



**SOUTH AFRICAN RESERVE BANK**

**SOUTH AFRICAN RESERVE BANK GROUP PAIA/POPIA MANUAL**

**IN TERMS OF SECTIONS 14 AND 51 OF THE PROMOTION OF ACCESS  
TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000)**

**AND**

**THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4  
OF 2013)**

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## **CHAPTER 1: STRUCTURE AND FUNCTIONS OF THE SARB**

### **1.1 MANDATE**

The South African Reserve Bank (SARB) is the central bank of the Republic of South Africa, established in terms of section 223 of the Constitution of the Republic of South Africa, 1996. It performs its functions in terms of the South African Reserve Bank Act, 1989 (Act No. 90 of 1989 (SARB Act)). The regulations promulgated under the SARB Act provide the enabling framework for the SARB's operations. The primary object of the SARB is to protect the value of the currency in the interest of balanced and sustainable economic growth in the Republic. In addition to its primary objective, it has the task of promoting and enhancing financial stability.

### **1.2 STRUCTURE**

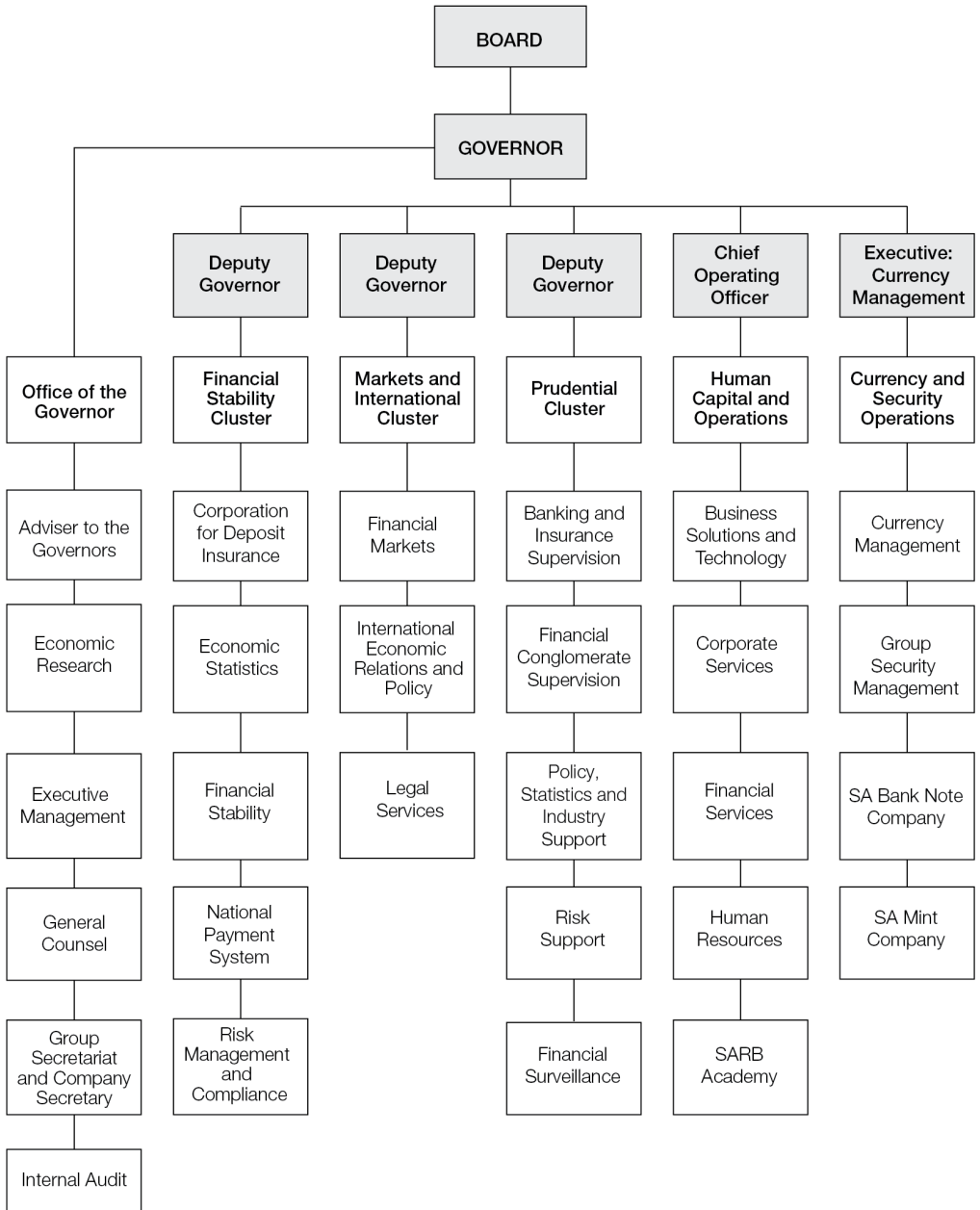
#### **1.2.1 Board and Governors**

- 1.2.1.1 The SARB Act provides for a Board of Directors (Board) consisting of 15 members. Among the members are the Governor and three Deputy Governors of the SARB, who are appointed by the President of the Republic for a term of five years each. Four other directors are appointed by the President for a term of three years.
- 1.2.1.2 The remaining seven directors, of whom one represents agriculture, one labour, one mining, two industry and two commerce or finance, are elected by the shareholders of the SARB for a period of three years. The Governor and Deputy Governors manage the daily affairs of the SARB. The Board is responsible for corporate governance and plays a supervisory role in terms of the SARB Act.

#### **1.2.2 The SARB**

- 1.2.2.1 The SARB has the following subsidiaries and associated entities (collectively known as the SARB Group):
  - a) South African Bank Note Company (RF) (Pty) Ltd (SABN);
  - b) South African Mint Company (RF) (Pty) Ltd (South African Mint);
  - c) Corporation for Public Deposits (CPD);
  - d) Prudential Authority (PA);
