



Masterbatch SA (Pty) Ltd

(Hereinafter referred to as "Masterbatch", "we", "us", "our")

(Registration no.: 2004/007881/07)

MANUAL PREPARED IN ACCORDANCE WITH SECTION
51 OF THE PROMOTION OF ACCESS TO INFORMATION
ACT NO. 2 OF 2000 ("PAIA")

(Hereinafter referred to as the "Manual")

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1 CONTACT DETAILS

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2 HOW TO USE PAIA TO ACCESS INFORMATION

(Information provided in terms of section 51(1) of PAIA)

PAIA grants a requester access to records of a private body if the record is required for the exercise or protection of any rights. If a public body lodges a request in terms of PAIA, the public body must be acting in the public interest.

Requests in terms of PAIA shall be made in accordance with the prescribed procedures, and at the prescribed fees.

A guide on how to use PAIA is required to be compiled by the Information Regulator and when same is available, will be accessible (in various official languages) on the Information Regulator's website and on our website or you may request a copy of the guide from us by contacting our Information Officer.

You may also direct any queries to:

The Information Regulator of South Africa

Physical Address:	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal Address:	P.O Box 31533, Braamfontein, Johannesburg, 2017
E-mail:	inforeg@justice.gov.za / complaints.IR@justice.gov.za
Website:	https://www.justice.gov.za/inforeg/index.html

3 INTRODUCTION

3.1 Section 32 of the Constitution of the Republic of South Africa, No. 108 of 1996 (“the Constitution”) provides:

(1) Everyone has the right of access to –

(a) any information held by the state; and

(b) Any information that is held by another person and that is required for the exercise or protection of any rights.

(2) National legislation must be enacted to give effect to this right, and may provide for reasonable measures to alleviate the administrative and financial burden on the state.

3.2 Section 32 of the Constitution affords everyone the right to access information held by the State or any other person. The Constitution requires that national legislation be enhanced to give effect to this right. The Promotion of Access to Information Act, 2 of 2000 (“PAIA”), gives effect to this constitutional right of access as required in terms of sub-section (2).

3.3 The Act provides that a person must be given access to any record of a private body if the record is required for the exercise of any right¹ and the procedural requirements relating to a request have been complied with. The Act applies to any recorded information, regardless of form or medium, under the control of the private body, and whether or not the private body created it.

3.4 Where a request is made in terms of PAIA, the private or public body to which the request is made is obliged to release the information, except where PAIA expressly provides that the information must not be released. The Act sets out the requisite procedural issues attached to such request.

3.5 Masterbatch is a private body in terms of the definition in PAIA.

4 OVERVIEW OF MASTERBATCH

4.1 Since inception in 1998, Masterbatch has grown from strength to strength through commitment to product and service excellence. Unrivalled technical expertise and experience is offered as a masterbatch supplier. Masterbatch’s competitive advantage is ingrained in the harmony of a passionately dedicated laboratory, scientific, engineering, software development, sales and other support teams.

¹ After Masterbatch has satisfied itself that the requester is seeking to exercise or protect a right and not an interest, Masterbatch is then required to ascertain whether the information requested will assist the requester in exercising or protecting the right. The requester is therefore required to establish a nexus, or causal link between the right alleged and the information requested. It does not follow from the mere establishment of the right by the requester that he is automatically entitled to the information requested. The requester must establish that the information sought will assist him in exercising or protecting his right.

