Designated Information Officer to identify [Section 53]:

- The record or records requested and the requester of the information;
- The form of access required;
- The postal address; fax number or e-mail address of the requester in the Republic;
- The right the requester is seeking to exercise or protect and provide an explanation of why the record is required for the exercise or protection of that right;
- If in addition to a written reply, the manner in which the requester wishes to be informed of the decision regarding the request made; and
- If the request is made on behalf of a person, the capacity in which the requester is making the request.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

8.3 Fees

The Act provides for two types of fees, namely:

- 8.3.1 A request fee, which will be a standard fee. The fee that the requester must pay to a private body is R50; and
- 8.3.2 An access fee, which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs.

The requester may lodge an application to the court against the tender or payment of the request fee or access fee. [Section 54(3) (b)].

- 8.3.3 The requester must pay the prescribed request fee before any further processing can take place. When the Designated Information Officer receives the request, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any) before further processing of the request. [Section 54(1)].

The notice must also set out the procedure for lodging the application [Section 54(3) (c)].

- 8.3.4 A requester, who seeks access to a record containing personal information about that requester, is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the prescribed required request fee.
- 8.3.5 If the search for and the preparation of the record for disclosure, including arrangements to make it available in the requested form, requires more than the hours prescribed, the Designated Information Officer shall notify the requester to pay as a deposit the prescribed portion (being no more than one third) of the access fee which would be payable if the request is granted. [(Section 54(2)].
- 8.3.6 If a deposit has been paid and the request for access refused, the deposit referred to above must be repaid to the requester.
- 8.3.7 The designated information officer may withhold a record until the requester has paid the applicable fees as indicated in Annexure B.
- 8.3.8 A requester, whose request for access to a record has been granted, must pay an access fee for reproduction, 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 requested form [Section 54(5)]. In terms of the Act [Section 54(7)], the access fee prescribed for the purposes referred to above must:

- 8.3.8.1 provide for the costs of making the record, or a transcription of a record; and
- 8.3.8.2 if applicable a postal fee; and
- 8.3.8.3 the time reasonably required to search for the record and prepare the record for disclosure to the requester.

9. CONSIDERING YOUR REQUEST

- 9.1 IDEAS will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons to that effect [Section 56].
- 9.2 The 30-day period within which IDEAS is to decide whether to grant or refuse the request may be extended for a further period of not more than 30 days if [Section 57]:
 - the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the private body concerned;
 - the requester consent in writing to such extension.

If the period is extended, the Designated Information Officer will within 30 days after the request is received notify the requester of:

- The period of the extension;
- The reasons for the extension, including the provisions of this Act relied upon; and
- That the requester may lodge an application with a court against the extension, and the procedure (including the period) for lodging the application.

10. GROUNDINGS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for IDEAS to refuse a request for information relates to the:

10.1 Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information about that natural person [Section 63]. A record will not be refused in so far as it consists of information:

- about an individual who has consented to the disclosure of the record;
- already publicly available;
- that was given to the private body by the individual to whom it relates and the individual was informed by or on behalf of the private body, before it is given, that the information belongs to a class of information that would or might be made available to the public;
- about an individual's physical or mental health, or well-being, who is under the care of the requester and who is -
 - under the age of 18 years; or
 - incapable of understanding the nature of the request, and if giving access would be in the individual's best interests;
 - about an individual who is deceased and the requester is the individual's next of kin; or
 - making the request with the written consent of the individual's next of kin;
- about an individual who is or was an official of a private body and which relates to the position or functions of the individual, including, but not limited to -
 - the fact that the individual is or was an official of that private body;
 - the title, work address, work phone number and other similar particulars of the individual;
 - the classification, salary scale or remuneration and responsibilities of the position held or services performed by the individual; and
 - the name of the individual on a record prepared by the individual in the course of employment.

10.2 Mandatory protection of the commercial information of a third party, if the record contains:

- Trade secrets of that third party;

- Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
- Information disclosed in confidence by a third party to the IDEAS, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition [Section 64].