  - e) Corporation for Deposit Insurance (CODI); and
  - f) SARB Retirement Fund (SARB RF).

### 1.2.3 Organisational structure of the SARB



## **1.3 FUNCTIONS OF THE SARB**

1.3.1 The SARB, in the pursuance of its mandate and the fulfilment of its responsibilities, has the following key functions:

### **1.3.1.1 Monetary Policy**

The Constitution gives the SARB the mandate to protect the value of the rand. Interest rates are used to keep inflation low and steady.

### **1.3.1.2 Financial Stability**

The SARB has a legislative mandate to protect and enhance financial stability. The SARB identifies and mitigates systemic risks that might disrupt the financial system.

### **1.3.1.3 Prudential Regulation**

The Prudential Authority regulates financial institutions and market infrastructures to promote and enhance their safety and soundness, and support financial stability.

### **1.3.1.4 Financial Markets**

Open market operations are the main tools used to implement monetary policy. The SARB manages South Africa's gold and foreign exchange reserves.

### **1.3.1.5 Financial Surveillance**

The SARB is responsible for regulating cross-border transactions, preventing the abuse of the financial system, and supporting the regulation of financial institutions.

### **1.3.1.6 Payments and Settlements**

The SARB is responsible for ensuring the safety and soundness of the national payment system, which is the backbone of South Africa's modern financial system.

### **1.3.1.7 Statistics**

The SARB provides important economic and financial statistics that present an overview of

the economic situation in South Africa.

#### **1.3.1.8 Research**

Research conducted by the SARB focuses on economics, financial stability, banking and emerging trends in finance. The research supports policy decision-making.

#### **1.3.1.9 Banknotes and Coin**

The SARB has the sole right to make, issue and destroy banknotes and coin in South Africa.

#### **1.3.1.10 Deposit Insurance**

With the promulgation of the Financial Sector Laws Amendment Act, 2021 (Act No. 23 of 2021 (FSLAA), the Corporation for Deposit Insurance (CODI) was established as a subsidiary of the SARB. CODI is South Africa's Deposit Insurance Scheme, and its establishment supports the SARB's financial stability mandate.