- 4.2 Masterbatch is managed by its owners:
 - 4.2.1 Anthony van Niekerk – Managing Director
 - 4.2.2 Phil Johnson - National Sales Director
 - 4.2.3 Brian Jensen - Export Sales Director
- 4.3 From a base of operations in Spartan, Kempton Park, quality masterbatches and pigments are distributed throughout South Africa. With premises centrally located, only minutes away from major highways as well as O.R. Tambo International Airport, quick and efficient delivery is facilitated to anywhere in Southern Africa or internationally.
- 4.4 With branches in Durban and Cape Town and agents in Port Elizabeth, Zambia and Mozambique unequalled service is offered and export facilitated into countries such as Botswana, Kenya, Malawi, Namibia and Zambia as well as throughout the region.
- 4.5 Masterbatch is proud to offer a committed and dynamic team focused on customer service and superior products. Through the use of advanced technology and machinery, customers are timeously offered products suitable for their intended end use.
- 4.6 Masterbatch provides an unrivalled upstream value proposition as a manufacturer and supplier of masterbatch, pigments and performance enhancing additives to the plastics industry. Masterbatch manufactures and supplies masterbatch, pigments and additives to the plastics industry.
- 4.7 Masterbatch drives the following recession-proof value parameters: production built on advanced processes; product engineering built by qualified technical and scientific experts; traceability built around a world-class IT system; and innovation built with an “open-lab” policy for customers.
- 4.8 The "open-lab" policy keeps Masterbatch's technical experts close to real-life complexities, challenges and problems via customer networks. Our laboratory and technical support can then effectively deliver tailor-made solutions to customer specific problems, be it colour matching, product engineering and processing including food contact safety, traceability, packaging; documentation exchanges or any other requirements, in the shortest possible time.

5 MASTERBATCH'S PROCESSING OF PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013 ("POPIA")

(Information required under section 51(1)(c) of PAIA)

- 5.1 Purpose of Masterbatch's processing of personal information -
- 5.1.1 Masterbatch will process personal information only in ways that are for, or compatible with, the business purposes for which the data was collected or that are subsequently authorised by the relevant data subject.
- 5.1.2 Masterbatch will retain personal information only for as long as is necessary to accomplish Masterbatch's legitimate business purposes or for as long as may be permitted or required by applicable law.
- 5.1.3 We use the personal information we collect:
- 5.1.3.1 for the purposes of providing products or services to customers and where relevant, for purposes of doing appropriate customer onboarding and credit vetting;
- 5.1.3.2 for purposes of onboarding suppliers as approved suppliers of Masterbatch. For this purpose, Masterbatch will also process a supplier's personal information for purposes of performing credit checks, and this may include engaging third party credit vetting agencies;
- 5.1.3.3 for purposes of monitoring the use of Masterbatch's electronic systems and online platforms by consumers. Masterbatch will, from time to time, engage third party service providers (who will process the data subject's personal information on behalf of Masterbatch) to facilitate this;
- 5.1.3.4 for purposes of preventing, discovering and investigating non-compliance with Masterbatch policies, and investigating fraud, or other related matters;
- 5.1.3.5 in connection with the execution of payment functions, including payment of Masterbatch's suppliers' invoices;
- 5.1.3.6 to provide a service to Masterbatch customers in terms of relevant services agreements;
- 5.1.3.7 for employment-related purposes such as recruitment, administering payroll and carrying out background checks;
- 5.1.3.8 in connection with internal audit purposes (i.e. ensuring that the appropriate internal controls are in place in order to mitigate the relevant risks, as well as to carry out any investigations where this is required);

- 5.1.3.9 in connection with external audit purposes. For this purpose, Masterbatch engages external service providers and, in so doing, shares personal information of the data subjects with third parties;
- 5.1.3.10 to respond to any correspondence that Masterbatch commercial customer may send to Masterbatch, including via email or by telephone;
- 5.1.3.11 to contact the data subject for direct marketing purposes;
- 5.1.3.12 in order to address customer complaints in respect of Masterbatch's products and services;
- 5.1.3.13 for such other purposes to which the data subject may consent from time to time; and
- 5.1.3.14 for such other purposes as authorised and in compliance with the applicable law.

5.2 Masterbatch will not use the personal information which we collect for any purposes other than those purposes specified in paragraph 5.1.3 above.

5.3 **Categories of data subjects and of the personal information relating thereto**

5.3.1 Masterbatch collects personal information directly from the data subject and/or from third parties, and where Masterbatch obtains personal information from third parties, Masterbatch will ensure that it obtains the consent of the data subject to do so or will only process the personal information without the data subject's consent where Masterbatch is permitted to do so in terms of the applicable laws.

