

# **inlexso Proprietary Limited**

**1999/014204/07**

## **ACCESS TO AND PROTECTION OF INFORMATION MANUAL**

**Prepared in terms of Section 51 of the  
Promotion of Access to Information Act 2 of  
2000 (as amended)**

*(Applicable provisions of the Protection of Personal Information Act 4 of 2013 are included in this Manual)*

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## 1. INTRODUCTION

inlexso Proprietary Limited (“inlexso”) consists of a group of attorneys, advocates and compliance specialists, specialising in the delivery of corporate governance, legal, risk and compliance management services. This manual is also applicable to inlexso transcription services<sup>1</sup>.

The Promotion of Access to Information Act 2 of 2000 (“PAIA” or “the Act”) fosters a corporate culture of transparency and accountability, within the context of the protection of Personal Information. inlexso is a “private body”, as described in PAIA.

PAIA provides that a person, other than a government department or agency, may only request information in terms of the Act, if the information is required for the exercise or protection of a right. Information will therefore not be furnished unless a person clearly provides sufficient particulars on the request form to enable inlexso’s Information Officer/ Deputy Information Officer to identify the Record and the Requester. The Requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

The Requester must identify the right that he or she is seeking to exercise or to protect as well as an explanation of why the requested information is required for the exercise or protection of that right.

In addition to this, such information may only be provided if:

- the person requesting the information complied with the procedural requirements of inlexso relating to such requests for information; and
- there is no ground on which to refuse access to such information.

### 1.1. Objectives and Purpose of this Manual

inlexso compiled this Access to and Protection of Information Manual (“Manual”) to assist the public to:

- check the categories of Records held by inlexso which are available without a person having to submit a formal PAIA request;

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<sup>1</sup> A division of inlexso (Pty) Ltd which deliver transcription services

- have a sufficient understanding of how to make a request for access to a Record of inlexso, by providing a description of the subjects on which inlexso holds Records and the categories of Records held on each subject;
- know the description of the Records of inlexso which are available in accordance with any other legislation;
- access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the Records they intend to access;
- know the description of the guide on how to use PAIA (“Section 10 Guide”), as updated by the Regulator and how to obtain access to it;
- know if inlexso will process Personal Information, the purpose of Processing of Personal Information and the description of the categories of Data Subjects and of the Personal Information or categories of Personal Information relating thereto;
- know the description of the categories of Data Subjects and of the Personal Information or categories of Personal Information relating thereto;
- know the recipients or categories of recipients to whom the Personal Information may be supplied;
- know if inlexso has planned to transfer or Process Personal Information outside the Republic of South Africa and the recipients or categories of recipients to whom the Personal Information may be supplied;
- know whether inlexso has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed; and
- request the correction, deletion or destroying of Personal Information.

This Manual has been prepared in terms of section 51 of PAIA and regulation 4(1)(c) of the Regulations relating to the Protection of Personal Information, 2018 of POPIA, for inlexso only. The intention is to ensure that inlexso complies with PAIA and POPIA and instils the principles of other relevant privacy legislation of South Africa by fostering the culture of transparency and accountability and giving effect to the right to information.

*Please note:* This Manual is not exhaustive, nor does it comprehensively deal with, every procedure provided for in POPIA and PAIA. Requesters are advised to familiarise themselves with the provisions of these Acts before making any requests to inlexso in terms of these Acts.

## 1.2. Availability of the inlexso Access to and Protection of Information Manual

A copy of the Manual is available-

- on inlexso's website at <https://inlexso.co.za/>;
- head office of inlexso for public inspection during normal business hours;
- to any person upon request and upon the payment of a reasonable prescribed fee, as set out in Annexure 3; and
- to the Information Regulator upon request.

A fee for a copy of the Manual, as contemplated in Annexure B of the Regulations, shall be payable per each A4-size photocopy made (see Annexure 3).

## 1.3. Who may Request Access to Information

In terms of section 1 of PAIA, a "Requester", 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 in subparagraph (i).

The above means that, a Requester may act on behalf of a person in making a request for a Record.

In terms of section 53(2)(d) of PAIA, a request for access must at least require the requestor concerned to identify the right the Requester is seeking to exercise or protect and provide an explanation of why the requested Record is required for the exercise or protection of that right.

In essence, PAIA provides that a requestor will be entitled to access to a Record if the Record is required for the exercise or protection of a right.

Requests can be made:

- as a personal request;
- as an agent of a Requester on behalf of someone else; and
- as a Third Party seeking information.

All inlexso clients are allowed to access their own information without having to go through the formal information request process provided that the information is not to be used in any legal action.

The process only applies to information that exist at the time of the request and it does not require the inlexso to create a Record which does not exist at the time of the request.

**1.4. Guidance to Requesters on how to use PAIA and how to obtain access to the PAIA Section 10 Guide– PAIA Sec 51 (1)(b)(i)**

The address of the Information Regulator of South Africa is:

<p><b>Postal Address:</b></p> <p>Information Regulator of South Africa</p> <p>P.O Box 31533,</p> <p>Braamfontein,</p> <p>Johannesburg, 2017</p>	<p><b>Physical Address</b></p> <p>JD House,</p> <p>27 Stiemens Street,</p> <p>Braamfontein,</p> <p>Johannesburg,</p> <p>2001</p>
<p>General enquiries email address: <a href="mailto:enquiries@infoeregulator.org.za">enquiries@infoeregulator.org.za</a></p> <p>Complaints can be directed to: <a href="mailto:PAIAComplaints@infoeregulator.org.za">PAIAComplaints@infoeregulator.org.za</a></p>	

- The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- The Guide is available in each of the official languages and in braille.
- The aforesaid Guide contains the description of-
  - the objects of PAIA and POPIA;

- the postal and street address, phone and fax number and, if available, electronic mail address of-
  - the Information Officer of every public body, and
  - every Deputy Information Officer of every public and private body designated in terms of section 17(1)<sup>2</sup> of PAIA and section 56<sup>3</sup> of POPIA ;
- the manner and form of a request for-
  - access to a record of a public body contemplated in section 11<sup>4</sup>; and
  - access to a record of a private body contemplated in section 50<sup>5</sup>;
- the assistance available from the IO of a public body in terms of PAIA and POPIA;
- the assistance available from the Regulator in terms of PAIA and POPIA;
- all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
  - an internal appeal;
  - a complaint to the Regulator; and
  - an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

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<sup>2</sup> Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

<sup>3</sup> Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

<sup>4</sup> Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>5</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- the provisions of sections 14<sup>6</sup> and 51<sup>7</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
  - the provisions of sections 15<sup>8</sup> and 52<sup>9</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
  - the notices issued in terms of sections 22<sup>10</sup> and 54<sup>11</sup> regarding fees to be paid in relation to requests for access; and
  - the regulations made in terms of section 92<sup>12</sup>.
- Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
  - The Guide can also be obtained-
    - upon request to the Information Officer of inlexso;
    - from the website of the Regulator (<https://info regulator.org.za/>).
  - A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

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<sup>6</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>7</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>8</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>9</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>10</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>12</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

(a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

- English; and
- isiXhosa
- A requestor may request a copy of this guide free of charge from the Information Officer or Deputy Information Officer by using Form 1 in Annexure 1.