## **CHAPTER 2: CONTACT DETAILS**

### **2.1 INFORMATION OFFICER FOR THE SARB GROUP**

The Governor of the SARB is, in terms of section 1 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000 (PAIA) and section 1 of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013 (POPIA), the Information Officer of the SARB. The Governor, however, has delegated the powers and duties conferred and imposed on him in terms of section 17(3) of PAIA to the Chief Information Officer of the SARB, who assumes the role in his/her capacity as Deputy Information Officer for the purposes of PAIA and POPIA. The Deputy Information Officer of the SARB can be contacted as follows:

#### **2.1.1 Physical address**

370 Helen Joseph Street  
Pretoria Central  
Pretoria  
0001

2.1.2 **Postal address**

P O Box 427

Pretoria 0001

Tel.: +27 12 313 3911

2.1.3 **Email address:** [privacy@resbank.co.za](mailto:privacy@resbank.co.za)2.1.4 **THE SARB**

COMPANY/ENTITY	FUNCTION	INFORMATION OFFICERS	CONTACT DETAILS
<b>South African Reserve Bank</b>	The central bank of the Republic of South Africa, established in terms of section 223 of the Constitution of the Republic of South Africa, 1996 (Constitution) and performs its functions in terms of the SARB Act.	Information Officer: Lesetja Kganyago  Deputy Information Officer: Michelé Schliesser	Irene Link 13 Impala Avenue, Doringkloof  Centurion, 0157 P O Box 427, Pretoria, 0001 <a href="mailto:privacy@resbank.co.za">privacy@resbank.co.za</a> <a href="http://www.resbank.co.za">www.resbank.co.za</a>

2.1.5 **SARB ASSOCIATED COMPANIES AND ENTITIES**

COMPANY/ENTITY	FUNCTION	INFORMATION OFFICERS	CONTACT DETAILS
<b>South African Bank Note Company (RF) (Pty) Ltd (SABN)</b>	Wholly owned subsidiary of the SARB and a registered company in terms of the Company Laws of South Africa. It is established to print banknotes to be issued by the SARB.	Information Officer Takalani Mafhiri  Deputy Information Officer: Michelé Schliesser	460 Jan van Riebeeck Street, Pretoria, 0182 P O Box 16172, Pretoria North, 0116 <a href="mailto:privacy@resbank.co.za">privacy@resbank.co.za</a> <a href="http://www.resbank.co.za">www.resbank.co.za</a>
<b>South African Mint Company (RF) (Pty) Ltd (South African Mint)</b>	Wholly owned subsidiary of the SARB and a registered company in terms of the Company Laws of South Africa. It is established to mint coin to be issued by the SARB.	Information Officer: Liziwe Mda  Deputy Information Officer: Michelé Schliesser	Old Johannesburg Road, Gateway, Centurion P O Box 464, Pretoria 0001 <a href="mailto:privacy@resbank.co.za">privacy@resbank.co.za</a> <a href="http://www.resbank.co.za">www.resbank.co.za</a>

COMPANY/ENTITY	FUNCTION	INFORMATION OFFICERS	CONTACT DETAILS
<b>Corporation for Public Deposits (CPD)</b>	Established in terms of section 2 of the Corporation for Public Deposits Act, 1984 (Act No. 46 of 1984). The CPD accepts call deposits from the public sector and invests the funds in short-term money-market instruments and special Treasury bills.	Information Officer: Rashad Cassim  Deputy Information Officer: Michel� Schliesser	Irene Link 13 Impala Avenue, Doringkloof Centurion, 0157 PO Box 427, Pretoria, 0001 <a href="mailto:privacy@resbank.co.za">privacy@resbank.co.za</a> <a href="http://www.resbank.co.za">www.resbank.co.za</a>
<b>Prudential Authority (PA)</b>	The PA is established in terms of the Financial Sector Regulation Act, 2017 (Act No. 9 of 2017). It is established for the purpose of licensing and ongoing supervision of the financial sector.	Information Officer: Nomfundo Tshazibana  Deputy Information Officer: Michel� Schliesser	Irene Link 13 Impala Avenue, Doringkloof Centurion, 0157 P O Box 427, Pretoria, 0001 <a href="mailto:privacy@resbank.co.za">privacy@resbank.co.za</a> <a href="http://www.resbank.co.za">www.resbank.co.za</a>
<b>Corporation for Deposit Insurance (CODI)</b>	CODI is established to (i) build and manage a fund, called the Deposit Insurance Fund (DIF), from which CODI will give depositors access to their covered balances in the event of their bank failing; and (ii) promote awareness among the public, specifically depositors of banks, of the protection provided to them by the deposit insurance scheme.	Information Officer: Sabihah Mohamed  Deputy Information Officer: Michel� Schliesser	Irene Link 13 Impala Avenue, Doringkloof Centurion, 0157 PO Box 427, Pretoria, 0001 <a href="mailto:privacy@resbank.co.za">privacy@resbank.co.za</a> <a href="http://www.resbank.co.za">www.resbank.co.za</a>