10.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement [Section 65];

10.4 Mandatory protection of the safety of individuals and the protection of property [Section 66]. The head of a private body must refuse a request for access to a record of the body if its disclosure could reasonably be expected to endanger the life or physical safety of an individual. The head of a private body may refuse a request for access to a record of the body if its disclosure would be likely to prejudice or impair the security of:

- a building, structure or system, including, but not limited to, a computer or communication system;
- a means of transport; or any other property; or
- methods, systems, plans or procedures for the protection of -
 - an individual in accordance with a witness protection scheme;
 - the safety of the public, or any part of the public; or
 - the security of property contemplated above.

10.5 Mandatory protection of records which would be regarded as privileged in legal proceedings [Section 67];

10.6 The commercial activities of IDEAS, which may include [Section 68]:

- Trade secrets of IDEAS;
- Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of IDEAS;
- Information which, if it is disclosed could put IDEAS at a disadvantage in negotiations or

- commercial competition;
- 10.7 Requests for information that is clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

11. REMEDIES AVAILABLE WHEN IDEAS REFUSES A REQUEST FOR INFORMATION

11.1 Internal Remedies

IDEAS do not have an internal appeals procedure. As such, the decision made by the Designated Information Officer is final. The requesters will have to exercise such external remedies at their disposal, if the request for information is refused and the requester is not satisfied with the answer supplied by the Designated Information officer.

11.2 External Remedies [Section 78]

A requester that is dissatisfied with the Designated Information officer's refusal to disclose information may, within 30 days of notification of the decision, apply to a Court for relief.

Likewise, a third party dissatisfied with the Designated Information officer's decision to grant a request for information may, within 30 days of notification of the decision, apply to a Court for relief. For the purposes of the Act, the Courts that have jurisdiction over these applications are the:

- Constitutional Court;
- The High Court; or
- another Court of similar status.

12. AVAILABILITY OF THIS MANUAL

This manual is available for inspection by the general public, upon request, during office hours and free of charge at the offices of IDEAS.

Copies may be requested from the SAHRC and the Government gazette.

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 WIDE EYED EARS (PTY) LTD

Physical Address	11 Wainwright Street Mount Croix Gqeberha 6001
Telephone Number	082 742 2481
Fax Number	-
E-mail Address	ideas@wideeyedears.co.za

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

The particulars of the person who requests access to the record must be given below:	
The address and/or fax number in the Republic to which the information is to be sent:	
Proof of the capacity in which the request is made, if applicable, must be attached:	
Full Name and Surname:	
Identity Number:	
Postal Address:	
Fax Number:	
Telephone Number:	
Email Address:	
Proof of the capacity in which the request is made, if the request is made on behalf of another person :	

THIS SECTION MUST ONLY BE COMPLETED IF A REQUEST FOR INFORMATION IS MADE ON BEHALF OF ANOTHER PERSON.

C. Particulars of person on whose behalf request is made

Full Name and Surname:	
Identity Number:	

D. PARTICULARS OF RECORD

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 FOLIO AND ATTACH IT TO THIS FORM. THE REQUESTER MUST SIGN ALL THE ADDITIONAL FOLIOS.

Description of record or relevant part of the record:
Any Further Particulars of Record:

E. FEES

A REQUEST FOR ACCESS TO A RECORD, OTHER THAN A RECORD CONTAINING PERSONAL INFORMATION ABOUT YOURSELF, WILL BE PROCESSED ONLY AFTER A REQUEST FEE HAS BEEN PAID. YOU WILL BE NOTIFIED OF THE AMOUNT REQUIRED TO BE PAID AS THE REQUEST FEE.

THE FEE PAYABLE FOR ACCESS TO A RECORD DEPENDS ON THE FORM IN WHICH ACCESS IS REQUIRED AND THE REASONABLE TIME REQUIRED SEARCHING FOR AND PREPARING A RECORD.

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 the 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 TO THE RECORD, IF ANY, WILL BE DETERMINED PARTLY BY THE FORM IN WHICH ACCESS IS REQUESTED.