5.3.2 Data subjects in respect of which personal information is processed include customers of Masterbatch.

5.3.3 Examples of third parties from whom personal information is collected include; our customers when Masterbatch handles personal information on their behalf; regulatory bodies; other companies providing services to Masterbatch and where Masterbatch makes use of publicly available sources of information.

5.4 **Recipients or categories of recipients to whom personal information may be supplied**

5.4.1 Masterbatch may be required to disclose personal information in response to a court order, subpoena, civil discovery request, other legal process, or as otherwise required by law as per statutory authorities and/or the lawful order of any court or tribunal. We may disclose personal information when we believe disclosure is necessary to comply with the law or to protect the rights, property, or safety of Masterbatch, our customers, or others.

5.4.2 Masterbatch will comply with POPIA before transferring personal information to a third party who is a contractor of Masterbatch. Before transferring personal information to a third party contractor, such as an authorised service provider, Masterbatch will obtain assurances from the third party that it will process personal information in a manner consistent with POPIA. Where Masterbatch learns that a third party contractor is using or disclosing personal information in a manner contrary to POPIA, Masterbatch will take reasonable steps to prevent such use or disclosure.

5.4.3 We reserve the right to disclose and transfer a data subject's information, including their personal information in connection with a corporate merger, consolidation, the sale of substantially all of our membership interests and/or assets or other corporate change, including to any prospective purchasers.

5.5 **Planned Trans border Flows of personal information**

1.1.1 In carrying out any cross-border transfers, Masterbatch shall adhere to the provisions of POPIA and any applicable laws.

1.2 For a full overview of Masterbatch's personal information processing activities in terms of POPIA, please refer to our Privacy Policy available [HERE](#)

6 **INFORMATION SECURITY MEASURES**

6.1 The security and confidentiality of personal information is important to Masterbatch. We have implemented reasonable technical, administrative, and physical security measures to protect personal information from unauthorised access or disclosure and improper use.

6.2 We are committed to ensuring that our security measures which protect your personal information are continuously reviewed and updated where necessary.

6.3 In processing any personal information, Masterbatch shall comply with the following minimum technical and organisational security requirements:

6.3.1 **Physical Access** – Access to personal information is restricted in our offices and only to those employees who need the personal information to perform a specific job / task.

6.3.2 **Employee Training** – All employees with access to personal information are kept up-to-date on our security and privacy practices. After a new policy is added, these employees are notified and/or reminded about the importance we place on privacy, and what they can do to enhance protection for the personal information of all data subjects.

6.3.3 **Unique User Identification** – employees each have a unique user ID assigned to them, subject to strict confidentiality undertakings in terms of Masterbatch's password and confidentiality policy.

- 6.3.4 **Passwords** – Masterbatch shall ensure that there are passwords required for any access to personal information in line with its password policy.
- 6.3.5 **Physical access and privileges** – Masterbatch ensures that access to personal information is limited to employees on a "need to know" basis, and Masterbatch employees are required to strictly utilise their unique user ID and applicable passwords to access same.
- 6.3.6 **Back-ups** – Masterbatch ensures that all personal information is backed-up regularly, based on operational or legal requirements, and that back up testing is conducted regularly in order to ensure that personal information can be recovered in the event that such personal information is lost, damaged or destroyed.
- 6.3.7 **Malware protection** – Masterbatch ensures that its environment has comprehensive malware protection software employed, which software is specifically designed to protect Masterbatch from the most recent malware infections.
- 6.3.8 **Vulnerability scanning** – Masterbatch frequently conducts vulnerability scanning in order to assess whether personal information is adequately protected from external threats.
- 6.3.9 **Network configuration** – Masterbatch continuously monitors all designated networks, employs intrusion detection systems and/or intrusion prevention systems, and records any security incidents.
- 6.3.10 **Systems Review** – Masterbatch conducts regular reviews of its technical and organisational security measure system in order to ensure that all of the above security measures are functioning effectively and applied consistently.