## CHAPTER 3: SECTION 10 – GUIDE ON HOW TO USE THE PAIA/POPIA MANUAL

- 3.1** In terms of section 10 of PAIA, the Information Regulator has compiled an official guide which contains information to assist any person wishing to exercise his/her rights of access to information in terms of PAIA, or alternatively any other right entrenched in POPIA.
- 3.2** A copy of the official guide is available from the office of the Information Regulator at the address provided below:



## Non-Sensitive

The Information Regulator (South Africa) JD House  
27 Stiemens Street  
Braamfontein  
Johannesburg  
2001

The Information Regulator can also be contacted by post, telephone, fax or email at:

P O Box 31533

Braamfontein

Johannesburg 2017

Telephone number: +27 10 023 5207

Fax number: 011 403 0668

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

General enquiries email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

**3.3** This Manual is compiled in accordance with sections 14 and 51 of PAIA and the Regulations to POPIA. It is intended to give a description of the records held by, and on behalf of the SARB, to outline the procedure to be followed and the fees payable when requesting access to any of these records under PAIA or when exercising any right under POPIA.

**3.4** POPIA was enacted in 2013 and is intended to promote the protection of personal information processed by public and private bodies. POPIA has amended certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information.

**3.5** PAIA recognises certain limitations to the right of access to information, including, but not exclusively, limitations aimed at the reasonable protection of privacy and protection of personal information in a manner which balances that right with any other rights contained in POPIA.

### **3.6 COMPLIANCE WITH POPIA**

**3.6.1** In accordance with POPIA, personal information is processed in a lawful manner so as not to infringe your privacy. The personal information that is processed will depend on the purpose for which it is collected. It will be disclosed to you why the personal information is being collected and it will be processed for that purpose only.

**3.6.2** If your personal information has been processed, you have the right to request the correction, deletion or destruction of your personal information, in the prescribed form. You may also object to the processing of your personal information in the prescribed form. The

prescribed forms have been attached to this Manual for your convenience.

- 3.6.3 You will be given a written estimate of the fee for providing you with your personal information, before providing you with the services.
- 3.6.4 The type of personal information that may be processed, the purposes for which it may be processed and the parties with whom it may be shared are listed in the SARB External Privacy Notice on the SARB's website: [www.resbank.co.za](http://www.resbank.co.za).
- 3.6.5 The personal information that is processed may be disclosed to any of the SARB's subsidiaries, associate entities or third-party service providers with whom the SARB engages in business or whose services or products the SARB elects to use, including cloud services hosted in international jurisdictions.
- 3.6.6 The SARB endeavours to enter into written agreements to ensure that other parties comply with the SARB's confidentiality, security and privacy requirements.
- 3.6.7 Personal information may also be disclosed to other parties where the SARB has a legal duty or a legal right to do so.
- 3.6.8 The SARB endeavors to take appropriate, reasonable technical and organisational measures to prevent loss of, damage to, or unauthorised destruction of personal information and unlawful access to or processing of personal information.

### **3.7 REQUESTS FOR ACCESS TO PERSONAL INFORMATION**

- 3.7.1 Requests for personal information under POPIA must be made in accordance with the provisions of PAIA.