IF THE RECORD IS IN WRITTEN OR PRINTED FORM			
	Copy of Record		Inspection of Record

IF THE RECORD CONSISTS OF VISUAL IMAGES [this includes photographs, slides, video recordings, computer-generated images, sketches, etc]			
	View the Images		Copy of Images

	Transcription of Images		
--	-------------------------	--	--

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 documents)

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* (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?	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.

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:
--

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 of 20

Signature of Requester

Signature of person on whose behalf
the request is made

I. 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 of 20

Signature of Requester

Signature of person on whose behalf
the request is made

J. 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 of 20

Signature of Requester

Signature of person on whose behalf
the request is made

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 public 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 recorded below.
(b) The address and/or fax number in the Republic to which information must be sent.
(c) Proof of the capacity in which the request has been made, if applicable, must be attached.

Full names and
surname:

Identity Number:

Postal Address:

Fax Number:

Telephone
number:

Email:

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 the 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, 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 the 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 the exemption of the payment of any fee, please state the reason for exemption.

Reason for the exemption from payment of fees:

F. Form of access to record

If you are prevented by disability to read, view of 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:
Mark the appropriate box with an X.	
NOTES: (a) Compliance with your request for access 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 the access to 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	
2. If the 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*
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)	
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

<i>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.</i>

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 of _____.

SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE

ANNEXURE B - FEES

GENERAL: VALUE-ADDED TAX

Private bodies registered under the Value-Added Tax Act, 1991 (Act 89 of 1991, as vendors may add value-added tax to all fees prescribed in this annexure.

FEES IN RESPECT OF PRIVATE BODIES

	DESCRIPTION	RAND
1.	The fee for a copy of the manual as contemplated in regulation 9(2)(c) - for every photocopy of a A4-size page or part thereof.	1,10
2.	The fees for reproduction referred to in regulation 11(1) are as follows: <ol style="list-style-type: none"> a. For every photocopy of an A4-size page or page thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: <ol style="list-style-type: none"> i. Flash drive ii. compact disc d. For a transcription of visual images, for an A4-size page or part thereof e. For a copy of visual images f. For a transcription of an audio record, for an A4-size page or part thereof g. For a copy of an audio record 	1,10 0,75 7,50 70,00 40,00 60,00 20,00 30,00
3.	The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2)	50,00
4.	The access fees payable by a requester referred to in regulation 11(3) are as follows: <ol style="list-style-type: none"> a. For every photocopy of an A4-size page or part thereof b. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form c. For a copy in a computer-readable form on: <ol style="list-style-type: none"> i. stiffy disc ii. compact disc d. For a transcription of visual images, for an A4-size page or part thereof e. For a copy of visual images f. For a transcription of an audio record, for an A4-size page or part thereof g. For a copy of an audio record h. To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation. 	1,10 0,75 7,50 70,0 40,0 60,0 20,0 30,0
5.	For the purposes of section 54(2) of the Act, the following applies: <ol style="list-style-type: none"> a. six hours as the hours to be exceeded before a deposit is payable; and b. one third of the access fee is payable as a deposit by the requester. 	
6.	The actual postage is payable when a copy of a record must be posted to a requester.	

Signature:

Date:

WIDE-EYED EARS

THE BRAND WHISKERERS

CUSTOMER POLICY

WIDE-EYED EARS (PTY) LTD ("IDEAS") PROTECTION OF PERSONAL INFORMATION CUSTOMER NOTIFICATION

1. INTRODUCTION:

- 1.1. IDEAS, a duly registered Private Company with registration number 2019/272620/07, within the Republic of South Africa and is obliged to comply with the Protection of Personal Information Act 4 of 2013 ("POPIA").
- 1.2. POPIA requires IDEAS to inform their customers and suppliers as to how their Personal Information is used, disclosed, and destroyed.
- 1.3. IDEAS guarantees its commitment to protecting their customers' privacy and ensuring their Personal Information is used appropriately, transparently, securely and in accordance with applicable laws.
- 1.4. This Policy sets out how IDEAS deals with their customers' personal information and in addition to what purpose said information is used for. This Policy is made available on our website at www.wideeyedears.co.za or by request at our offices from the compliance officer.
- 1.5. Section 9 of POPIA states that:

"Personal Information may only be processed if, given the purpose for which it is processed, it is adequate, relevant and not excessive."