## 2. CONTACT DETAILS OF INLEXSO

The Information Officer is responsible to, inter alia, assess requests for access to information. The Head of a private body fulfills such function in terms of Section 50 of the Act. inlexso has opted to appoint an Information Officer to assess requests for access to information as well as to oversee its required functions in terms of the Act. The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in POPIA. The Information Officer oversees the functions and responsibilities as required in terms of both this Act as well as the duties and responsibilities in terms of Section 55 of POPIA after registering with the Information Regulator. The Information Officer has designated a Deputy Information Officers, as allowed in terms of Section 56 of POPIA.

Any requestor is advised to contact the Information Officer/ Deputy Information Officer should he / she require any assistance in respect of the utilisation of this Manual and/or the requesting of documents / information from inlexso.

<p><b>Managing Executive:</b> Clifford Anthony MacGregor</p> <p><b>E-mail:</b> <a href="mailto:cliff.macgregor@inlexso.co.za">cliff.macgregor@inlexso.co.za</a></p>	<p><b>Information Officer:</b> Petronella Kotzé</p> <p><b>E-mail:</b> <a href="mailto:lanel.kotze@inlexso.co.za">lanel.kotze@inlexso.co.za</a></p> <p><b>Deputy Information Officer:</b> Thapelo David Mbita</p> <p><b>E-mail:</b> <a href="mailto:thapelo.mbita@inlexso.co.za">thapelo.mbita@inlexso.co.za</a></p>
<p><b>Head Office (also the office and contact numbers of the Managing Executive, the IO and the DIO)</b></p> <p><b>Physical Address:</b> Building 3, Summit Place, 221 Garsfontein Road, Menlyn, Pretoria</p> <p><b>Postal Address:</b> P.O Box 76391, Lynnwood Ridge, Pretoria, 0040</p> <p><b>Tel:</b> +27 12 942 5555                      <b>Fax:</b>+27 86 265 7392                      <b>Website:</b> <a href="https://inlexso.co.za/">https://inlexso.co.za/</a></p> <p><b>Access to information general contacts - E-mail:</b> <a href="mailto:compliance@inlexso.co.za">compliance@inlexso.co.za</a></p>	

### 3. CLASSES OF RECORDS

#### 3.1. Categories of Records of inlexso which are without a person having to request access – PAIA Sec 51 (1)(b)(ii)

The following Records of inlexso available without a person having to request access by completing Form 2 as attached in Annexure 2.

Category of records	Available on Website	Available upon request
Description of services	X	
Service and product brochures		X
Marketing information		X
Published Articles of interest	X	
Current Public Training Schedules and price lists	X	
Past Public Training Schedules and price lists		X
Documents and information relating to inlexso which is held by the Companies and Intellectual Properties Commission in accordance with the provisions of the Companies Act 71 of 2008		X <sup>13</sup>

If the above Records are not available on inlexso’s website, where a person may download it, he/ she may request a copy telephonically or by sending an email or a letter to [info@inlexso.co.za](mailto:info@inlexso.co.za) or via the Contact form on the website.

If a copy is requested, a payment of the prescribed fee as set out in Annexure 3 of this Manual for reproduction is required.

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<sup>13</sup> Kindly note that an appointment to view such information will still have to be made with the Information Officer

If a person only wants to inspect the Records, it can be arranged with the Information Officer/ Deputy Information Officer at the head office of inlexso during normal office hours.

**3.2. Description of the Records of inlexso, which are available in accordance with any other legislation - PAIA Sec 51 (1)(b)(iii)**

Where applicable to its operations, inlexso also retains Records and documents in terms of legislation listed below for the relevant periods as provided in the applicable legislation. Please note that the Records referred to on the listed legislation below are not exhaustive and as such, each request for access to Record will be treated uniquely with consideration of applicable legislation, procedure and policy.

Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of this legislation shall be made available for inspection by interested parties (stakeholders) in terms of the requirements and conditions of the Act.

Records kept in accordance with such other legislation as applicable to inlexso which includes, but is not limited to:

Topic	Applicable Legislation	Category of Records
<b>Employee-Employer relationship</b>	Basic Conditions of Employment Act, 75 of 1997	<ul style="list-style-type: none"> <li>• The employee’s name and occupation;</li> <li>• The time worked by each employee (an attendance register in the form of BCEA 3 or some other record that contains the information set out in that form);</li> <li>• The remuneration paid to each employee (Form BCEA 2 – wages register or some other record that contains the information set out in that form);and</li> <li>• The date of birth of any employee under 18 years of age.</li> </ul>
	Compensation of Occupational Injuries and Diseases Act, 130 of 1993	<ul style="list-style-type: none"> <li>• A register or other record of the earnings and other prescribed particulars of all the employees</li> <li>• WCL 1 Forms</li> <li>• WCL 2 Forms</li> <li>• WAS 8</li> </ul>
	Disaster Management Act, 57 of 2002	<ul style="list-style-type: none"> <li>• Risk Assessment</li> <li>• Workplace Plan</li> </ul>

		<ul style="list-style-type: none"> <li>• COVID-19 Direction on Health and Safety in the Workplace</li> </ul>
	Employment Equity Act, 55 of 1998	<ul style="list-style-type: none"> <li>• Employment equity strategy and/ or Plan (EEA13)</li> <li>• Job descriptions</li> <li>• Declaration by employee (EEA1)</li> <li>• Annual Employer Report (EEA2)</li> <li>• Employer Reporting on Analysis (EEA12)</li> <li>• Income Differential Statement (EEA4)</li> <li>• Official salary scales of the company</li> <li>• Job classification and grading process and instrument used (EEA9)</li> <li>• Salary benchmarking information used during job gradings</li> <li>• Employment benefits applicable to different job levels</li> <li>• Personal development plans</li> <li>• Performance agreements and measurements</li> <li>• Diversity training programme to all employees</li> <li>• Human Resources Policies</li> <li>• Employment Equity Report (EEA 2)</li> <li>• Statement of income differentials (EEA 4)</li> </ul>
	Labour Relations Act, 66 of 1995	<ul style="list-style-type: none"> <li>• Prescribed details of any strike, lock-out or protest action involving its employees (Section 205(1) and (2))</li> <li>• Records for each employee specifying the nature of any disciplinary transgressions, the actions taken by the employer and the reasons for the actions</li> </ul>
	Occupational Health and Safety Act, 85 of 1993	<ul style="list-style-type: none"> <li>• Incident Register</li> <li>• Recommendations made by the health and safety committee</li> <li>• Records of risk assessments and air monitoring results</li> </ul>
	Skills Development Act 97 of 1998	<ul style="list-style-type: none"> <li>• Workplace skills plan</li> <li>• Coaching, mentorship, etc. Arrangements</li> <li>• Learnership programme</li> <li>• Skills audit conducted (including gap analysis)</li> <li>• Identified training interventions</li> </ul>