### **3.8 OBJECTION AND REQUESTS FOR CORRECTION, DELETION OR DESTRUCTION**

- 3.8.1 Objections against the processing of personal information, requests for correction, deletion or destruction of personal information must be made in accordance with POPIA.

## **CHAPTER 4: PROCEDURES FOR REQUESTING ACCESS TO A RECORD OF THE SARB IN TERMS OF SECTION 18 OF PAIA OR ACCESS TO PERSONAL INFORMATION IN TERMS OF SECTION 23 OF POPIA**

- 4.1 A person (requester) wishing to request access to a record of the SARB can do so by:
  - 4.1.1 completing the prescribed form, which form can be obtained from the following sources:

## **Non-Sensitive**

- 4.1.1.1 SARB Deputy Information Officer (See Chapter 2 above);
- 4.1.1.2 the Information Regulator's website; or
- 4.1.1.3 the Department of Justice and Constitutional Development website, [www.doj.gov.za](http://www.doj.gov.za); and
- 4.1.2 paying the prescribed fee(s). A requester who seeks access to a record containing personal information about himself/herself is, however, not required to pay a request fee.
- 4.2 After the Deputy Information Officer has made a decision on the request, the requester will be notified of such a decision in the manner requested by the requester.
- 4.3 The requester must indicate whether a copy of the records is required, or if the requester would like to inspect the records at the offices of the SARB.
- 4.4 Access to the aforesaid records will be granted to the requester in the manner requested, unless such manner would unreasonably interfere with the running and operation of the SARB or damage its records or infringe its copyright.
- 4.5 If, for practical reasons, access cannot be given in the requested manner, but in an alternative manner, then the fee for access will be calculated according to the manner of access which the requester had initially requested.
- 4.6 If the requester is unable to read or write, or has a disability, then the requester can make the request for access to the records orally, in which event the Deputy Information Officer will complete the prescribed form on behalf of such requester and provide the requester with such completed form.
- 4.7 The requester must clearly indicate on the request form:
  - 4.7.1 if he/she wishes to be informed of the success of his/her request telephonically, in writing or any other manner; and
  - 4.7.2 the capacity in which the request is made in the event the information is requested on behalf of somebody else (e.g. attorney).

## **CHAPTER 5: PROCEDURES FOR OBJECTING TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF POPIA**

- 5.1 A person (Data Subject as defined in POPIA) wishing to object to the processing of personal information by the SARB may do so by:
  - 5.1.1 completing the prescribed form, which can be obtained from the following sources:

## **Non-Sensitive**

- 5.1.1.1 SARB Group Deputy Information Officer (See Chapter 2 above);
- 5.1.1.2 the Information Regulator's website; or
- 5.1.1.3 the Department of Justice and Constitutional Development website, [www.doj.gov.za](http://www.doj.gov.za); and
- 5.1.2 paying the prescribed fee(s), if applicable.
- 5.2 After the Deputy Information Officer has made a decision on the objection, the data subject will be notified of such a decision in the manner requested by the data subject.
- 5.3 The data subject must clearly indicate on the objection form:
  - 5.3.1 if he/she wishes to be informed of the success of his/her objection, in writing or any other manner; and
  - 5.3.2 the capacity in which the objection is made in the event that the information is objected to on behalf of somebody else (e.g. attorney).

## **CHAPTER 6: PROCEDURES FOR CORRECTION, DELETION OR DESTRUCTION OF PERSONAL INFORMATION OR A RECORD IN TERMS OF SECTION 24(1) OF POPIA**

- 6.1 A person (Data Subject as defined in POPIA) wishing to request a correction or deletion of personal information or destruction or deletion of a record of personal information may do so by:
  - 6.1.1 completing the prescribed form, which can be obtained from the following sources:
    - 6.1.1.1 SARB Group Deputy Information Officer (See Chapter 2 above);
    - 6.1.1.2 the Information Regulator's website; or
    - 6.1.1.3 the Department of Justice and Constitutional Development website, [www.doj.gov.za](http://www.doj.gov.za); and
  - 6.1.2 paying the prescribed fee(s), if applicable.
- 6.2 After the Information Officer has made a decision on the correction or deletion of personal information or destruction or deletion of a record of personal information, the data subject will be notified of such a decision in the manner requested by the data subject.
- 6.3 The data subject must clearly indicate on the objection form:
  - 6.3.1 if he/she wishes to be informed of the success of his/her request, in writing or any other manner; and