7 INFORMATION HELD BY MASTERBATCH IN TERMS OF PAIA

(Information required under section 51(1)(e) of PAIA)

- 1.1 This section of the Manual sets out the categories and descriptions of records held by Masterbatch. The inclusion of any category of records should not be taken to mean that records falling within that category will be made available under PAIA. In particular, certain grounds of refusal as set out in PAIA may be applicable to a request for such records. **Below is a list of records per subject / qualification:**
- 1.2 **Client records**
- 7.1.1 Bank holder details;
- 7.1.2 Personal details (indicative details);
- 7.1.3 Financial details (banking details and income); and

7.1.4 Signed declaration by account holder.

7.2 **Financial records**

7.2.1 Financial statements of company;

7.2.2 Financial documents compiled by Auditors;

7.2.3 Financial documents compiled by Actuaries;

7.2.4 Internal budget documents;

7.2.5 Cheque and banking facilities, bank account numbers;

7.2.6 History documents on financial status of company; and

7.2.7 Tax details.

7.3 **Property records**

7.3.1 Names of properties owned by company;

7.3.2 Property details: purchase/lease/selling information; and

7.3.3 Legal documents as part of property information.

7.4 **Investment records**

7.4.1 Details of investments of company on JSE;

7.4.2 Details of investment in property;

7.4.3 Investment portfolios and formulas; and

7.4.4 Investment performance and documents compiled by advisers.

7.5 **Company records**

7.5.1 Registration details;

7.5.2 Company license information and details;

7.5.3 Policies and procedures;

7.5.4 Sales;

7.5.5 Products;

7.5.6 Strategy;

7.5.7 Business directives;

- 7.5.8 Suppliers' contracts;
- 7.5.9 Personnel/staff details;
- 7.5.10 Pension/provident fund details; and
- 7.5.11 Medical Aid fund details.

7.6 **Legal records**

- 7.6.1 Documents compiled by Attorneys;
- 7.6.2 Records of legal cases;
- 7.6.3 Appeal records; and
- 7.6.4 Cancellation/termination of membership legal records.

7.7 **Personnel records²**

- 7.7.1 Personnel records include the following:
 - 7.7.1.1 Any personal records provided to Masterbatch by their personnel;
 - 7.7.1.2 Any records a third party has provided to Masterbatch about any of their personnel;
 - 7.7.1.3 Conditions of employment and other personnel-related contractual and quasi-legal records;
 - 7.7.1.4 Internal evaluation records; and
 - 7.7.1.5 Other internal records and correspondence.

7.8 **Customer-related records³**

- 7.8.1 Customer-related information includes the following:
 - 7.8.1.1 Any records a customer has provided to a third party acting for or on behalf of Masterbatch;
 - 7.8.1.2 Any records a third party has provided to Masterbatch;
 - 7.8.1.3 Records generated by or within Masterbatch pertaining to the customer, including sales and / or order records.

² Personnel refers to any person who works for or provides services to or on behalf of Masterbatch and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Masterbatch. This includes, without limitation, directors, executives, non-executives, all permanent, temporary and part-time staff as well as contract workers.

³ A customer includes any natural or juristic entity who receives services from Masterbatch.

7.9 **Private body records**

7.9.1 The following are considered to include but not be limited to records which pertain to Masterbatch's own affairs:

- 7.9.1.1 Financial records;
- 7.9.1.2 Operational records;
- 7.9.1.3 Databases;
- 7.9.1.4 Information technology;
- 7.9.1.5 Marketing records;
- 7.9.1.6 Internal correspondence;
- 7.9.1.7 Product records;
- 7.9.1.8 Statutory records;
- 7.9.1.9 Internal policies and procedures;
- 7.9.1.10 Treasury-related records;
- 7.9.1.11 Securities and equities; and
- 7.9.1.12 Records held by officials of the private body.