		<ul style="list-style-type: none"> <li>• Training undertaken, commenced or completed by employees during the year</li> </ul>
	Unemployment Insurance Act, 63 of 2001	<ul style="list-style-type: none"> <li>• Remuneration whilst in employment(Form UI-2.7)</li> <li>• Employer's Declaration of Employees (Form UI-19)</li> <li>• Certificate of Compliance/ Letter of Good Standing</li> <li>• Application for registration as an employer (Form UI-8)</li> <li>• Personal records of each of inlexso's current employees in terms of:               <ul style="list-style-type: none"> <li>○ names;</li> <li>○ identification numbers;</li> <li>○ monthly remuneration; and</li> <li>○ address where the employee is employed</li> </ul> </li> </ul>
<b>Revenue/ Income</b>	Income Tax Act, 58 of 1962	<ul style="list-style-type: none"> <li>• EMP201</li> <li>• EMP501</li> <li>• IRP5 records</li> <li>• Corporate tax records/returns</li> <li>• Other documents related to taxation of the company</li> </ul>
	Skills Development Levies Act 9 of 1999	<ul style="list-style-type: none"> <li>• EMP201</li> </ul>
	Tax Administration Act, 28 of 2011	<ul style="list-style-type: none"> <li>• Tax returns</li> <li>• The records, books of account or documents that:               <ul style="list-style-type: none"> <li>○ enable inlexso to observe the requirements of a Tax Act;</li> <li>○ are specifically required under a Tax Act or by the Commissioner by public notice; and</li> <li>○ will enable the South African Revenue Service (SARS) to be satisfied that inlexso has observed these requirements.</li> </ul> </li> </ul>
	Unemployment Contributions Act 63 of 2001	<ul style="list-style-type: none"> <li>• EMP201</li> </ul>
	Value Added Tax Act, 89 of 1991	<ul style="list-style-type: none"> <li>• VAT201</li> <li>• Record of all goods and services supplied by and to inlexso showing the goods and services, the rate of tax applicable to the supply and the suppliers or their agents, in sufficient detail to enable the goods and services, the rate of tax, the</li> </ul>

		<p>suppliers or the agents to be readily identified by the Commissioner and all invoices, tax invoices, credit notes, debit notes, bank statements, deposit slips, stock lists and paid cheques</p> <ul style="list-style-type: none"> <li>• A record of all importation of goods required to be obtained relating thereto in terms of section 16(2)(d)</li> <li>• Documentary proof required to be obtained and retained in terms of section 16(2)(f) (i.e. where tax fractions apply) and 16(2)(g) (i.e. alternative documentary proof obtained due to being unable to obtain required documents)</li> <li>• The charts and codes of account, the accounting instruction manuals and the system and programme documentation which describes the accounting system used for each tax period in the supply of goods and services;</li> <li>• Any list required to be prepared in accordance with section 15(9) (i.e. vendor's basis of accounting is changed)</li> </ul>
<b>General</b>	Broad-Based Black Empowerment Act, 53 of 2003	<ul style="list-style-type: none"> <li>• BEE Certificate (Form B-BBEE 1)</li> </ul>
	Companies Act, 71 of 2008	<ul style="list-style-type: none"> <li>• Notice of Incorporation (Registration certificate)</li> <li>• Memorandum of Incorporation and alterations or amendments<sup>14</sup></li> <li>• Directors' names<sup>15</sup></li> <li>• Register of company secretary and auditors</li> <li>• Record of directors and past directors, after the director has retired from the company</li> <li>• Shareholders Agreements</li> <li>• Share Certificates</li> <li>• Board Meetings: <ul style="list-style-type: none"> <li>○ Notices</li> <li>○ Attendance Register</li> <li>○ Resolutions</li> <li>○ Minute Books</li> </ul> </li> </ul>

<sup>14</sup> Automatically available from CIPC

<sup>15</sup> Automatically available from CIPC

		<ul style="list-style-type: none"> <li>○ Documents made available to holders of securities</li> <li>• Delegation of Authorities</li> <li>• Annual Financial Statements</li> <li>• Accounting Records</li> <li>• Other Statutory Information</li> </ul>
	Electronic Communications and Transaction Act; 25 of 2002	<ul style="list-style-type: none"> <li>• Personal information and the purpose for which the data was collected</li> <li>• A record of any third party to whom the information was disclosed</li> </ul>
	Promotion of Access to Information Act No. 2 of 2000	Access to and Protection of Information Manual
	Protection of Personal Information Act, 4 of 2013	Personal Information of employees, clients, services providers, suppliers, etc.
	Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002	<ul style="list-style-type: none"> <li>• Records and verification documents of employees who received SIM-Cards</li> <li>• Mobile Subscriber Integrated Service Digital Network number (MSISDN-number) of the SIM-card</li> </ul>

**3.3. Description of the subjects on which inlexso holds records and categories of records held on each subject by inlexso - PAIA Sec 51 (1)(b)(iv)**

This clause serves as a reference to the Records that inlexso holds. The information is classified and grouped according to Records relating to the following subjects and categories.<sup>16</sup>

It is recorded that the accessibility of the documents listed herein below, will be considered or dealt with by evaluating each instance separately, taking into account its individual circumstances in accordance with the provisions of the Act and may be subject to the grounds of refusal set out hereinafter:

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<sup>16</sup> Section 51(1)(e) of PAIA

Subjects on which inlexso holds records	Categories of records
<b>Human Resources</b>	Employee Records <sup>17</sup>
	Employment Contracts
	Employee Policies, Procedures and Guidelines
	Employee Disability Insurance Records
	Recruitment Records <sup>18</sup>
<b>Financial</b>	Audited Financial Statements
	Accounting records e.g., Journals, Ledgers, Balance Sheets, Income Statements, Trial Balances Statements and Cash Flow Statements
	Financial Records
	Banking records and statements
	Tax Invoices (Company & Employees)
	Corporate tax records/ returns and other documents related to taxation of inlexso
	Auditors Reports
	Management Accounts
	Asset register
	Debtors and creditors

<sup>17</sup> A personnel file containing confidential documents and Personal Information relating to the Employee and Records utilised by the employer, the employee, and the employee's manager, in some companies. (e.g. Remuneration, Medical Aid info, Employee Benefits and Disciplinary Records)

<sup>18</sup> Any Records relating to the recruitment process should be kept in a secure and confidential place. These Records may include the job analysis findings, job descriptions, job specifications, interview Rating Sheets, all applicant files for a specified period, response and success rate for different recruiting methods used.

Subjects on which inlexso holds records	Categories of records
	Expense Register
<b>Information Technology</b>	Network architecture Information
	IT Policies and Procedures
	Website management
	IP Addresses of employees
	Data Management System information
	System security
<b>Marketing</b>	Clients' Information and Database
	Product Offering Information and Brochures
	Development of new products
	Branding
	Training schedules and material
	Correspondence relating to training
<b>Client related Records</b>	General Contract Documentation
	Statutory Records
	Records provided by a Third Party
	Transactional Records and Records relating to customers
	Correspondence with clients
<b>inlexso-related Records</b>	Operational and transactional Records
	Organograms

Subjects on which inlexso holds records	Categories of records
	Statutory Records, e.g., documents to be submitted to CIPC
	Internal Records and procedures
	General Correspondence
	Employee travel Records
	Suppliers
	Insurance policies
	Agreements, e.g., Client Agreements, Non-Disclosure Agreements, Letters of Intent and Memoranda of Understanding, Supplier/Service Provider Contracts, Independent Contractors Agreements, Lease agreements, etc.
	SIM Cards issued
	Regulatory submissions

### 3.4. Other Information

inlexso may possess information and Records pertaining to other parties, including and without limitation: suppliers/ holding/ sister companies, joint ventures and service providers.

## 4. PROCESSING OF PERSONAL INFORMATION

### 4.1. Purpose of Processing Personal Information - PAIA Sec 51 (1)(c)(i)

inlexso will only Process Personal Information relating to its operations, as set out in the Privacy Statement on its website, in accordance with the current South African privacy legislation such as POPIA. Accordingly, the relevant privacy conditions and requirements relating to the Processing of Personal Information will be applied. This will also be applied to Personal Information of Employees and Third Parties, as well as information received from Third Parties.

Therefore, Personal Information will be Processed by inlexso for the following purposes:

- To support and enhance sales and marketing activities
- To strengthen recruitment and management of Employees
- To support engagement with our holding and sister companies;
- To comply with our holding company’s customer vetting and onboarding processes;
- To perform our responsibilities towards our clients in terms of our service offering;
- To submit the results of attendees, who successfully completed training, to the relevant bodies;
- To support our systemic activities in access control; and
- To support engagement with suppliers and service providers.

4.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto- PAIA Sec 51 (1)(c)(ii)

Kindly note that “Personal Information” in terms of POPIA refers to “information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person”, while “Personal Information” in terms of PAIA refers to “information relating to an identifiable natural person, but excludes information about an individual who has been dead for more than 20 years.”, as this will have an impact on the right to have access to certain information.

inlexso may Process Personal Information of the following categories of Data Subjects and of the information or categories of information relating thereto:

Categories of Data Subjects	Description	Personal Information that may be Processed
Employees	Employees of inlexso and may include directors, fixed term consultants (independent consultants and transcribers), interns and prospective employees.	Record of employee life cycle, e.g., name, surname, identity number/ passport number, address, qualifications, employment history, medical history, financial history, marital status, dependents, nationality, pregnancy. Social origin, well-being, disability, culture, language, gender, race, personal opinions, preferences and views, salary, etc.

Categories of Data Subjects	Description	Personal Information that may be Processed
Clients	Juristic persons or natural persons who pay for inlexso's services or products.	Record of client life cycle, e.g., name, registration number or identity number, trade secrets, financial and criminal history, ownership, governance, risk and compliance management frameworks, structures and Records, statutory records, directors, management and staff's Personal Information, employment status, symbol, e-mail address, physical address, telephone number, location information and/ or online identifier, relevant management Records, organograms, whistle blower reports, minutes of meetings, audit findings and reports, Personal Information impact assessments, policies and procedures, confidential correspondence, etc.
Subscribers to training and legal updates newsletters	Natural persons who subscribed to inlexso's training and legal updates newsletters.	Name, surname, email address, company name (employer)
Individuals attending training	<p>Natural persons who attend training, as part of inlexso's service offering. They can be assigned via a client or on their own to receive training.</p> <p>If an individual is booked via its employer, the Personal Information of the juristic person (or "client") will also be processed.</p> <p>The relevant SETA's or other organisations may require certain Personal Information and Special Personal Information, during submission of training results.</p>	Records required for the registration of attendees and submission of results to relevant bodies and employers, e.g., name, surname, identity number/ passport number, address, Internet Protocol (IP) address, email address, qualifications, employment history, medical history, gender and race, etc.
Suppliers and Service Providers	Providers of services and/or their products to inlexso on a once-off, <i>ad hoc</i> or ongoing basis.	Record of supplier or service provider life cycle, e.g., name, products, services, registration number or identity number, trade secrets, financial and criminal history, ownership, governing body, employment status, bank

Categories of Data Subjects	Description	Personal Information that may be Processed
(Natural or juristic persons)		details, symbol, e-mail address, physical address, telephone number, location information and/ or online identifier, etc.
Holding or sister companies	<p>inlexso is a wholly owned subsidiary of EOH Abantu (Proprietary) Limited and forms part of the EOH Group.</p> <p>Where inlexso has Personal Information relating to employees of the EOH Group, it will be listed under the “Personal Information of Natural Persons” category.</p>	Governance and compliance Records, as well as relevant management Records, e.g., name, products, services, registration number or identity number, trade secrets, financial and criminal history, ownership, governing body, bank details, symbol, e-mail address, physical address, telephone number, location information and/ or online identifier, etc.

inlexso does not Process any Personal information of persons younger than 18 years old, except for children of employees, with the consent of their parents.

4.3. Recipients or Categories of recipients to whom the Personal Information may be supplied- PAIA Sec 51 (1)(c)(iii)

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Name, surname, identity number, qualifications, etc. of <b>individual attending training</b> at inlexso and <b>Employees</b> of inlexso who attended training for examination and certification purposes.	Accredited certification bodies
<b>inlexso’s</b> name, registration number, physical address, postal address, contact details, details of cash flow transactions and balances as well as names, surnames, contact details, identity numbers of <b>Employees</b> who are authorised to make payments on behalf of inlexso or to make enquiries on behalf of inlexso	Banks or financial institutions
<b>Employee’s</b> name, surname, qualifications, telephone number, email address and employment history (i.e., experience) and <b>inlexso’s</b> name, registration number, physical address, postal address, contact details, methodologies, ownership and	Clients or potential clients

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
banking details when submitting a tender or proposal or during the entire client life cycle.	
Credit and payment history, for credit information of <b>clients</b> and <b>prospective employees</b> .	Credit Bureaus
<b>Employee's</b> name, surname, identity number/ passport number, address, medical history, financial history, salary, marital status, dependents, nationality, pregnancy, well-being, disability, gender, race, etc. as part of the application when joining a fund.	Employee Pension or Provident Funds and Group Life Scheme
<ul style="list-style-type: none"> <li>• <b>Client, supplier or service provider's</b> name, products, services, registration number or identity number, financial and criminal history, ownership, employment status, bank details, symbol, e-mail address, physical address, telephone number, location information and/ or online identifier, etc. for onboarding and vetting purposes, as well as contracting and payment purposes.</li> <li>• Employee's name, surname, identity number/ passport number, address, qualifications, employment history, medical history, financial history, marital status, dependents, nationality, pregnancy, social origin, well-being, disability, culture, language, gender, race, personal opinions, preferences and views, salary, performance, disciplinary actions, etc. for human resources management, compliance management and other group services purposes.</li> <li>• <b>Client's</b> governance, risk and compliance management frameworks, structures and Records, statutory records, directors, management and staff's Personal Information, relevant management Records, organograms, whistle blower reports, minutes of meetings, audit findings and reports, Personal Information impact assessments, policies and procedures, confidential correspondence, trade secrets, etc. are only distributed to relevant employees within inlexso itself.</li> </ul>	Employees of inlexso and its holding and sister companies
Name, surname and results of <b>individual</b> , who <b>attended training</b> to provide feedback to his/ her employer.	Employers of individuals, who attended training
<b>inlexso's</b> name, registration number, physical address, postal address, contact details, trade secrets, methodologies, ownership, agreements, accounting records, client records, banking details, etc. to audit inlexso's books and operations, as well	External auditor