- 6.3.2 the capacity in which the objection is made in the event that the information is objected to on behalf of somebody else (e.g. attorney)

## **CHAPTER 7: SUBJECTS ON WHICH THE SARB HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD ON EACH SUBJECT**

Described below are the records which the SARB holds, divided into categories, for ease of reference:

### **7.1 Publications**

- 7.1.1 General information pertaining to the SARB, its mandate and functions
- 7.1.2 Public statements, media releases and public reports
- 7.1.3 Addresses by governors

### **7.2 Financial Statements**

- 7.2.1 Annual Financial Report
- 7.2.2 Statement of Assets and Liabilities

### **7.3 SARB Shareholding**

- 7.3.1 General information pertaining to the SARB shares
- 7.3.2 Share Register

### **7.4 Monetary Policy**

- 7.4.1 General information pertaining to monetary policy and the Monetary Policy Committee
- 7.4.2 *Monetary Policy Review*
- 7.4.3 Monetary policy operations

### **7.5 Financial Markets**

- 7.5.1 Treasury operations
- 7.5.2 Reserves management
- 7.5.3 Risk management
- 7.5.4 Market operations
- 7.5.5 Market research

7.5.6 Foreign portfolio investments

7.5.7 Markets rates

## **7.6 Bank Supervision (PA)**

7.6.1 Information on the banking sector of South Africa

7.6.2 Reports pertaining to investigations or key developments

## **7.7 Foreign Exchange**

7.7.1 Financial surveillance

7.7.2 Foreign exchange operations

7.7.3 Correspondent banking

7.7.4 Exchange control regulations, orders and rules

## **7.8 Public Finances**

7.8.1 Accounting administration and settlement

## **7.9 Payment Systems**

7.9.1 Payment and settlement systems

7.9.2 South African Multiple Option Settlement (SAMOS) system

## **7.10 Banknotes and Coin**

7.10.1 South African banknotes

7.10.2 South African coin

7.10.3 Gold coins

## **7.11 Financial Stability**

7.11.1 Prudential regulation

7.11.2 *Financial Stability Review*

## **7.12 Statistics and Economic Reports**

7.12.1 Statistical and economic information

7.12.2 Methodology statements

- 7.12.3 *Quarterly Bulletin*
- 7.12.4 Annual economic reports
- 7.12.5 Research reports
- 7.12.6 Market research

### **7.13 Personal Information**

- 7.13.1 Personal information of employees and data subjects
- 7.13.2 Special personal information of employees and data subjects

### **7.14 Deposit Insurance and Resolution**

- 7.14.1 Information pertaining to deposit insurance and resolution of designated institutions.

## **CHAPTER 8: CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE**

The information below is available from the SARB's Head Office or on the SARB's website and can be automatically accessed without having to go through the formal PAIA request process.

- 8.1 SARB publications (All information is publicised on the SARB's website [www.resbank.co.za](http://www.resbank.co.za)).
- 8.2 Annual financial statements
- 8.3 SARB shares
- 8.4 Monetary Policy Committee
- 8.5 Economic statistics
- 8.6 Economic reports
- 8.7 Market research
- 8.8 Foreign exchange
- 8.9 Payment systems
- 8.10 Banknotes and coin

## **CHAPTER 9: SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC**

The following services are available to the members of the public.

- 9.1 Payment for mutilated or damaged banknotes. (Members of the public wanting to exchange mutilated banknotes and/or exchange old series banknotes withdrawn from circulation will no longer be able to access these services at the SARB Head Office due to the construction project. Clients with bank accounts can access the above-mentioned services at the designated branches of commercial banks. Find the list here: <https://bit.ly/3SQcN73>.
- 9.2 Provision of over-the-counter SARB share transaction services (the public can buy shares in the SARB). For enquiries, please contact the Share Transfer Secretary at [OTCSTF@resbank.co.za](mailto:OTCSTF@resbank.co.za).
- 9.3 Public awareness campaigns (regular media campaigns to alert the public of 419 scams, ponzi schemes and abusive practices). This information can be accessed on the SARB's website: [www.resbank.co.za](http://www.resbank.co.za).