7.10 **Other Parties**

7.10.1 Masterbatch may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies and service providers. Alternatively, such other parties may possess records which can be said to belong to Masterbatch.

7.10.2 The following records fall under this category:

- 7.10.2.1 Personnel, customer, or private body records which are held by another party as opposed to being held by Masterbatch; and
- 7.10.2.2 Records held by Masterbatch pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.

8 RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

(Information required under section 51(1)(b)(iii) of PAIA)

- 8.1 Certain legislation mandates Masterbatch to allow any person access to specified information, upon request, irrespective of who that person may be. Access to information may be granted in terms of such other legislation if the manner of request is not more onerous than a request under PAIA and such a request does not violate the provisions of POPIA.
- 8.2 Records are kept in accordance with legislation applicable to Masterbatch, which includes but is not limited to, the following:
 - 8.2.1 Basic Conditions of Employment Act 75 of 1997
 - 8.2.2 Collective Investment Schemes Control Act 45 of 2002.
 - 8.2.3 Companies Act 71 of 2008
 - 8.2.4 Compensation for Occupational Injuries and Diseases Act 130 of 1993
 - 8.2.5 Competition Act 89 of 1998
 - 8.2.6 Constitution of the Republic of South Africa, 1996
 - 8.2.7 Consumer Protection Act 68 of 2008
 - 8.2.8 Electronic Communications and Transactions Act 25 of 2002
 - 8.2.9 Employment Equity Act 55 of 1998
 - 8.2.10 Financial Intelligence Centre Act 38 of 2001
 - 8.2.11 Income Tax Act 58 of 1962 (Section 75)
 - 8.2.12 Insolvency Act 24 of 1936
 - 8.2.13 Labour Relations Act 66 of 1995
 - 8.2.14 Long-Term -term Insurance Act 52 of 1998
 - 8.2.15 National Credit Act 34 of 2005
 - 8.2.16 Occupational Health and Safety Act 85 of 1993
 - 8.2.17 Prevention of Organised Crime Act 121 of 1998
 - 8.2.18 Promotion of Access to Information Act 2 of 2000
 - 8.2.19 Pension Funds Act 24 of 1956

- 8.2.20 Protection of Personal Information Act 4 of 2013
 - 8.2.21 Security Services Act 36 of 2004;
 - 8.2.22 Skills Development Act 97 of 1998
 - 8.2.23 Tax Administration Act 28 of 2011
 - 8.2.24 Tax on Retirement Funds Act 38 of 1996
 - 8.2.25 Trademarks Act 194 of 1993
 - 8.2.26 Unemployment Insurance Act 63 of 2001
 - 8.2.27 Value Added Tax Act 89 of 1991
- 8.3 Records kept in terms of the above legislation may, in certain instances (and insofar as the information contained therein is of a public nature) be available for inspection without a person having to request access thereto in terms of PAIA.

9 ACCESS TO RECORDS HELD BY MASTERBATCH

- 9.1 Records /information which are automatically available to a person without the requirement of a formal request or the person having to request access in terms of PAIA:
- 9.1.1 Address and telephone details of company head office and provincial offices;
 - 9.1.2 Web site and company e-mail address;
 - 9.1.3 Management team names and company details (e-mail address, tel.& fax no);
 - 9.1.4 Directors' names;
 - 9.1.5 Total of staff members (numbers);
 - 9.1.6 Contents in annual reports;
 - 9.1.7 Contents in product brochures; and / or
 - 9.1.8 Names of suppliers of services (i.e. cleaning services, gardening etc.).