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
as <b>Employees'</b> names, surnames, email addresses and telephone numbers to contact for support/ information prior to, during or after an audit.	
Depending on the assignment: <b>Client's</b> name, registration number or identity number, symbol, e-mail address, physical address, telephone number in order to give effect to inlexso's operations and <b>inlexso's</b> name, registration number, physical address, postal address, contact details, as well as names, surnames, contact details of <b>Employees</b> who are responsible for the specific assignment.	Law firms and the Commission for Conciliation, Mediation and Arbitration ("CCMA")
<b>Employee's</b> name, surname, identity number/ passport number, address, salary, medical history, marital status, dependents, nationality, pregnancy, well-being, disability, gender, race, etc. as part of the application when joining a scheme.	Medical Schemes
<b>Subscriber to training and legal updates newsletters:</b> Name, surname, email address and company name	Online email marketing service provider.
<b>Employees'</b> names, surnames, identity numbers, qualifications, telephone number, email address and employment history, etc. for enrolment and membership purposes.	Professional bodies and external training providers
Name, surname, identity number, qualifications, etc. of <b>individual attending training</b> at inlexso and <b>Employee</b> of inlexso, who attended training for accreditation purposes.	Quality Council for Trades and Occupations (QCTO)
Name, surname, qualifications, employment history and views/ opinions about an <b>Employee</b> or <b>ex-Employee</b> during a reference check.	Recruitment agencies or other prospective employers
<p>Depending on the authority or regulator's function- e.g.:</p> <ul style="list-style-type: none"> <li>• Department of Labour: <b>Employee's</b> name, surname, identity number/ passport number, address, medical history, nationality, pregnancy, disability, culture, language, gender, race, salary, etc.</li> <li>• CIPC: <b>inlexso's</b> financial statements, directors' personal information, registration number, registered address, tax payments, etc. and the same information of Clients, when submitting information on their behalf.</li> </ul>	Relevant statutory authorities, Representative Bodies and regulators, e.g., CIPC, South African Revenue Services, National Credit Regulator, National and Provincial Departments, Financial Intelligence Centre, National Consumer Commission, Competitions Commission, different Ombudsman, etc.

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
<ul style="list-style-type: none"> <li>South African Revenue Services: <b>Employees'</b> names, surnames, tax numbers, salaries, deductions, contributions, etc. and <b>inlexso's</b> income, expenses, contributions, etc.</li> </ul>	
Name, surname, identity number/ passport number, address, employment history, salary of an <b>Employee</b> when contacted by a store if he/she wants to enter into a credit agreement or a loan agreement and such organisation requires confirmation of employment and income.	Retail stores, etc.
Name, surname, identity number, qualifications, etc. of <b>individual attending training</b> at inlexso and <b>Employee</b> of inlexso who attended training for skills development purposes.	SETA's
<b>Employee's</b> or prospective <b>Employee's</b> name, surname, identity number and criminal history for criminal checks.	South African Police Services
<b>Employee's</b> or prospective <b>Employee's</b> name, surname, identity number and qualifications, for qualification verifications.	South African Qualifications Authority
<b>Employee's</b> name, surname, telephone number, email address and <b>inlexso's</b> name, registration number, physical address, postal address, contact details, ownership during the entire supplier or service provider life cycle to pay for and receive the service or products provided by these third parties.	Suppliers and Service Providers

#### 4.4. Planned Transborder flows of Personal Information- PAIA Sec 51 (1)(c)(iv)

inlexso use transborder flows of information to service providers, international clients, and through the use of social media, whilst its information is stored in the cloud when using Office 365 and Azure resources. Depending on the platform used, Personal Information will be hosted as follows:

Categories of Data Subjects	Personal Information to be transferred	Country to which information will be transported
Subscriber to training and legal updates newsletters	Name, surname, email address, company name (employer)	United States of America

Categories of Data Subjects	Personal Information to be transferred	Country to which information will be transported
All Data Subjects	All Personal Information in electronic format (Office 365 stored in Azure Resources Regions) <sup>19</sup>  See <a href="#">Microsoft Privacy Statement</a> and <a href="#">Online Services Data Protection Addendum</a> (“DPA”)	Countries in the European Union
		European Countries outside the European Union
		France Central
		Australia
		Central United States of America
		East Asia
		Eastern United States of America
		Global
		United Kingdom
		North Europe
		West Europe
		South central United States of America
Individual attending training at inlexso and Employees of inlexso who attended training for examination and certification purposes.	Name, surname, identity number, qualifications, etc.	Republic of Kosovo
Data Subjects interacting with inlexso Employees via Skype	See <a href="#">Privacy supplement for Microsoft Skype for Business</a> and the <a href="#">commitment to privacy and security in Microsoft Teams</a>	European Union

<sup>19</sup> Personal information may be stored in some, or all of these locations.

Categories of Data Subjects	Personal Information to be transferred	Country to which information will be transported
for Business and Microsoft Teams		
Data Subjects interacting with inlexso Employees via Zoom	As per <a href="#">Zoom's Privacy Statement</a>	United States of America

Kindly contact the Information Officer if more information in this regard is required.

#### 4.5. Security measures to protect Personal Information- PAIA Sec 51 (1)(c)(v)

The following security safeguards are either implemented, or under implementation, to ensure the confidentiality and integrity of the personal information under the care of inlexso:

- Physical security measures
  - Access control to offices;
  - Additional access control to areas where hard copies are stored; and
  - Password control to devices where electronic information is stored.
- Cyber security measures
  - Perimeter security (Controlled access per application and port)
  - Controlled network segregation.
  - Endpoint encryption
  - Server encryption
  - Anti-virus for endpoints and servers includes Host Intrusion Prevention System (HIPS) and Endpoint detection and response (EDR)
  - Data classification
  - Data Loss Prevention (DLP) and Cloud Access Security Broker (CASB) part of Secure Access Service Edge (SASE) (Zero-Trust) solution
- Training in information security

All Employees of inlexso have received training on:

- the protection of Personal Information; and
  - Cybersecurity.
- Policies in information security

inlexso has adopted, among others, the following group policies of its holding company, relating to information security:

- Information Security Policy;
- Information Security Incident Management Policy;
- Data Encryption Policy;
- Information Security Acceptable Use Policy;
- Information and Systems Access Policy;
- IT Application Software and Software Development Security Policy;
- Password Management Policy;
- IT Security Management Policy;
- IT Mobile and Personal Device Management Security Policy;
- Data and Record Retention and Disposals Policy;
- Information, Data Management and Control Policy;
- Vulnerability Management Policy;
- Information Asset Classification and Handling Management Policy;
- Business Continuity Policy; and
- IT Hardware and Software Asset Management Policy.

#### 4.6. Access to records containing Personal Information

A Data Subject has the right to:

- request inlexso to confirm, free of charge, whether or not inlexso holds Personal Information about such Data Subject;
- request from inlexso the Record or a description of the Personal Information about him/ her or it, held by inlexso, including information about the identity of all Third Parties, or categories of Third Parties, who have, or have had, access to the information, within a reasonable time, at a prescribed fee (as set out in Annexure 3), if any, in a reasonable manner and format and in a form that is generally understandable;
- request inlexso to correct or delete Personal Information about him/ her or it in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully (see Annexure 5);
- request inlexso to destroy or delete a Record of Personal Information about him/ her or it that inlexso is no longer authorised to retain; or
- object to the Processing of their Personal Information (see Annexure 4).

inlexso will take all reasonable steps to confirm a Data Subject's identity before providing details of their Personal Information or making changes to their Personal Information.

If a Data Subject is required by inlexso to pay a fee for services provided to the Data Subject to enable inlexso to respond to a request, inlexso-

- will give the Personal Requester a written estimate of the fee before providing the services and may require the Personal Requester to pay a deposit for all or part of the fee.
- may or must refuse, as the case may be, to disclose any information requested on the same grounds for refusal of access to Records as set out in *clause 6* of this Manual.

#### 4.7. Access to health or other records

If inlexso's Information Officer grants a request for access to a Record provided by a health practitioner in his/ her capacity as such about the physical or mental health, or well-being-

- (a) of the Requester; or
- (b) if the request has been made on behalf of the person to whom the Record relates, of that person, *(in this clause, the Requester and person referred to in paragraphs (a) and (b), respectively, are referred to as the "Relevant Person")*, is of the opinion that the disclosure of the Record to the Relevant Person might cause serious harm to his/ her physical or mental health, or well-being, the Information Officer may, before giving access to such Record, consult with a health practitioner who has been nominated by the Relevant Person.

If, after being given access to the Record concerned, the health practitioner consulted is of the opinion that the disclosure of the Record to the Relevant Person, would be likely to cause serious harm to his/ her physical or mental health, or well-being, the Information Officer may only give access to the Record if the Requester proves to the satisfaction of the Information Officer that adequate provision is made for such counselling or arrangements as are reasonably practicable before, during or after the disclosure of the Record to limit, alleviate or avoid such harm to the Relevant Person.

Before access to the Record is so given to the Requester, the person responsible for such counselling or arrangements will be given access to the Record.

If a request for access to Personal Information is made to inlexso and part of that information may or must be refused in terms of *Clause 6* of this Manual, every other part must be disclosed.

On receipt of a request to correct, destroy or delete a Data Subject's Personal Information, inlexso will, as soon as reasonably practicable adhere to the request and will provide the data subject, to his/ her satisfaction, with credible evidence in support of the information.

In instances where agreement cannot be reached between inlexso and the Data Subject, and if the Data Subject so requests, inlexso will take such steps as are reasonable in the circumstances, to attach to the information in such a manner that it will always be read with the information, an indication that a correction of the information has been requested but has not been made.

If inlexso has taken such steps that result in a change to the information and the changed information has an impact on decisions that have been or will be taken in respect of the Data Subject in question, the inlexso will, if reasonably practicable, inform each person or body or other organisation to whom the Personal Information has been disclosed of those steps.

Inlexso shall notify a Data Subject, who has made a request that his/ her or its Personal Information should be corrected, destroyed or deleted, of the action taken as a result of the request.

#### 4.8. Special Personal Information

The following Special Personal Information concerning a Data Subject will not be supplied to Third Parties without the consent of the Data Subject:

- religious or philosophical beliefs;
- trade union membership; and
- political persuasion.

inlexso will, in circumstances when it is not subjected to an obligation of confidentiality by virtue of office, profession or legal provision, treat the information relating to its Employees' health or sex life as confidential, unless it is required by law or in connection with its duties to communicate the information to other parties who are authorised to process such information in accordance with Section 32(1) of POPIA.

The Processing of information regarding the criminal behaviour or biometric information concerning personnel in the service of inlexso will take place in accordance with the rules established in compliance with labour legislation.

#### 4.9. Personal Information of children

Inlexso will only Process the Personal Information of its Employees children for purposes of the Employees' employment benefits, e.g. if the Processing is in the public interest and appropriate safeguards have been put in place to protect the Personal Information of the child.

If the Information Regulator has granted authorisation, inlexso will comply with the conditions imposed on it with regard to how it will:

- upon request of a Competent Person provide a reasonable means for that person to-
  - review the Personal Information Processed; and
  - refuse to permit its further Processing.

## 5. ACCESS PROCEDURE

### 5.1. Guidance on Completion of Prescribed Access Form

To facilitate the processing of your request, kindly:

- Use the prescribed Access Request Form (Annexure 2) below.
- Type or print in block letters.
- If a question is not applicable, answer as “N/A”.
- Proof of identity is required to identify the Requester.
- Provide sufficient details to enable an efficient processing of your request.
- Provide sufficient Records on the Record requested.
- Address the prescribed form to the contact details in *Clause 2* above.

### 5.2. Submission of Prescribed Access Form

The completed Access Request Form, if applicable, must be submitted via registered mail, fax or email and must be addressed to the Information Officer/ Deputy Information Officer (details in *Clause 2* above).

### 5.3. Applicable time periods

inlexso will inform the Requester within 30 days after receipt of the request of its decision whether or not to grant the request. The 30-day period may be extended by a further period of not more than 30 days if 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 inlexso or the Records are not located at inlexso, or consultations with another private body is required.

## 6. REFUSAL OF ACCESS TO RECORDS

### 6.1. Grounds for refusal

The Information Officer is obliged to refuse access to a Record if:

- the disclosure would be an unreasonable disclosure of Personal Information about a Third Party, including a deceased individual;<sup>20</sup>
- the request for access will be refused if the Record contains trade secrets, financial, commercial, scientific or technical information of the body of the body or a Third Party that is likely to harm inlexso or Third Party;<sup>21</sup>
- if disclosure would constitute an action for breach of the duty of confidence owed to a Third Party in terms of an agreement;<sup>22</sup>
- disclosure could possibly result in endangering the life of physical safety of individuals and protection of property;
- disclosure would involve the unreasonable disclosure of Personal Information of that natural person's privacy (Section 63(1) of PAIA);
- violates the protection and safety of individuals and protection of property (Section 66 of PAIA);
- it is for the protection of Records which would be regarded as privileged in any legal proceedings, unless the person so entitled to privilege waives the privilege (Section 67 of PAIA);
- the disclosure of research information of inlexso or a Third Party on behalf of inlexso would expose the Third Party, inlexso, the researcher or the subject matter of the research to serious disadvantage; and
- the Information Officer is of the opinion that processing requests will be unreasonably time consuming and lead to waste of resources. In addition, the Information Officer may refuse access to a Record if the request is seen to be made by a Requester to unnecessarily annoy or provoke.

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<sup>20</sup> See section 63 of POPIA

<sup>21</sup> Section 68 of PAIA Act

<sup>22</sup> Section 65 of PAIA Act

The Requester must pay the Prescribed Fee<sup>23</sup> (if applicable) before any further processing can take place.

## 6.2. Remedies available when inlexso refuses a request for information

### Internal remedies

inlexso does not have internal appeal procedures regarding PAIA requests. As such, the decision made by the duly authorised person(s) in clause 1.4 is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator for relief.

### External remedies

Subject to the provisions of PAIA, a Requester that is dissatisfied with an Information Officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court or to the Information Regulator for relief.

Likewise, a Third Party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to the Information Regulator or to a Court with appropriate jurisdiction, for relief. For purposes of the Act, courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and the Magistrate Court.

## 6.3. Prescribed Fees

The Information Officer will, if a request for access to a record of inlexso, which was made in the correct manner, is granted or refused, inform the requester of his/ her decision and of the fees payable.

PAIA and POPIA provides for two types of fees, namely:

- A Request Fee, which will be a standard fee; and
- An Access Fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs (if applicable).

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<sup>23</sup> See Payment of Prescribed Fees under clause 6.3 below

Prescribed Fees as published under Annexure B of the Regulations Relating to the Promotion of Access to Information are found in Annexure 3.

When the request is received by the Information Officer/ Deputy Information Officer, such officer shall by Notice require the Requester to pay the prescribed Request Fee (if any), before further processing of the request.

If the search for a Record of inlexso in respect of which a request for access has been made and the preparation of the record for disclosure, including any arrangements to provide it in the required form would, in the opinion of the Information Officer, require more than six hours, the Information Officer/ Deputy Information Officer shall Notify the Requester to pay a deposit as set out in Annexure 3.

This Notice will state-

- the amount of the deposit payable, if applicable;
- that the Requester may lodge a complaint to the Information Regulator or an application with a court against the tender or payment of the Request Fee, or the tender or payment of a deposit, as the case may be; and
- the procedure (including the period) for lodging the complaint to the Information Regulator or the application.

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

The Information Officer/ Deputy Information Officer shall withhold a Record until the Requester has paid the required fees.

A Requester whose request for access to a Record of inlexso has been granted must pay an Access Fee for reproduction and for search and preparation, respectively, for any time reasonably required in excess of six hours to search for and prepare (including making any arrangements to provide it in the requested form) the record for disclosure.

The actual postage is payable when a copy of a Record must be posted to a Requester.

## **7. RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST**

If all reasonable steps have been taken to find a Record requested and there are reasonable grounds for believing that the Record is in inlexso's possession but cannot be found or it does not exist, the Managing Executive shall, by way of affidavit or affirmation, notify the requester that it is not possible to give access to that record. (This will be regarded as a decision to refuse a request for access to the Record concerned.)

This affidavit or affirmation will give a full account of all steps taken to find the record in question or to determine whether the record exists, as the case may be, including all communications with every person who conducted the search on behalf of the Managing Executive.

If, after notice is given, the Record in question is found, the Information Officer/ Deputy Information Officer will give access to the Requester concerned to the record unless access is refused on a ground for refusal contemplated Clause 6 of this Manual.

## **8. UPDATING OF THE MANUAL**

The Information Officer of inlexso will on a regular basis update this Manual.

*Issued by*

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*(Petronella Kotzé)*

*(Governance, Risk & Compliance Manager)*

## 9. USEFUL TERMS

<b>Access Fee</b>	This is the fee paid by the Requester to the public or private body from which you are seeking the information, to cover the costs of finding and copying the Records you require.
<b>Biometric Information</b>	A technique of personal identification that is based on physical, physiological or behavioural characterisation including blood typing, fingerprinting, DNA analysis, retinal scanning and voice recognition.
<b>Child</b>	A natural person under the age of 18 years who is not legally competent, without the assistance of a Competent Person, to take any action or decision in respect of any matter concerning him- or herself.
<b>Collection</b>	The process of gathering and measuring Personal Information.
<b>Competent Person</b>	Any person who is legally competent to consent to any action or decision being taken in respect of any matter concerning a Child.
<b>Consent</b>	Any voluntary, specific and informed expression of will in terms of which permission is given for the Processing of Personal Information.
<b>Data Subject</b>	The person to whom the Personal Information relates.
<b>Destruction</b>	The process of destroying data stored on tapes, hard disks and other forms of electronic media or in hard copy so that it is completely unreadable and cannot be accessed or used for unauthorised purposes.
<b>Deputy Information Officer (or DIO)</b>	For purposes of this Manual, the Deputy Information Officer is the person to whom the responsibility is delegated to handle PAIA and POPIA requests on behalf of inlexso and to perform other duties relating to these Acts as set out in his/ her appointment letter in Annexure 1.
<b>Identifiers</b>	For purposes of this Manual, refers to Name, alias, postal address, unique personal identifier, online identifier, Internet Protocol (IP) address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers
<b>Information Officer (or IO)</b>	For purposes of this Manual, the Information Officer is the person to whom the responsibility is delegated to manage the decisions regarding PAIA and POPIA requests on behalf of inlexso and to perform other duties relating to these Acts as set out in his/ her appointment letter in Annexure 1.
<b>Information Regulator (or Regulator)</b>	The Information Regulator established in terms of section 39 of POPIA.
<b>Letter of Authorisation</b>	A letter from an individual who requires the Requester to submit a 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.
<b>Minister</b>	Minister of Justice and Correctional Services
<b>Notice</b>	A notice in writing, and “notify” and “notified” have corresponding meanings.
<b>Person</b>	A natural person or a juristic person
<b>Personal Information</b>	<p>For purposes of this Manual, Personal Information shall be information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—</p> <ul style="list-style-type: none"> <li>• information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the Person;</li> <li>• information relating to the education or the medical, financial, criminal or employment history of the Person;</li> <li>• any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the Person;</li> <li>• the Biometric Information of the Person;</li> <li>• the personal opinions, views or preferences of the Person, 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;</li> <li>• correspondence sent by the Person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;</li> <li>• the views or opinions of another individual about the Person; and</li> <li>• the name of the Person if it appears with other Personal Information relating to the person or if the disclosure of the name itself would reveal information about the Person.</li> <li>• If the request is made in terms of PAIA, it may include the information of a deceased person, but excludes information about a person who has been dead for more than 20 years.</li> </ul>
<b>Process/ Processing</b>	<p>Includes:</p> <ul style="list-style-type: none"> <li>• the collection, receipt, recording, organisation, collation, Storage, updating or modification, Retrieval, alteration, consultation or use;</li> <li>• dissemination by means of Transmission, distribution or making available in any other form; or</li> <li>• merging, linking, as well as restriction, degradation, erasure or Destruction of information.</li> </ul> <p>(This includes deleting or editing documents, saving documents to a USB, transferring documents from one device to another, etc. Processing covers all the different ways in which inlexso handles Personal Information in both physical and electronic format and applies to all Personal Information regardless</p>