## **CHAPTER 10: PUBLIC PARTICIPATION**

For the purpose of allowing for public participation in the formulation of policy and exercising of powers of the SARB, the following arrangements are in place:

### **10.1 Prudential Authority**

- 10.1.1 The Standing Committee for the Revision of the Banks Act caters for the participation of several representative bodies in the formulation of bank regulations.
- 10.1.2 The Policy Board for Financial Services and Regulation provides a forum for several representative bodies to provide input into regulatory matters.

### **10.2 National Payment System**

- 10.2.1 Standing Committee for the Review of the National Payment System Act, 1998 (Act No. 78 of 1998 (NPS Act)).
- 10.2.2 The Standing Committee was established to review national payment system (NPS) developments and to ensure that the NPS Act provides the SARB with sufficient regulatory powers to oversee the safety and soundness of the payment system.



## **CHAPTER 11: REMEDIES AVAILABLE TO A REQUESTER**

- 11.1 A requester who is aggrieved by a decision of the Information Officer of the SARB to:
  - 11.1.1 grant access to a request for access; or
  - 11.1.2 taken in terms of sections 22, 26(1) or 29(3) of PAIA – may by way of an application, within 30 days, apply to a Court for appropriate relief in terms of section 82 of PAIA.
- 11.2 The SARB does not have internal review or appeal procedures.

## **CHAPTER 12: REMEDIES AVAILABLE TO A DATA SUBJECT**

- 12.1 A data subject who is aggrieved by a decision of the Information Officer of the SARB:
  - 12.1.1 after objecting to the processing of personal information; or
  - 12.1.2 relating to a request for correction or deletion of personal information or destruction or deletion of a record of personal information; or
  - 12.1.3 relating to the refusal of a request for access to personal information – may submit a complaint to the Information Regulator in the prescribed manner and form alleging interference with the protection of personal information in terms of section 74(1) of POPIA.
- 12.2 On receipt of the complaint in terms of section 74 of POPIA, the Regulator may conduct an investigation or decide that no action is required or refer the matter to an Enforcement Committee, and in any such event, the Regulator shall inform the complainant and the responsible party to whom the complaint relates of the course of action that the Regulator proposes to adopt.

## **AVAILABILITY OF THIS MANUAL**

Copies of this Manual are available for inspection, free of charge, at the registered offices of the SARB at Irene Link, 13 Impala Avenue, Doringkloof, Centurion, 0157 or can be accessed on SARB's website: [www.resbank.co.za](http://www.resbank.co.za).

## **DISCLAIMER:**

This Manual is considered to be true and correct as at the date of publication; however, changes and updates in the SARB Group's structure after the time of publication of the Manual may impact upon the accuracy and reliability of the Manual.

## PRESCRIBED FORMS

## FORM 1

## OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

## IN TERMS OF SECTION 11(3) OF POPIA REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

*Note:*

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ Registered name of data subject:	
Unique identifier/Identity number:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number/Email address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	

Non-Sensitive

Fax number/Email address:	
<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)</b> <i>(Please provide detailed reasons for the objection)</i>

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

\_\_\_\_\_  
Signature of data subject/designated person

**FORM 2****REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF A RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)****REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**

[Regulation 3]

*Note:*

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an **X**:**Request for:**☐

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

or

☐

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname/Registered name of data subject:	
Unique identifier/Identity number:	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number/Email address:	

# Non-Sensitive

<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname/Registered name of responsible party:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number/Email address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/DESTRUCTED DESTROYED</b>
<b>D</b>	<p><b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; AND/OR</b></p> <p><b>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</b></p> <p><i>(Please provide detailed reasons for the request)</i></p>

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

\_\_\_\_\_  
Signature of data subject/designated person

## SCHEDULE 1

### Prescribed fees

#### PART II OF ANNEXURE A TO G.N. R187 PUBLISHED IN GOVERNMENT GAZETTE 23119 OF 15 FEBRUARY 2002

#### FEES IN RESPECT OF PUBLIC BODIES

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0.60 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 7(1) are as follows (value-added tax (VAT) excluded):

(a)	For every photocopy of an A4-size page or part thereof	R0.60
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.40
(c)	For a copy in a computer-readable form on:	
(i)	stiffy disc	R5.00
(ii)	compact disc	R40.00
(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	R22.00
(ii)	For a copy of visual images	R60.00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	R12.00
(ii)	For a copy of an audio record	R17.00
3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35.00 (VAT excluded).
4. The access fees payable by a requester referred to in regulation 7(3) are as follows (VAT excluded):

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(1)(a)	For every photocopy of an A4-size page or part thereof	R0.60
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.40
(c)	For a copy in a computer-readable form on:	
(i)	stiffy disc	R5.00
(ii)	compact disc	R40.00
(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	R22.00
(ii)	For a copy of visual images	R60.00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	R12.00
(ii)	For a copy of an audio record	R17.00
(f)	To search for and prepare the records for disclosure, R15.00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	
(2)	For purposes of section 22(2) of PAIA, the following applies:	
(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.	
(3)	The actual postage is payable when a copy of a record must be posted to a requester	

## SCHEDULE 2

### PRESCRIBED FORMS FOR ACCESS TO RECORDS

The prescribed forms for access to a record is published in:

**ANNEXURE B OF GOVERNMENT NOTICE R.187 PUBLISHED IN GOVERNMENT GAZETTE 23119 OF 15 FEBRUARY 2002 FORM A**

#### REQUEST FOR ACCESS TO RECORDS OF PUBLIC BODY

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

#### [Regulation 6]

FOR DEPARTMENTAL USE

Reference number:

Request received by (state rank, name and surname of Information Officer/Deputy Information Officer) on (date) at (place).

Request fee (if any) : R

Deposit (if any) : R

Access fee : R

SIGNATURE OR PARTICULARS OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER

\_\_\_\_\_

#### A. Particulars of public body

The Information Officer/Deputy Information Officer.



**B. Particulars of person requesting access to the records**

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

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

Email address:

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

**C. Particulars of person on whose behalf request is made**

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

Full names and surname:

Identity number:

**D. Particulars of records**

- (a) *Provide full particulars of the records to which access is requested, including the reference number if that is known to you, to enable the records 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 records or relevant part of the record:
- 2 Reference number, if available:
- 3 Any further particulars of record:

**E. Fees**

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.*
- (b) *You will be notified of the amount required to be paid as the request fee.*
- (c) *The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason therefor.*

Reason for exemption for payment of fees:

**F. Form of access to records**

*If you are prevented by a disability to read, view or listen to the records in the form of access provided for in 1 to 3 below, state your disability and indicate in which form the record is required.*

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Disability	Form in which records are required:
<p><i>Mark the appropriate box with an X.</i></p> <p><b>NOTES:</b></p> <p>(a) Compliance with your indication of the required form of access depends on the form in which the records are available.</p> <p>(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.</p> <p>(c) The fee payable for access to the records, if any, will be determined partly by the form in which access is requested.</p>	

<b>1. If the records are in written or printed form:</b>			
	copy of record *		inspection of record
<b>1. If records consist of visual images:</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)			
	view the images		transcription of images*
<b>2. If records consist of recorded words or information which can be reproduced in sound:</b>			
	listen to the sound-track (audio cassette)		transcription of soundtrack * (written or printed document)
<b>3. If records are held on computer or in an electronic or machine-readable form:</b>			
	printed copy of record *	printed copy of information derived from 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? <b>Postage is payable.</b>		<b>YES</b>	<b>NO</b>

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*Note that if the records are not available in the language you prefer, access may be granted in the language in which the records are available.*

In which language would you prefer the record?

**G. 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 thereof 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 records?

SIGNED at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

\_\_\_\_\_  
**SIGNATURE OF REQUESTER/PERSON  
ON WHOSE BEHALF REQUEST IS MADE**