2. THE PERSONAL INFORMATION COLLECTED:

- 2.1. IDEAS collects and processes customer, supplier, and employees' personal information pertaining to specific needs. The type of information will depend on the need for which it is collected and will be processed for that purpose only. Whenever possible, we will inform the customer what information they are required to provide us with and what information is optional. Examples of the Personal Information we collect includes, but is not limited to:
- Identity number, name, surname, address, postal code, marital status, and number of dependants;
 - Description of customer's addresses; and
 - Description of customer's nature of business and industry.
- 2.2. We have agreements in place with all our Product Suppliers and third-party service providers who come in contact with Personal Information to ensure that there is a mutual understanding with regard to the protection of customer information. Our suppliers are subject to the same regulations as we are subjected to.
- 2.3. For purposes of this Policy, customer and suppliers include potential and existing customers and suppliers.

3. HOW PERSONAL INFORMATION IS USED:

- 3.1. Customer personal information will be used for the purpose for which it was collected and agreed. This may include:
- Providing support;
 - Conducting verification of customers;
 - Confirming, verifying and updating customer details;
 - For the detection and prevention of fraud, crime, money laundering or other malpractices;
 - Conducting market or customer satisfaction research;
 - For auditing and record keeping purposes;
 - In connection with legal proceedings;

- Providing our services to customers in order to carry out the services requested and to maintain and constantly improve the relationship;
- Providing communications in respect of IDEAS and regulatory matters that may affect customers; and
- In connection with and comply with legal and regulatory requirements or when it is otherwise allowed by law.

3.2. According to section 10 of POPIA, Personal Information may only be processed if certain conditions are met which are listed below along with supporting information for IDEAS processing of Personal Information:

- Customer, supplier, and employee consents to the processing - consent is obtained from customer;
- The processing is necessary - in order to conduct an accurate analysis of doing business with customers;
- Processing protects a legitimate interest of the customer;
- Processing is necessary for pursuing the legitimate interests of IDEAS or of a third party to whom information is supplied.

4. SAFEGUARDING CUSTOMER INFORMATION

4.1. It is a requirement of POPIA to adequately protect the Personal Information we hold and to avoid unauthorized access and use of your Personal Information.

4.2. The following procedures are in place to protect your Personal Information:

- IDEAS's Information Officer is Lindy-Ann Steyn, whose details are available below and is responsible for the encouragement of compliance with the conditions of the lawful processing of Personal Information and other provisions of POPIA;

- This Policy has been put in place within IDEAS and training on this policy and POPIA will take place during August 2024 by the Information Officer;
- Our product suppliers and other third-party service providers will be required to sign a one-page POPI Agreement guaranteeing their commitment to the protection of Personal Information. These will be in place by 31 December 2024;
- Our hard copy files and archived files are stored on our access-controlled premises within locked cabinets.
- IDEAS server hard drives are (RAIDed) and electronic files are backed up daily. These files are stored on access controlled virtual servers for system security which protects third-party access and physical threats;
- A Security Incident Management Register will be kept logging any security incidents and to report on and manage said incidents. This register will be maintained by the Information Officer for IDEAS;
- A Procedure Manual has been drafted and will be implemented by 31 August 2024 to ensure all employees follow IDEAS's professional procedures to ensure customer, supplier and employee information is processed accurately and securely.

5. ACCESS AND CORRECTION OF PERSONAL INFORMATION

- 5.1. Customers have the right to access the Personal Information we hold about them. Customers also have the right to ask us to update, correct or delete their Personal Information on reasonable grounds. Once a customer objects to the processing of their Personal Information, IDEAS may no longer process said Personal Information, except required by law.

5.2. We will take all reasonable steps to confirm our customer identity before providing their Personal Information or making changes to their Personal Information.

5.3. The details of our Information Officer are as follows:

Name: Lindy-Ann Steyn

Telephone Number: 082 742 2481

E-mail Address: ideas@wideeyedears.co.za