	of what form it is in. (Paper, Emails, Electronic files, information obtained from the inlexso website, Audio recordings, video recordings, Whatsapp, Signal, Telegram, etc.)
<b>Record(s)</b>	Any recorded information regardless of the form, including, for example, written documents, video materials etc. A record requested from inlexso refers to a record that is in inlexso's possession regardless of whether inlexso created the record.
<b>Request Fee</b>	The fee that must be paid by the Requester before a request can be processed
<b>Requester</b>	The natural or juristic person requesting access to information. A requester also refers to the person making a request on behalf of somebody else
<b>Retrieving or Retrieval</b>	The tracing and recovery of specific Personal Information from stored data.
<b>Special Personal Information</b>	<p>This relates to</p> <ul style="list-style-type: none"> <li>• religious or philosophical beliefs,</li> <li>• race or ethnic origin,</li> <li>• trade union membership,</li> <li>• political persuasion,</li> <li>• health or sex life or biometric information.</li> <li>• information relating to the alleged commission of any offence or any proceedings in respect of any offence allegedly committed and the outcome of such proceedings; or</li> <li>• Personal Information of a child</li> </ul>
<b>Storage</b>	The action or method of storing Personal Information for future use, the retention of retrievable data on a computer or other electronic system
<b>Third Party</b>	Any natural or juristic person who is not the Requester of the information, nor the body to whom the information request is made.
<b>Transmission</b>	The process of passing Personal Information from one person or place to another

**ANNEXURE 1: FORM 1: REQUEST FOR A COPY OF THE PAIA SECTION 10 GUIDE**

**REQUEST FOR A COPY OF THE GUIDE**

**(Regulation 3)**

**TO:** The Information Officer

inlexso Proprietary Limited

P.O Box 76391,

Lynnwood Ridge,

Pretoria,

0040

[compliance@inlexso.co.za](mailto:compliance@inlexso.co.za)

I,

Full Names:				
In my capacity as (mark with "x"):	Information officer		Other	
Name of *Public/Private Body (If Applicable)				
Postal Address:				
Street Address:				
E-Mail Address:				
Facsimile:				
Contact Numbers:	Tel.(B):		Cellular:	

**Hereby request the following copy (ies) of the Guide:**

Language (mark with "x")		No of copies	Language (mark with "x")		No of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	

Language (mark with "x")		No of copies	Language (mark with "x")		No of copies
	Afrikaans			English	
	isiNdebele			isiXhosa	
	isiZulu				

**Manner of collection (mark with "x" and include the specific contact numbers/ address):**

Personal collection	Postal address	Facsimile	Electronic communication(Please specify)

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

\_\_\_\_\_

Signature of requester

**ANNEXURE 2: FORM 2- REQUEST FOR ACCESS TO RECORD**

**Request for Access to a Record of inlexso**

**(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

inlexso Proprietary Limited  
P.O Box 76391,  
Lynnwood Ridge,  
Pretoria,  
0040

**E-mail address:** compliance@inlexso.co.za

**Fax:** +27 86 265 7392

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person

PERSONAL INFORMATION <sup>24</sup>	
Full Name and surname	
Identity Number/ Passport Number	
Capacity in which request is made (when made on behalf of another person) <sup>25</sup>	
Postal Address <sup>26</sup>	
Street Address	

<sup>24</sup> The particulars of the person who requests access to the record must be recorded.

<sup>25</sup> Proof of the capacity in which the request is made (Letter of Authorisation), if applicable, must be attached.

<sup>26</sup> Furnish an address in the Republic to which information must be sent.

<b>E-mail Address</b>			
<b>Contact Numbers</b>	Tel. (B):		Facsimile:
	Cellular:		
<b>Full name and surname of person on whose behalf request is made (if applicable):<sup>27</sup></b>			
<b>Identity Number/ Passport Number</b>			
<b>Postal Address</b>			
<b>Street Address</b>			
<b>E-mail Address</b>			
<b>Contact Numbers</b>	Tel. (B):		Facsimile:
	Cellular:		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<i>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.)</i>			
<b>Description of record or relevant part of the record:</b>			
<b>Reference Number, if available:</b>			
<b>Any further particulars of record:</b>			

<sup>27</sup> This section must be completed only if a request for information is made on behalf of another person

<b>TYPE OF RECORD</b>	
(Mark the applicable box with an "X")	
Record is in written or printed form	
Record comprises virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
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	
<b>FORM OF ACCESS</b>	
(Mark the applicable box with an "X")	
Printed copy of record ( <i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i> )	
Written or printed transcription of virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of record on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	
<b>MANNER OF ACCESS</b>	
(Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body ( <i>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</i> )	
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		
<b>Preferred language</b>		
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		
<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>		
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:		
<b>FEES</b>		
<p>a) A request fee must be paid before the request will be considered.</p> <p>b) You will be notified of the amount of the access fee to be paid.</p> <p>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.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>		
<b>Reason</b>		

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 \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_

\_\_\_\_\_

Signature of requester/ person on whose behalf request is made

\_\_\_\_\_

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(Rank, Name and Surname of IO/ DIO)</i>	
Date received:	
Access fees:	
Deposit (if any)	

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Signature of Information Officer/ Deputy Information Officer

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### ANNEXURE 3: PRESCRIBED FEES

Item	Description	Amount
1.	The Request Fee payable by every Requester	R140.00
2.	Photocopy/ printed black & white copy of A4-size page <i>(This applies to Records as well as a copy of this Manual)</i>	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:  (i) Flash drive (to be provided by requester)  (ii) Compact disc  - If provided by requester  - 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.	A copy of an audio Record on:  (i) Flash drive (to be provided by requester)  (ii) Compact disc  - If provided by requester  - 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.

**ANNEXURE 4: OBJECTION TO PROCESSING OF PERSONAL INFORMATION**

<p>Please submit the completed form to the Information Officer/ Deputy Information Officer:  <a href="mailto:compliance@inlexso.co.za">compliance@inlexso.co.za</a></p>	
<b>Details of Data Subject</b>	
Name & Surname	
Identity Number	
Residential Address	
Contact Number	
Email Address	
<b>Details Responsible Party</b>	
Registered name of responsible party:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	
<b>Reasons for Objection in Terms of Section 11(1)(d) to (f) of POPIA</b>	
<i>(Please provide detailed reasons for the object)</i>	
<b>Signature of Data Subject</b>	
Signed on	
Signature	
<b>Please Note:</b>	

1. The Information Officer/ Deputy Information Officer may require you to provide an affidavits or other documentary evidence as applicable in support of the objection prior to processing your request.
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.

**ANNEXURE 5: REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION**

**Please Note:**

1. The Information Officer/ Deputy Information Officer may require you to provide an affidavits or other documentary evidence as applicable in support of the objection prior to processing your request.
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.

<b>Mark the appropriate box with an "x".</b>	
<b>Request for:</b>	
	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

<b>Please submit the completed form to the Information Officer/ Deputy Information Officer: <a href="mailto:compliance@inlexso.co.za">compliance@inlexso.co.za</a></b>	
<b>Details of Data Subject</b>	
Name & Surname	
Identity Number	
Residential Address	
Contact Number	
Email Address	
<b>Details Responsible Party</b>	
Registered name of responsible party:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	