10 GRANTING OR DECLINING OF INFORMATION

- 10.1 Requests for access by a requestor will be processed within 30 days, unless the request contains considerations that are of such a nature that an extension of the 30-day time limit is necessary. Such considerations include:

- 10.1.1 where the request is for a large number of records or requires a search through a large number of records (including where records that have been archived electronically need to be restored);
 - 10.1.2 where the request requires a search for records in, or collection of such records from, an office of Masterbatch located far away from any of Masterbatch's regional offices;
 - 10.1.3 consultation among divisions of Masterbatch or with another private body is necessary or desirable to decide upon the request that cannot reasonably be completed within the original 30-day period;
 - 10.1.4 more than one of the circumstances contemplated in paragraphs 10.1, 10.1.1 and 10.1.2, exist in respect of the request making compliance with the original period not reasonably possible; or
 - 10.1.5 the requester consents in writing to such extension.
- 10.2 If an extension is necessary, you will be notified with reasons for the extension. If the Information Officer fails to communicate a decision on a request, such a request is then deemed to have been refused.

11 COMPULSORY DECLINING OF REQUESTS FOR INFORMATION

- 11.1 Requests for access by a requestor must be refused by the Information Officer if:
- 11.1.1 the disclosure would involve the unreasonable disclosure of personal information about a third party (natural person), including a deceased individual (see section 63 of PAIA);
 - 11.1.2 the record contains (a) trade secrets of a third party, (b) financial, commercial, scientific or technical information, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party, or (c) information supplied in confidence by a third party the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations; or to prejudice that third party in commercial competition (see section 64 of PAIA);
 - 11.1.3 the disclosure of the record would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement (see section 65 of PAIA);
 - 11.1.4 the disclosure could reasonably be expected to endanger the life or physical safety of an individual (see section 66(a) of PAIA);
 - 11.1.5 the record is privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege (see section 67 of PAIA); or

- 11.1.6 the record contains information about research being or to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose: (a) the third party; (b) a person that is or will be carrying out the research on behalf of the third party; or (c) the subject matter of the research, to serious disadvantage (see section 69 of PAIA).
- 11.2 Requests for access by a requestor may be refused by the Information Officer if:
- 11.2.1 the disclosure would be likely to prejudice or impair: (i) the security of: (aa) a building, structure or system, including, but not limited to, a computer or communication system; (bb) a means of transport; or (cc) any other property; or (ii) methods, systems, plans or procedures for the protection of: (aa) an individual in accordance with a witness protection scheme; (bb) the safety of the public, or any part of the public; or (cc) the security of property contemplated in subparagraph (i) (aa), (bb) or (cc) (see section 66(b));
- 11.2.2 the record:
- 11.2.2.1 contains trade secrets of Masterbatch;
- 11.2.2.2 contains financial, commercial, scientific or technical information, other than trade secrets, the disclosure of which would be likely to cause harm to the commercial or financial interests of Masterbatch;
- 11.2.2.3 contains information, the disclosure of which could reasonably be expected:
- 11.2.2.3.1 to put Masterbatch at a disadvantage in contractual or other negotiations; or
- 11.2.2.3.2 to prejudice Masterbatch in commercial competition; or
- 11.2.2.4 is a computer program, as defined in section 1(1) of the Copyright Act No. 98 of 1978, owned by Masterbatch, except insofar as it is required to give access to a record to which access is granted in terms of PAIA; or
- 11.2.3 the record contains information about research being or to be carried out by or on behalf of Masterbatch, the disclosure of which would be likely to expose: (a) Masterbatch; (b) a person that is or will be carrying out the research on behalf of Masterbatch; or (c) the subject matter of the research, to serious disadvantage.
- 11.3 If you are not satisfied with the outcome of your request, you are entitled to submit a complaint to the Information Regulator The prescribed complaints form is available for download [here](#).

12 REQUEST PROCEDURE

12.1 Details when submitting a formal request:

12.1.1 Submit Request Form (Annexure A) for the attention of the appropriate Information Officer to the address or the electronic mail address provided at paragraph 1 of this Manual.

12.1.2 Ensure that the right you wish to protect or exercise is fully described in the Request Form.

12.1.3 If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction

12.1.4 The information, if granted, will be supplied to the requester in a format applicable to the request. If declined the requestor will be notified in writing and will be provided with the reasons for the decision.

13 FEES

13.1 Request fees:

13.1.1 The Information Officer must by notice require the requester to pay the prescribed request fee (if any) before further processing the request (see s 54(1) of PAIA).

13.1.2 The fee that the requester must pay to a private body is R140. The requester may lodge an application to the court against the tender or payment of the request fee (See section 54(3)(b) of PAIA).

13.2 Access fees and fees for reproduction:

13.2.1 If access to a record/s is granted by Masterbatch, the requester may be required to pay an access fee for the search for and preparation of the records and for re-production of the record/s.

13.2.2 The access fees which apply are set out below. Masterbatch can refuse access until such access fees have been paid.

Item	Reproduction	Fee
1.	Photocopy/printed black and white copy of an A4-size page	R2.00 per page or part thereof
2.	Printed copy of A4-size page	R2.00 per page or part thereof
3.	For a copy in a computer-readable form on: (i) Flash drive (provided by requestor) (ii) Compact disk - If provided by requestor - If provided to the requestor	R40.00 R40.00 R60.00
4.	For a transcription of visual images, per A4-size page or part thereof	Service to be outsourced. Will depend on quotation from service provider.
5.	For a copy of visual images	
6.	For a transcription of an audio record, for an A4-size page or part thereof	R24.00
7.	For a copy of an audio record on: - Flash drive (provided by requestor) - Compact disc • Provided by requestor • Provided to requestor	R40.00 R40.00 R60.00
8.	To search for and prepare the record for disclosure or part thereof for each hour or part thereof, excluding the first hour, reasonably required for such search and preparation To not exceed a total cost of	R145.00 R435.00

9.	Deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of items 1 to 7 above
10.	Postage, e-mail or any other electronic transfer	Actual expense, if any

14 AVAILABILITY OF THE MANUAL

(Availability of Manual under section 51(3))

- 14.1 This Manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of Masterbatch. Copies of the Manual may be made, subject to the prescribed fees.
- 14.2 Copies may also be requested from the Information Regulator.
- 14.3 The Manual is also posted on Masterbatch's website referred to above and can be found [HERE](#).

ANNEXURE A – FORM 2 – REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

[Regulation 7]

A. Particulars of private body

The Information Officer

B. Particulars of person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be given below.*

(b) *The address and/or fax number in the Republic to which the information is to be sent must be given.*

(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: _____ E-mail address: _____

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

C. Particulars and approval of person/ data subject on whose behalf the 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: _____

Signed at _____ this _____ day _____ of 20 _____

Data subject signature

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant: _____

2. Reference number, if applicable: _____

3. Any further particulars of the 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 for exemption.

Reason for exemption from payment of fees: _____

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 here under, state your disability and indicate in which form the record is required.

Disability: _____ _____ _____	Form in which record is required: _____ _____ _____
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Mark the appropriate box with an X.

NOTES:

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:						
	copy of record*		inspection of record			
2. If record consists of visual images: (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):						
	view the images		copy of the images*		transcription of the images	
3. If the record consists of recorded words or information which can be reproduced in sound:						
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)			
4. If record is held on computer or in an electronic or machine-readable form:						
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (compact disc)	
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.					YES	NO

G. Particulars of right to be exercised or protected

*If the provided space is inadequate, please continue a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Indicate which right is to be exercised or protected: _____

2. Explain why the record requested is required for the exercise or protection of the right: _____

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day _____ of 20_____

SIGNATURE OF REQUESTER/ PERSON ON WHOSE BEHALF

REQUEST IS MADE

ANNEXURE B – FORM 3 – OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

Note:

1. If your request is granted the—

- (a) amount of the deposit, (if any), is payable before your request is processed; and
- (b) requested record/portion of the record will only be released once proof of full payment is received.

2. Please use the reference number hereunder in all future correspondence:

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on: (i) Flash drive • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			

Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive • To be provided by requestor	R40.00		
(ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

YES

NO

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference No: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer