



**PAIA (PROMOTION OF ACCESS TO INFORMATION ACT) and
POPI (PROTECTION OF PERSONAL INFORMATION) MANUAL**

OF

IDWALA INDUSTRIAL HOLDINGS PROPRIETARY LIMITED

(herein referred to as “IDWALA”)
(Including all divisions and subsidiaries)

COMPANY REGISTRATION NUMBER:

2004/003462/07

REGISTERED OFFICE:

Blueberry Office Park, Block A, Apple Street, Randpark Ridge

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2000
and to address the requirements of the Protection of Personal Information Act, 2013

A copy of the manual is available for inspection at the Company and is available on the Company Website
at www.idwala.co.za.

Contents

INTRODUCTION TO THIS PRIVATE BODY	3
SECTION A - OUR DETAILS AND CONTACT PERSON	7
SECTION B – INFORMATION REGULATOR GUIDE.....	9
SECTION C - INFORMATION AVAILABLE IN TERMS OF THE ACT	10
SECTION D – INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION [SECTION 51(1) (D)]	21
SECTION E – PROCESSING OF PERSONAL INFORMATION	23
ANNEXURE “A”.....	31
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY	31
ANNEXURE “B”.....	35
EXPLANATORY NOTE ON FEES TO BE CHARGED	35
ANNEXURE “C”.....	37
OBJECTION TO PROCESSING OF PERSONAL INFORMATION.....	37
ANNEXURE “D”.....	39
CORRECTION OR DELETION OR DESTROYING / DESTRUCTION OF PERSONAL INFORMATION....	39
ANNEXURE “E”.....	41
WITHDRAWAL OF CONSENT NOTICE TO PROCESS PERSONAL INFORMATION	41

PREAMBLE

The Promotion of Access to Information Act No. 2 of 2000, ('PAIA') came into operation in November 2001. Section 51 of this Act requires that Idwala as a private body compile a manual giving information to the public regarding the procedure to be followed in requesting information from Idwala for the purpose of exercising or protecting rights. On request, the private body or government is obliged to release such information unless the PAIA Act expressly states that the records containing such information may or must not be released.

The Protection of Personal Information Act, 2013 (the "POPI Act") provides for:

- a) the promotion and protection of Personal Information¹ processed by public and private bodies;
- b) certain conditions so as to establish minimum requirements for the processing of Personal Information;
- c) the establishment of an Information Regulator to exercise certain powers and to perform certain duties and functions in terms of the POPI Act and the PAIA Act;
- d) the issuing of codes of conduct;
- e) the rights of persons regarding unsolicited electronic communications and automated decision making;
- f) the regulation of the flow of Personal Information across the borders of the Republic; and
- g) matters connected therewith.

Section 14 of the Constitution of the Republic of South Africa, 1996, provides that everyone has the right to privacy. The right to privacy includes a right to protection against the unlawful collection, retention, dissemination and use of personal information.

The POPI Act gives Data Subjects¹ the right to, in the prescribed manner², request a Responsible Party to correct or delete Personal Information about the Data Subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of Personal Information about the Data Subject that the Responsible Party is no longer authorised to retain access and/or request the correction or deletion of any Personal Information held about them that may be inaccurate, misleading or outdated.

The Company endorses the spirit of the PAIA and POPI Act and believes that this Manual will assist requesters in exercising their rights. The Act seeks, inter alia, to give effect to the constitutional right of access to any information held by the state or by any other person where such information is required for the exercise or protection of any right.

INTRODUCTION TO THIS PRIVATE BODY

HISTORY

1950's - The Carbonates operation was bought by Anglo Alpha. Anglo Alpha, a cement producer (owned by Holderbank AG), also operated a Lime operation.

1975 - Mining of Limestone began in Danielskuil.

1986 - Lime Distributors, our Lime plant based in Vereeniging started operating.

1998 - As Anglo Alpha wanted to focus on cement a MBO was concluded of the Industrial / Lime divisions resulting in the formation of Idwala Industrial Holdings Limited.

¹ As defined in terms of article 1 (Definitions) of POPI Act

² See sections 18 – 53 of the POPI Act

IDWALA INDUSTRIAL HOLDINGS PROPRIETARY LIMITED PAIA & POPI MANUAL

2004 - In April 2004 Idwala was purchased by a consortium led by the Tiso Group which obtained controlling interest in the Company. The consortium included Tiso Private Equity Fund 1 and a Rand Merchant Bank Private Equity company.

2008 - In December 2008 a refinancing of Idwala resulted in a shareholding change in which Tiso maintained a majority stake and Rand Merchant Bank Private Equity Company exited to make way for Ethos and Old Mutual private equity.

2016 - Synthesis Chemical Holdings (Pty) Ltd (an IEP Group company) acquired the majority shareholding in Idwala.

2018 - In July 2018 our parent company IEP created The Bud Group into which IEP's major platforms were transferred.

2020 – Formed Omya Idwala SA (Pty) Ltd with Idwala holding a controlling interest.

2024 – Formed Omya Idwala Zambia Limited in a joint venture with Omya A.G

OPERATIONS

IDWALA CARBONATES

Idwala Carbonates mines a deposit of unique super white calcitic and dolomitic limestone which provides the raw material for our range of carbonate products. Situated on the Umzimkulu River near Port Shepstone on the Kwa Zulu Natal south coast, Idwala Carbonates extracts some of the whitest carbonates in the world.

The operation serves as an efficient and technologically advanced producer of beneficiated carbonates marketed under the Kulu and Kulubrite brands. These products are utilised in the manufacturing of paper, paint, plastics, consumer goods, chemicals, and as soil ameliorants in agriculture. Recently, the facility has expanded its capabilities to include food-grade applications.

The production process begins with the quarrying of the raw limestone which is then taken through two stages of crushing to reduce it to small, manageable lumps. This material is scrubbed and washed to remove surface clay and dust before being sent through a third crushing process to further reduce it to granules. Up to this stage in the production process the product is unfloated and ranges in mean particle size from 15 microns to larger granules.

This granulated material is processed through a floatation plant where non carbonates are removed, thereby improving the chemical quality and colour of the product. This floated product which is in filter cake form is dried using flash dryers. The dried product is finally milled and classified to produce powders of various particle size distributions, ranging in mean particle size from 1 micron to 45 microns. These super-white, superfine powders are stored in silos, awaiting either packaging or bulk distribution to customers as our Kulubrite range of products.

At every stage of the production process the material is subject to rigorous quality control with the final product being tested with state-of-the-art analytical technologies. This ensures that the unique quality and colour characteristics of the raw resources are preserved to produce a world-class product on which our customers know they can rely on.

IDWALA INDUSTRIAL MINERALS

Operating out of Benoni, Idwala Industrial Minerals mills and micronizes Pyrophyllite which is mined at Witpoort in Ottosdal, approximately 250 kilometres from Johannesburg in the North West Province.

Pyrophyllite is used in the paper industry as a pitch controlling agent and as a filler in the paint industry.

IDWALA INDUSTRIAL HOLDINGS PROPRIETARY LIMITED PAIA & POPI MANUAL

IDWALA MAGNETITE

Our processing plant in Phalaborwa beneficiates magnetite produced as a by-product of the phosphate mining process at Foskor. This is done by magnetic separation and fine milling.

Magnetite is supplied to the coal industry as a heavy separation medium (for coal washing).

IDWALA LIME

Idwala Lime is the largest mining and processing operation of Idwala. Located near Danielskuil in the Northern Cape Idwala Lime's mine holds high-grade Calcitic Limestone.

The process of extracting and producing lime products begins at the open cast mine where benches are created by blasting so that fragmented material can be released from the ore body. This material is then put through a series of crushing and screening processes which reduce the fragments to sizes suitable for burning in our kilns.

The Limestone is calcined (burnt) in either of our two rotary kilns or two shaft kilns at temperatures of between 900-1200 degrees centigrade during which time the carbonate is converted into oxide (CaO) and CO₂ is released.

Burning is the key process in the production of lime converting stone into a product that is widely used in our modern world.

At every stage of the production process the material is subject to rigorous quality control with the final product being tested with state-of-the-art analytical technologies, ensuring a world-class product on which our customers can rely.

LIME DISTRIBUTORS PROPRIETARY LIMITED

Lime produced in our kilns at Idwala Lime in Danielskuil takes the form of lump or pebbles. At our plant in Vereeniging burnt lime is milled, or hydrated to make slaked lime.

The lumps and smaller granule, grit and powder forms of the product are used in neutralising acid solutions, water purification and softening, and soil stabilisation. Effluent treatment and flue gas desulphurisation are other uses which ultimately have a positive effect on the environment.

Lime Distributors is a wholly owned subsidiary of IDWALA.

OMYA IDWALA SA PROPRIETARY LIMITED

Omya International AG and Idwala established a new company in South Africa to strengthen their activities in the Calcium Carbonate and Specialty Chemicals distribution. Omya Idwala SA will provide to customers and principals a one-stop-shop opportunity with high-value services.

Omya Idwala SA builds a strong platform for future growth in the large and rapidly growing South African market for Specialty Chemicals and value-added Calcium Carbonate products. The aim is to operate in the printing and writing, polymers, packaging, paints and coatings, water and energy, consumer goods and agricultural segments and to offer existing and new customers an extended product portfolio and improved services. Omya Idwala SA will offer its customers a full range of local and imported Calcium Carbonate products combined with a broad range of Specialty Chemicals and experienced technical application support.

IDWALA INDUSTRIAL HOLDINGS PROPRIETARY LIMITED PAIA & POPI MANUAL

Idwala, as a private body have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights.

In these pages you will be able to view the categories of information which Idwala possess. You will also be shown the correct procedure to follow should you require access to any of this information.

SCOPE

The scope of the manual includes IDWALA INDUSTRIAL HOLDINGS PROPRIETARY LIMITED and the following related entities:

- IDWALA CARBONATES a division of IDWALA;
- IDWALA LIME a division of IDWALA;
- IDWALA INDUSTRIAL MINERALS a division of IDWALA;
- IDWALA MAGNETITE a division of IDWALA;
- LIME DISTRIBUTORS PROPRIETARY LIMITED;
- OMYA IDWALA SA PROPRIETARY LIMITED.

ACCESSIBILITY STATEMENT

Idwala Industrial Holdings is committed to ensuring that this PAIA and POPIA Manual is accessible to all individuals. The manual is available:


- On the company website in PDF format: www.idwala.co.za
- In printed form at all company offices during business hours
- By email or printed copy upon request to the Deputy Information Officer

If you require assistance accessing or understanding the contents of this manual, please contact:

Deputy Information Officer & Company Secretary

Janine Molezzi

 Email: jmolezzi@idwala.co.za

 Tel: +27 (11) 795 4900

We will make reasonable efforts to assist you in accessing the information in a format that meets your needs.

SECTION A - OUR DETAILS AND CONTACT PERSONS

The person responsible for the administration of, and compliance with the Act, has been delegated by the Managing Director (MD) whom is also the Designated Information Officer of IDWALA to the Company Secretary, who is also the Deputy Information Officer.

Requests pursuant to the provisions of the Act should be directed as follows:

Full Name	:	IDWALA INDUSTRIAL HOLDINGS PROPRIETARY LIMITED
Registration Number	:	2004/003462/07
Registered Address	:	Blueberry Office Park, Block A, Apple Street, Randpark Ridge
Postal Address	:	Private Bag X10 Honeydew 2040
Telephone Number	:	+27 (11) 795 4900
Managing Director & Designated Information Officer	:	Mr Wayne Brown
Email address	:	bro@idwala.co.za
Deputy Information Officer & Company Secretary	:	Janine Molezzi
Email address	:	jmolezzi@idwala.co.za
Website	:	www.idwala.co.za

The Information Officer has delegated his powers to the Deputy Information Officer in terms of the PAIA Act to handle all requests on the Company's behalf and ensure that the requirements of the PAIA Act are administered in a fair, objective and unbiased manner.

Duties and Responsibilities of the Information Officer and Deputy Information Officer

In terms of POPIA and PAIA, the Information Officer and Deputy Information Officer are responsible for:

- ***Compliance Oversight***
Ensuring that the organisation complies with the provisions of POPIA and PAIA.
- ***Training and Awareness***
Developing and delivering training programs to promote awareness of data protection and access to information responsibilities among staff.
- ***Policy Implementation***
Establishing and maintaining internal policies and procedures for the lawful processing of personal information and access to records.

- ***Breach Response***
Coordinating the investigation, containment, and notification process in the event of a data breach, including communication with affected data subjects and the Information Regulator.
- ***Liaison with the Regulator***
Acting as the primary contact point for the Information Regulator, including submission of reports, breach notifications, guidance requests, and other compliance documentation.
- ***Record-Keeping***
Maintaining records of processing activities (ROPA), access requests, and related correspondence in accordance with legal requirements and the company's Retention and Destruction Policy.
- ***Access to Information Requests***
Managing and responding to requests for access to records under PAIA in a fair, objective, and timely manner.
- ***Delegation and Registration***
Ensuring that the Information Officer and any Deputy Information Officers are formally designated and registered with the Information Regulator, and that any changes are promptly communicated.
- ***Data Subject Rights Management***
Receiving and responding to data subject requests in terms of POPIA, including requests for access, correction, deletion, objection to processing, or withdrawal of consent, using the prescribed forms.
- ***Impact Assessments***
Conducting or supervising Data Protection Impact Assessments (DPIAs) for new or high-risk processing activities to identify and mitigate privacy risks.
- ***Operator and Third-Party Oversight***
Ensuring that third-party service providers (operators) who process personal information on behalf of IDWALA are bound by written agreements that meet the requirements of Section 21 of POPIA and enforce adequate security and processing standards.

SECTION B – INFORMATION REGULATOR GUIDE

The Information Regulator (South Africa) has been tasked with the administration of the Promotion of Access to Information Act, 2000 (PAIA). In terms of Section 10 of PAIA, the Information Regulator must publish a guide to assist individuals in understanding how to exercise their rights under PAIA, how to access records from public and private bodies, and what remedies are available in cases of non-compliance.

The guide includes information on the following:

- The objects of PAIA;
- Particulars of the information officers of public bodies;
- Particulars of private bodies, to the extent reasonably practicable;
- The manner and form of requests for access to information;
- Assistance available from both information officers and the Information Regulator;
- Remedies in law regarding acts, omissions, rights and duties, including procedures for internal appeals and court applications;
- Schedules of fees payable for access to records; and
- Regulations issued under PAIA.

Copies of this guide are available from the Information Regulator. Enquiries regarding the guide, or regarding a person's rights to access information, can be directed to the Information Regulator at:

Physical	:	The Information Regulator (South Africa) JD House 27 Stiemens Street Braamfontein Johannesburg, 2001
Post	:	P.O. Box 31533 Braamfontein Johannesburg, 2017
Telephone Number	:	010 023 5200
Email	:	PAIAComplaints@inforegulator.org.za
Website	:	www.inforegulator.org.za

SECTION C - INFORMATION AVAILABLE IN TERMS OF THE ACT

1. Policy regarding confidentiality and access to information

IDWALA will protect the confidentiality of information provided to it by third parties, subject to its obligations to disclose information in terms of any applicable law or regulation or a court order requiring disclosure of information. If access is requested to a record that contains information about a third party, IDWALA is obliged to attempt to contact such third party to inform him/her/it of the request.

IDWALA will give the third party an opportunity of responding by either consenting to access or by providing reasons why access should be denied. In the event that the third-party furnishing reasons for the support or denial of access, the Deputy Information Officer will consider these reasons in determining whether access should be granted to the requestor or not.

2. Records automatically available - [Section 51(1) (c)]

At this stage no notice(s) has/have been published in terms of Section 52 of the PAIA on the categories of records that are automatically available without a person having to request access in terms of the PAIA.

Records that are automatically available at the registered office of IDWALA on payment of the prescribed fee for reproduction are:

- Records of IDWALA lodged in terms of government requirements such as the Registrar of Deeds;
- Documentation and information relating to IDWALA which is held by the Companies and Intellectual Properties Commission in accordance with the requirements set out in set out in Section 25 of the Companies Act 71 of 2008;
- Product and Services Brochures;
- News and other Marketing Information; and

Certain other information relating to IDWALA is also made available on said website from time to time.

3. Subjects and categories of records held by the company: [Section 51(1) (e)]

The list(s) below depict records of information which IDWALA has available in terms of laws applicable to it. Some of this information and the access thereto may be restricted to protect the Privacy and Private information of Data Subjects:

STATUTORY COMPANY INFORMATION:

- a. Certificate of Incorporation;
- b. Registration Certificate;
- c. Certificate of Change of Name (where required);
- d. Memorandum of Incorporation;
- e. Minutes of Board and Sub Committee Meetings;
- f. Resolutions passed;
- g. Share registers & certificates;
- h. Company Disclosure certificates;
- i. Register of Directors and Public Officers;

**IDWALA INDUSTRIAL HOLDINGS PROPRIETARY LIMITED
PAIA & POPI MANUAL**

- j. Directors' attendance registers;
- k. Annual Financial Statements;
- l. Management Accounts;
- m. Director Reports;
- n. Auditors Reports;
- o. Books of account regarding information required by the Companies Act;
- p. Supporting schedules and documentation relating to management accounts;
- q. All other forms and notices in terms of the Companies Act.

CORPORATE GOVERNANCE:

- a. Code of Conduct;
- b. Risk Management Registers and associated records;
- c. Legal Compliance Registers and associated records;
- d. Policies and Procedures;
- e. Fraud alerts and whistle blowing.

ACCOUNTS RECORDS:

- a. Books of accounts including journals and ledgers;
- b. Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange (where required);
- c. Agreements;
- d. Banking records;
- e. Tax records, returns and supporting documentation;
- f. Correspondences;
- g. Management reports;
- h. Budgets;
- i. Treasury Dealing;
- j. General Ledger and Sub Ledgers;
- k. General Ledger Reconciliations.

STATUTORY EMPLOYEE RECORDS

- a. Employees' names and occupations;
- b. Salary and Wages register;
- c. Attendance register;
- d. Employment Equity plan;
- e. Collective agreements;
- f. Arbitration awards;
- g. Determinations made in terms of the Wage Act;
- h. Records of strikes, lockouts and protest action;
- i. Training records;
- j. Staff records (after date of employment ceases);
- k. Expense accounts;
- l. IRP5 for employee returns;
- m. PAYE records and returns;
- n. Returns to UIF;
- o. Payroll Records.

OTHER EMPLOYEE RECORDS

- a. Incentive / Variable Pay Schemes;
- b. Staff Loan Schemes;
- c. Study Assistance Schemes;
- d. Maternity Leave policy;
- e. Relocation policy;
- f. Housing Scheme;
- g. Disability Scheme;
- h. Funeral Insurance Scheme;
- i. Group personal accident insurance;
- j. Group Life Insurance.

HUMAN RESOURCES

- a. BEE Statistics;
- b. Career Development Records;
- c. Personnel Information;
- d. Employment Equity Reports;
- e. General Terms of Employment;
- f. Letter of Employment;
- g. Leave Records;
- h. Health Records;
- i. Performance Management Records;
- j. Retirement Benefit and Medical Aid Records;
- k. Training manuals (Learning and Development);
- l. Training Records and Statistics;
- m. Training Agreements;
- n. Policies and Procedures;
- o. CV's, application details;
- p. Disciplinary Code and Records;
- q. Disciplinary Procedures, CCMA and court matters, Retrenchment and legal processes re employment matters;
- r. Job profiles;
- s. SETA Records;
- t. Social Responsibility.

SAFETY, HEALTH ENVIRONMENT AND QUALITY

- a. Noise and exposure records;
- b. Water quality monitoring program records;
- c. Waste water assessment and monitoring records;
- d. Records of waste water discharges;
- e. Records of waste water storage and waste water disposal;
- f. Records of risk assessments and monitoring results in respect of hazardous biological agents;
- g. Records of assessment and air monitoring and asbestos inventory;
- h. Safety management systems, data and audits;
- i. Permits licenses, approvals and registrations for operations of sites and business;

**IDWALA INDUSTRIAL HOLDINGS PROPRIETARY LIMITED
PAIA & POPI MANUAL**

- j. Emergency response plans;
- k. Environmental Impact Assessments;
- l. Incident registers;
- m. Environmental management programs and systems;
- n. Details of air emission discharges;
- o. Quality management programs and systems;
- p. Customer complaints;
- q. Records of disposal of equipment;
- r. Standards.

FIXED PROPERTY

- a. Title Deeds;
- b. Leases;
- c. Building Plans;
- d. Mortgage bonds or other encumbrances to fixed property;
- e. Register of all immovable property owned by the company.

MOVEABLE PROPERTY

- a. Asset register;
- b. Finance and lease agreements;
- c. Notarial bonds;
- d. Deeds of pledge;
- e. Vehicle registration documents.

INTELLECTUAL PROPERTY

- a. Agreements relating to intellectual property such as license agreements, secrecy agreements, research and development agreements, consulting agreements, copyright agreements, use agreements, joint venture agreements and joint venture development agreements (where necessary);
- b. Litigation and other disputes involving intellectual property;
- c. Designs;
- d. Solutions and products developed;
- e. Know-how.

AGREEMENTS AND CONTRACTS

- a. Material agreements concerning provision of services or materials;
- b. Agreements with shareholders, officers and/or Directors;
- c. Acquisition or disposal documentations;
- d. Agreements with contractors, supplier and service providers;
- e. Agreement with customers;
- f. Sale agreements (where required);
- g. Distributor, dealer or agency agreements;
- h. Restraint agreements;
- i. Non-Disclosure agreements;
- j. Agreements with governmental agencies (where required);
- k. Purchase or lease agreements.

TAXATION

- a. Copies of all income tax returns and other tax returns and documents.

LEGAL

- a. Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, commercial disputes, arbitration or regulatory investigation;
- b. Settlement agreements;
- c. Material licenses, permits and authorisations;
- d. Agreements and Contracts;
- e. Competition Notifications;
- f. SAPS investigations and cases;
- g. Records of Stolen Goods;
- h. Subpoenas;
- i. Disputes with third parties and ex-employees.

INSURANCE

- a. Insurance policies;
- b. Claim records;
- c. Details of insurance coverage, limits and insurers;
- d. Insurance Declarations.

TRANSPORTATION

- a. Transportation rights;
- b. Permits;
- c. Transportation system delivery plan;
- d. Transportation contracts.

INFORMATION TECHNOLOGY

- a. Hardware;
- b. Operating Systems;
- c. Telephone Exchange Equipment;
- d. Telephone lines, leased lines and data lines;
- e. Disaster recovery policy and systems;
- f. Internal systems support and programming / development;
- g. Development or investment plans;
- h. Contracts and Agreements;
- i. Licenses;
- j. Policies, procedures, standards, templates and guidelines;
- k. Faults, Troubleshooting and Reporting;
- l. Performance of IT Infrastructure;
- m. Security Access;
- n. System/Application landscape Diagrams.

SALES AND MARKETING

- a. Products;
- b. Markets;
- c. Customers;
- d. Brochures, newsletters and advertising materials;
- e. Sales;
- f. Domestic and export orders;
- g. Delivery notes;
- h. Customer Satisfaction Surveys;
- i. Proposals and Tenders.

LOGISTICS AND PROCUREMENT

- a. Dispatch;
- b. Statements of Work;
- c. Inspection;
- d. Inventory Records;
- e. Procurement Policy;
- f. Supplier and Contractor Agreements;
- g. Purchase Orders;
- h. Suppliers and Manufacturers Details;
- i. Standard Terms and Conditions of Supply of Services, Products and Software to the Company;
- j. Tender Documentation.

4. Records that are not automatically available

Records of the Company which are not automatically available must be requested in terms of the procedure set out in clause 5 of Section E of this PAIA Manual or the Regulations as set out in terms of POPIA and which may be subject to the restrictions and right of refusal to access as provided for in the PAIA Act and in POPIA.

No request shall be accepted telephonically nor shall any information be supplied telephonically. Only the Information Officer or any Deputy Information Officer appointed shall have the mandate to disclose information in terms of this manual.

5. Procedure for requesting access to the above information

Records held by IDWALA may be accessed, on request, only once the requirements for access have been met. A requester is any person making a request for access to a record of the Company and in this regard, the Act distinguishes between two types of requesters:

- **Personal Requester**

A personal requester is one who seeks access to a record containing the requester's own personal information.

- **Requester**

Any person making a request for access to records of the Company.

- **Other Requester**

Other requesters are those who request access to information pertaining to third parties.

A request will not automatically be granted and short reasons for the refusal shall be supplied. It should be noted that a request for access to information can be refused if the application does not comply with the requirement of the Act. Further the completion and submission of a request does not automatically allow the requester access to the requested record.

The requester must comply with all the procedural requirements contained in the PAIA and POPI Acts relating to the request for access to records.

If you wish to request access to any of the above categories of information (Section C) you are required to complete a request form as set out in Annexure "A" hereto. These forms are available from:

- Our Information Officer (whose contact details are in Section A of this manual);
- The Information Regulator website;
- The Department of Justice and Constitutional Development website (www.doj.gov.za).

A requester must state that the information is required in order to exercise or protect a right and clearly state what the nature of the right is so to be exercised or protected. The requester must also provide an explanation of why the requested record is required for the exercise or protection of that right.

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

There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are contained in the request form.

When a request is received by the information officer of the Company, the information officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request.

You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.

The information officer shall withhold a record until the requester has paid the fee or fees as indicated. If a deposit has been paid in respect of a request for access, which is refused, then the information officer shall repay the deposit to the requester.

It is important to note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. An application for access to a

record is subject to certain limitations if the requested record falls within a certain category as specified within part 3 Chapter 4 of the Act.

IDWALA will process the request within 30 days of receipt of the request and decide whether to grant or decline the request and give notice with reason (if required) to that effect.

The 30-day period within which IDWALA has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days, if the request is for a large volume of information, or the request requires a search for information held in another office and the information cannot reasonably be obtained within the original 30-day period. IDWALA will notify the requester in writing should extension be sought.

If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

The completed Access Request Form together with a copy of the identity document must be submitted via conventional mail or e-mail and must be addressed to the contact person as indicated above.

6. Grounds for Refusal of Access to Records

IDWALA has the right to refuse access to information on legal grounds as set out in POPIA and in PAIA which will mainly be on one or more of the following grounds:

- ***Mandatory protection of the personal information, special personal information or privacy of a third party who is a natural person (including children)***, if such disclosure would involve the unlawful or unreasonable disclosure of Personal Information about a third party, including a deceased individual or child, subject to the provisions of Section 63 (2) of PAIA or any section or regulation of POPIA.
- ***Mandatory protection of the personal, confidential or commercial information of the third party (which may be a natural person or legal entity)***, if the record contains:
 - Trade secrets of that party;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that party;
 - Information disclosed in confidence by the third party to IDWALA if the disclosure could put the third party to a disadvantage in negotiations or commercial completion.
 - Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- ***Mandatory protection of certain confidential information of third party***, where the head of a private body must refuse a request for access to a record of the body if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.
- ***Mandatory protection of the safety of individuals and the protection of property***, where such disclosure could endanger the life or physical safety of an individual, or prejudice or impair the security of:
 - a building, structure or any system
 - a means of transport, or

- any other property.
- **Mandatory protection of records which could be regarded as privileged in legal proceedings**, unless the legal privilege has been waived;
- **Mandatory protection of records and information as laid out in the National Key Point Act**;
- **Commercial information of private body**, in that a request for access to a record may be refused if the record contains:
 - trade secrets, financial, commercial, scientific or technical information of the institution, which disclosure, could likely cause harm to the financial or commercial interest of the institution;
 - Information which, if disclosed could prejudice or put the institution at a disadvantage in negotiations or commercial competition; and
 - A computer program which is owned by the institution and which is protected by copyright.
- **Mandatory protection of research information of the institution**. A request will be refused if this disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the researcher at a serious disadvantage.
- **Mandatory disclosure in public interest**. Despite any of the protections mentioned above, the Director of the Company shall grant a request for access to a record if:
 - a. the disclosure of the record would reveal evidence of-
 - a substantial contravention of, or failure to comply with, the law; or
 - imminent and serious public safety or environmental risk; and
 - b. the public interest in the disclosure of the record clearly outweighs the harm contemplated in the provision in question.
- If disclosure of the record would prejudice or impair the security of property or means of transport;
- If disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- Disclosure of the record would put the Company at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- The record is a computer programme; and the record contains information about research being carried out or about to be carried out on behalf of a third party or the Company.

7. Remedies Available if Request for Information is refused

If the request for access is refused, the Deputy Information Officer of the Company must:

- (a) State adequate reasons for the refusal, including the provisions of this Act relied on;
- (b) Exclude, from any such reasons, any reference to the content of the record; and
- (c) State that the requester may lodge an application with a court against the refusal of the request, and the procedure (including the period) for lodging the application.

- **Internal Remedies**

IDWALA does not have an internal appeal procedure. As such, the decision made by the Information Officer and the Deputy Information Officer pertaining to a request is final, and requestors will have

to exercise such external remedies at their disposal if a request is refused, and the requestor is not satisfied with the response provided by the information officer.

- **External Remedies**

A requestor that is dissatisfied with the information officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a court for appropriate 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. The court will review the request and decide whether in fact the Deputy Information Officer of the Company should give the requester the information requested or not. A court hearing an application in terms of the PAIA Act may grant any order that is just and equitable including orders:

- (a) Confirming, amending or setting aside the decision which is the subject of the application;
- (b) Requiring the Deputy Information Officer of the Company or relevant authority of a public body or the head of a private body to take such action or to refrain from taking such action, as the court considers necessary within the period mentioned in the court order;
- (c) Granting an interdict, interim or specific relief, a declaratory order or compensation; or
- (d) Granting an order as to costs.

8. Records that cannot be found or do not exist

If IDWALA has searched for a record and it is believed that the record does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

If after notice is given, the record in question is found, the requester must be given access thereto unless the ground for the refusal of access exists.

If the request is declined for any reason the notice must include adequate reasons for the decision, together with the relevant provisions of the PAIA Act relied upon and provide the procedure to be followed should the requester wish appeal the decision.

Section 59 of PAIA provides that the Deputy Information Officer of the Company may serve a record and grant access only to that portion which the law does not prohibit access to.

9. Fees

9.1 The Act 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 considering reproduction costs, search and preparation time and costs, as well as postal costs.

9.2 When the request is received by the Deputy Information Officer of the Company, such person shall by notice require the requester to pay the prescribed request fee, if any, before further processing of the request.

9.3 If a requester requires access to records of his/her Personal Information, there shall be no request fee payable. However, the requester must pay the prescribed access and reproduction fees for such Personal Information.

- 9.4** If the search for the record has been made and the preparation of the record for disclosure including arrangements to make it available in the request form, requires more than the hours prescribed in the regulations for this purpose, the Deputy Information Officer of the Company shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 9.5** The Deputy Information Officer of the Company shall withhold the record until the requester has paid the fees as indicated in Annexure “B” hereto.
- 9.6** A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the records for disclosure including making arrangements to make it available in the request form.
- 9.7** If a deposit has been paid in respect of a request for access, which is refused, then the Deputy Information Officer of the Company must repay the deposit to the requester with interest at the prescribed rate.

10. Third parties

- 10.1** If the request is for the record pertaining to the third party, the Deputy Information Officer must take all reasonable steps to inform the third party of the request. This must be done within 21 (twenty-one) days of receipt of the request. The manner in which this is done must be by the fastest means reasonably possible, but if orally, the Deputy Information Officer of the Company must thereafter give the third party a written confirmation of the notification.
- 10.2** The third party may within 21 (twenty-one) days thereafter either make representation to IDWALA as to why the request should be refused; alternatively grant written consent to the disclosure of the record.
- 10.3** The third party must be advised of the decision taken by the Deputy Information Officer of IDWALA whether to grant or to decline the request. A third party who is dissatisfied with the Deputy Information Officer of the Company’s decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

**SECTION D – INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION
[SECTION 51(1) (D)]**

Where applicable to our operations, records are kept in accordance with the following legislation:

<ul style="list-style-type: none"> ○ Atmosphere Pollution Prevention Act, No. 45 of 1965 ○ Auditing Profession Act, No. 26 of 2005 ○ Basic Conditions of Employment Act, No. 75 of 1997 ○ Broad Based Black Economic Empowerment Act, No. 53 of 2003 ○ Companies Act, No. 71 of 2008 ○ Companies Amendment Act ○ Compensation for Occupational Injuries and Disease Act, No. 130 of 1993 ○ Competition Act 71 of 2008 ○ Constitution of South Africa Act, No. 108 of 1996 ○ Consumer Protection Act, No. 68 of 2008 ○ Copyright Act, No. 98 of 1987 ○ Cybercrimes Act, No. 19 of 2020 ○ Deeds Registration Act, No. 47 of 1987 ○ Disaster Management Act 57 of 2002 ○ Electronic Communications Act, No. 36 of 2005 ○ Electronic Communications and Transactions Act, No. 2 of 2002 ○ Employment Equity Act, No. 55 of 1998 ○ Employment Tax Incentive Act 26 of 2013 ○ Environmental Conservation Act, No. 73 of 1989 ○ Financial Intelligence Centre Act, No. 38 of 2001 ○ Formalities in Respect of Leases of Land Act, No. 18 of 1969 ○ Firearms Control Act 60 of 2000 ○ Fire Brigade Service Act ○ Gas Act 48 of 2001 ○ Hazardous Substance Act, No 15 of 1973 ○ Health Act, No 63 of 1998 ○ Income Tax Act, No 58 of 1962 ○ Medicines and Related Substances Control Act, No. 101 of 1965 ○ Mine Health and Safety Act, No. 29 of 1996 ○ Mineral and Petroleum Resources Development Act, No. 28 of 2002 ○ Labour Relations Act, No. 66 of 1995 ○ National Credit Act 34 of 2005 	<ul style="list-style-type: none"> ○ National Environmental Management Act ○ National Environmental Management Waste Act ○ National Environmental Management Air Quality Act ○ National Environmental Management: Biodiversity Act ○ National Building Regulation and standards Act 103 of 1997 ○ National Key Point Act ○ National Land Transport Act, No. 5 of 2009 ○ National Road and Traffic Act 93 of 1996 ○ National Water Act ○ National Archives and Records Service of South Africa Act, No. 43 of 1996 ○ Nursing Act 50 of 1978 ○ Occupational Health and Safety Act, No. 85 of 1993 ○ Promotion to Access to Information Act, No. 2 of 2000 ○ Promotion of Equality and Prevention of Unfair Discrimination Act, No 26 of 2000 ○ Private Security Industry Regulation Act 56 of 2001 ○ Patents Act, No. 57 of 1987 ○ Prevention and combating of corrupt activities act 2014 ○ Protection of personal information Act (POPI) ○ Protection of Constitutional Democracy Against Terrorist and Related Activities Act, No. 33 of 2004 ○ Protected disclosures act 26 of 2000 ○ Regulation of Interception of Communications and Provisions of Communication Related Information Act, No. 70 of 2002 ○ Sales and Service Matters Act, No. 25 of 1964 ○ Skills Development Act, No. 9 of 1997 ○ Skills Development Levy Act, No.9 of 1999 ○ Stamp Duties Act 77 of 1968 ○ Trade and metrology Act 77 of 1973 ○ Transfer Duty Act, No. 40 of 1949 ○ Tax Administration Act, No. 28 of 2011 ○ Unemployment Insurance Act, No. 63 of 2001 ○ Value-added Tax, No. 89 of 1991 ○ Water Act, No 36 of 1998
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While IDWALA has used its best endeavors to supply you with a list of applicable legislation it is possible that the above list may be incomplete. Wherever it comes to IDWALA's attention that existing or new legislation allows a requester access on a basis other than that set out in the PAIA or POPIA Acts, we shall update the list accordingly.

1. Particulars in terms of Section 51 of the act

- 1.1 On 9 March 2001 the PAIA Act came into effect. The Act seeks to advance a culture of transparency and accountability in both public and private bodies. The legislation was enacted as a direct response to Section 32(2) of the Constitution of South Africa – the right of access to information – which requires that the Government implements laws in an effort to make information pertaining to public and private bodies more accessible to all.
- 1.2 The Act gives effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of the PAIA Act, the body to whom the request is made is obliged to release the information, except where the PAIA Act expressly provides that the information may or must not be released.
- 1.3 One of the main requirements specified in the PAIA Act is the compilation of a manual that provides information on both the types and categories of records held by the public or private body. In terms of the PAIA Act, the Company is regarded as a “private body” and therefore the requirements regarding access must be in compliance with the provisions of the PAIA Act relevant to private bodies and more in particular Section 51 of the PAIA Act.
- 1.4 In compliance with Section 51 of the PAIA Act this PAIA Manual sets out the following details:
 - (a) The Company’s contact details including, physical and postal addresses, telephone and fax numbers, electronic mail address of the person tasked in terms of this Code of Conduct;
 - (b) Information on how to obtain and access this Code of Conduct and a guide on how to use it;
 - (c) Categories of information held by the Company that is available without a person having to formally request such details in terms of the PAIA Act;
 - (d) Categories of information held by the Company that is available in accordance with other legislation and which, subject to the PAIA Act, may be made available by the Company on receipt of and consideration of a formal request, made in terms of the PAIA Act;
 - (e) Sufficient information to facilitate a request for access to records and a description of the subjects on which records are available from the Company;
- 1.5 Adherence to these requirements entails not only compilation of the external manual but also compliance with the general provisions stated in the PAIA Act.

SECTION E – PROCESSING OF PERSONAL INFORMATION

1. Purpose of Processing

IDWALA uses the Personal Information under its care in the following ways:

- Conducting credit reference checks and assessments
- Administration of agreements
- Providing products and services to customers
- Discounting and asset funding purposes
- Detecting and prevention of fraud, crime, money laundering and other malpractice
- Conducting market or customer satisfaction research
- Marketing and sales
- In connection with legal proceedings
- Staff administration
- Keeping of accounts and records
- Complying with legal and regulatory requirements
- Profiling data subjects for the purposes of direct marketing

2. Categories of Data Subjects and their Personal Information

IDWALA may possess records relating to suppliers, shareholders, contractors service providers, staff and customers:

Entity Type	Personal Information Processed
Customers - Natural Persons	Names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence
Customers – Juristic Persons / Entities	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners; shareholding information; BBBEE information
Contracted Service Providers	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners; shareholding information; BBBEE information
Employees / Directors	Gender; pregnancy; marital status; colour, race; age; language; education information; financial information; employment history; ID number; physical and postal address; contact details; opinions; criminal record; well-being

3. Categories of Recipients for Processing the Personal Information

IDWALA may share the Personal Information with its agents, affiliates, and associated companies who may use this information to send the Data Subject information on products and services. It may also supply the Personal Information to any party to whom it may have assigned or transferred any of its rights or obligations under any agreement, and/or to service providers who render the following services:

- Capturing and organising of data;
- Storing of data;
- Sending of emails and other correspondence to customers;
- Conducting due diligence checks;
- Administration of the Medical Aid and Pension Schemes.

4. Actual or Planned Trans-Border Flows of Personal Information

Personal Information may be transmitted trans-border to IDWALA's authorised dealers and its suppliers in other countries, and Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. IDWALA will endeavour to ensure that its dealers and suppliers will make all reasonable efforts to secure said data and Personal Information.

5. Retention of Personal Information Records

IDWALA may retain Personal Information records indefinitely, unless the Data Subject objects thereto. If the Data Subject objects to indefinite retention of its Personal Information IDWALA shall retain the Personal Information records to the extent permitted or required by law.

6. General Description of Information Security Measures

IDWALA employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include:

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control;
- Secure setup of hardware and software making up the IT infrastructure;
- Outsourced Service Providers who process Personal Information on behalf of IDWALA are contracted to implement security controls.

7. Adherence to Conditions for Lawful Processing of Personal Information

In terms of Chapter 3 of the Protection of Personal Information Act, 2013 ("POPIA"), IDWALA ensures that the processing of personal information is carried out in a responsible, lawful and transparent manner by adhering to the eight conditions for lawful processing, namely:

- **Accountability**

IDWALA's Information Officer and Deputy Information Officer ensure that the organisation complies with the conditions for lawful processing as required by POPIA. IDWALA has adopted internal policies, standard operating procedures, and employee training to ensure organisational-wide compliance.

- **Processing Limitation**

IDWALA processes personal information lawfully and in a reasonable manner that does not infringe the privacy of the data subject. Processing is conducted with the consent of the data subject, in terms of a contract, or as authorised by law. Personal information is collected directly from the data subject, unless otherwise permitted under POPIA.

- **Purpose Specification**

Personal information is collected for specific, explicitly defined and lawful purposes related to IDWALA's business operations and compliance obligations. Data subjects are informed of these purposes prior to or at the time of collection.

- **Further Processing Limitation**

Further processing of personal information is only undertaken where it is compatible with the original purpose of collection. If required for legal or regulatory purposes, or if the data subject consents to such further processing, IDWALA ensures that such use remains within the bounds of POPIA.

- **Information Quality**

IDWALA takes reasonable steps to ensure that the personal information collected and processed is complete, accurate, not misleading and updated where necessary. Data is verified directly with data subjects or reliable sources before being used or disclosed.

- **Openness**

IDWALA maintains the necessary documentation as prescribed in POPIA, including a PAIA Manual and Record of Processing Activities. Data subjects are informed of the collection and purpose of use of their personal information, and their rights are clearly communicated through privacy notices and consent forms.

- **Security Safeguards**

IDWALA implements appropriate, reasonable technical and organisational measures to secure the integrity and confidentiality of personal information. These include firewalls, access control, encryption, cybersecurity protocols, and vetting of operators (third-party processors) with whom personal information may be shared.

- **Data Subject Participation**

Data subjects have the right to access, correct, update, or delete their personal information, and may object to processing or withdraw consent at any time. IDWALA provides the relevant forms (Annexures C–E) and ensures that such requests are actioned within the timelines set by POPIA.

8. Impact Assessments & Record of Processing Activities (ROPA)

IDWALA recognises the importance of identifying and managing privacy risks associated with the processing of personal information. To this end, IDWALA conducts regular Data Protection Impact Assessments (DPIAs), particularly in relation to new or materially changed processing operations that are likely to result in a high risk to the rights and freedoms of data subjects.

These assessments evaluate the necessity and proportionality of processing operations and help ensure that appropriate technical and organisational measures are in place to mitigate risk. DPIAs are documented and approved by the Information Officer or their delegate, in accordance with POPIA requirements and best practice.

In addition, IDWALA maintains a comprehensive Record of Processing Activities (ROPA), which includes:

The purposes of processing;

- Categories of data subjects and personal information processed;
- Recipients and third-party disclosures;
- Cross-border transfers (where applicable);
- Data retention periods; and
- Security measures implemented.

The ROPA is reviewed and updated regularly to reflect changes in processing activities, particularly those involving special personal information, children's information, or any other categories that warrant enhanced protection or regulator notification.

This approach enables IDWALA to demonstrate compliance with POPIA's accountability principle and ensures the responsible management of all personal information under its control.

9. Data Breach Notification Policy

In accordance with Section 22 of the Protection of Personal Information Act (POPIA), Idwala is committed to promptly notifying affected data subjects and the Information Regulator in the event of a security compromise involving personal information.

1. Identification and Assessment

Upon becoming aware of a suspected or actual data breach, the Information Officer or delegated authority will:

- Immediately initiate an internal investigation.
- Assess the nature and extent of the breach.
- Determine the categories of data subjects and types of personal information involved.

2. Notification to the Information Regulator

The Information Regulator will be notified as soon as reasonably possible, providing:

- A description of the breach.
- The likely consequences.
- Measures taken or proposed to address the breach.
- Contact details for further information.

3. Notification to Data Subjects

Affected data subjects will be informed as soon as reasonably possible, using one or more of the following methods:

- Email (if available).
- SMS or phone call (where appropriate).
- Public notice on the company website or in the media (if direct contact is not feasible).

The notification will include:

- A description of the breach.
- The nature of the personal information involved.
- Recommended measures to mitigate potential harm.
- Contact details for the Information Officer or Deputy Information Officer.

4. Record-Keeping

All data breaches and related notifications will be documented and retained for audit and compliance purposes.

5. Preventative Measures

Following a breach, Idwala will:

- Review and strengthen security controls.
- Conduct staff training where necessary.
- Update policies and procedures to prevent recurrence.

10. Objection to processing of personal information in terms of POPIA

You may object to processing of your personal information at any time by completing **Annexure C – Form 1** attached hereto and by sending it to:

Deputy Information Officer & Company Secretary : Janine Molezzi

Email address : jmolezzi@idwala.co.za

You may request reasonable assistance free of charge to make any request, or objection on any form supplied to you, by contacting the following:

Deputy Information Officer & Company Secretary : Janine Molezzi

Email address : jmolezzi@idwala.co.za

11. Request for correction or deletion of personal information or destroying / destruction thereof in terms of POPIA

You may request for correction or deletion or personal information or destroying / destruction or deletion of a record of personal information at any time by completing **Annexure D – Form 2**, attached hereto and by sending it to:

Deputy Information Officer & Company Secretary : Janine Molezzi

Email address : jmolezzi@idwala.co.za

You may request reasonable assistance free of charge to make any request, or objection on any form supplied to you, by contacting the following:

Deputy Information Officer & Company Secretary : Janine Molezzi

Email address : jmolezzi@idwala.co.za

12. Withdrawal of consent in terms of POPIA

You may withdraw consent to process your personal information at any time by completing **Annexure E – Form 3**, attached hereto and by sending it to:

Deputy Information Officer & Company Secretary : Janine Molezzi

Email address : jmolezzi@idwala.co.za

You may request reasonable assistance free of charge to make any request, or objection on any form supplied to you by contacting the following:

Deputy Information Officer & Company Secretary : Janine Molezzi

Email address : jmolezzi@idwala.co.za

13. Consent Management

IDWALA obtains consent from data subjects in accordance with the requirements of the Protection of Personal Information Act, 2013 ("POPIA"). Consent is obtained in a clear, voluntary, and informed manner at the point of personal information collection, whether:

- through signed physical consent forms,
- electronic tick-boxes or disclaimers on digital platforms,
- contractual agreements, or
- other written or recorded mechanisms.

All consents obtained are documented and securely recorded, either physically in controlled access environments or electronically in IDWALA's secured systems or platforms. These records include the date of consent, the purpose for which it was obtained, and the manner in which it was provided.

Should a data subject wish to withdraw consent, this must be done using the prescribed Form 3 – Withdrawal of Consent Notice to Process Personal Information (Annexure E), submitted to the Deputy Information Officer. Upon receipt:

- The withdrawal is logged and acknowledged;
- The relevant processing activity is reviewed and either suspended or discontinued (unless another legal basis for processing applies);
- The affected personal information is deleted or retained in accordance with the applicable retention and legal requirements; and
- The data subject is informed of the action taken and any implications of the withdrawal.

IDWALA regularly reviews its consent mechanisms to ensure compliance with POPIA, and to ensure that no processing continues on the basis of outdated, invalid, or ambiguous consent.

14. Complaints in terms of POPIA

If a data subject believes that their personal information has been unlawfully collected, processed, or disclosed—or that IDWALA has otherwise not complied with the conditions for lawful processing set out in POPIA—they may lodge a complaint.

1. Internal Complaint Procedure

Before approaching the Information Regulator, data subjects are encouraged to follow IDWALA's internal complaint process:

Step 1: Complete the prescribed POPIA Complaint Form (Form 5) or submit a written complaint detailing:

- The nature of the complaint;
- The relevant circumstances;
- The specific provisions of POPIA believed to have been violated; and
- The relief sought.

Step 2: Submit the completed complaint to:

Information Officer:
Email:

Wayne Brown
bro@idwala.co.za

Step 3: Acknowledgement and Assessment

IDWALA will acknowledge receipt of the complaint in writing within 5 business days, investigate the matter, and provide a written response within 20 business days of receiving the complaint, unless additional time is reasonably required. If further time is needed, the data subject will be notified in writing.

Step 4: Escalation

If the data subject is dissatisfied with the internal response or if no response is received within the specified timeframe, they may escalate the complaint to the Information Regulator.

You may lodge a complaint with the Regulator at the address and contact particulars set out below in clause 11.

2. Lodging a Complaint with the Information Regulator

If unresolved internally, a complaint may be submitted to the Information Regulator using the prescribed Form 5. The contact details are:

The Information Regulator (South Africa)
JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533, Braamfontein, 2017

Tel: 010 023 5200
Email: POPIAComplaints@inforegulator.org.za
Website: www.inforegulator.org.za

The Regulator may investigate the complaint, attempt to resolve it through dispute resolution, or refer the matter for enforcement action in accordance with POPIA Sections 74 to 109.

A complaint with the Regulator may be about an interference with the protection of your personal information the following regard:

- A breach of any of the conditions for lawful processing of POPIA; or
- Non-compliance with Sections 22, 54, 69, 70, 71, 72 of POPIA; or
- A breach of a condition of a code of conduct in terms of Section 60 of POPIA.

3. Lodging a complaint against a Responsible Person

You may also lodge a complaint against a RESPONSIBLE PARTY by contacting the following:

Deputy Information Officer & Company Secretary : Janine Molezzi

Email address : jmolezzi@idwala.co.za

4. Complaint in respect of adjudicator's decision

You may also lodge a complaint with the Regulator in terms of section 63(3) if you are unhappy about the determination of an adjudicator as appointed by the Regulator, after the Regulator has investigated your complaint, by using form 5.

The complaint to the Regulator must be made in writing and should you experience any problems, you may contact the office of the Regulator who will provide you with reasonable assistance to make the complaint in writing.

The determination will have effect, until such time that the Regulator changes or overrules the determination post your complaint.

The Regulator has the following powers when a complaint is lodged:

- Consult with the RESPONSIBLE PARTY and with the complainant;
- Investigate the complaint by gathering information through subpoenas and warrants or search premises;
- Summons people to appear and testify or compel them to provide written evidence;
- Conduct private interviews with people;
- Conduct any enquiry she sees fit; and
- Resolve the complaint by means of dispute resolution such as mediation and conciliation;
- Apply for fines and penalties to be ordered by a competent court as set out in section 107 and 109 of POPIA;
- Refer the matter to an enforcement committee and issue enforcement notices or information notices;
- Institute civil action for damages.

ANNEXURE "A":

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

FORM 2 - REQUEST FOR ACCESS TO RECORD

NOTE:

[Regulation 7]

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

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<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>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
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			

FORM OF ACCESS
(Mark the applicable box with an "X")

Printed copy of record (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 record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record 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)	
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)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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:	

FEEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

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 <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

ANNEXURE “B”: EXPLANATORY NOTE ON FEES TO BE CHARGED

AN EXPLANATORY NOTE ON FEES TO BE CHARGED BY A PRIVATE BODY WHEN GRANTING A REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000.

The fees chargeable by private bodies are contained in Part III of Annexure “A” of the Regulations. A copy of Part III is attached for your convenience. The present charges are as follows:

1. COPIES OF A MANUAL

Should an individual require a copy of the private body’s manual, a fee of R1.10 is chargeable for every photocopy of an A4 page or part thereof.

2. REPRODUCTION FEES

Reproduction fees apply to obtaining copies or transcriptions of information which is automatically available from the private body. The fees are listed in paragraph 2 of Part III of Annexure “A” to the regulations.

3. ACCESS FEES

Access fees are chargeable for copies or transcriptions of information requested under this Act. The fees are listed in paragraph 4 of Part III of Annexure “A” to the regulations.

4. OTHER FEES

4.1 A request fee of R50,00 is payable by a requester who is seeking access to a record containing information which is not personal to the requester. See paragraph 6 of Part I of this Work.

4.2 A search fee may be charged at a rate of R30,00 per hour or part thereof for searching and preparing the record for disclosure provided such time was reasonably required for that purpose.

4.3 If the request is not limited to records containing information which is personal to the requester and if the head of the private body is of the opinion that the time taken to give effect to the request will exceed six hours the requester can be called upon to pay a deposit of not more than one third of an estimate of the access fee which will become payable.

4.4 If a copy of a record is posted to a requester, the requester is obliged to pay the actual postage payable.

PART III – FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9 (2) (c) is R1, 10 for every photocopy of an A4-sized page or part thereof.

2. The fees for reproduction referred to in regulation 11 (1) are as follows:

	R
a. For every photocopy of an A4-sized page or part thereof	R1,10
b. For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	R0,75
c. For a copy in a computer-readable form on compact disc	R70,00
d. (i) For a transcription of visual images, for an A4-sized page or part thereof	R40,00
(ii) For a copy of visual images	R60,00
e. (i) For a transcription of an audio records, for an A4-sized page or part thereof	R20,00
(ii) For a copy of an audio record	R30,00

2.1 The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2) is R50,00

3. The access fees payable by a requester referred to in regulation 11 (3) are as follows:

	R
1. (a) For every photocopy of an A4-sized page or part thereof	R1,10
(b) For every printed copy of an A4-sized page or part thereof held on a computer or in electronic or machine-readable form	R0,75
(c) For a copy in a computer-readable form on USB	R90,00
(d) (i) For a transcription of visual images, for an A4-sized page or part thereof	R40,00
(ii) For a copy of visual images	R60,00
(e) (i) For a transcription of an audio records, for an A4-sized page or part thereof	R20,00
(ii) For a copy of an audio record	R30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

2. For purpose of Section 54 (2) of the Act, 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 requester.

**ANNEXURE “C”:
OBJECTION TO PROCESSING OF PERSONAL INFORMATION**

FORM 1

Objection to The Processing of Personal Information in Terms of Section 11(3) Of the Protection of Personal Information Act, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 2(1)]

Note:

1. *Affidavits or other documentary evidence in support of the objection must 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.*

Reference Number....

A	DETAILS OF DATA SUBJECT
Name and surname of data subject:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party (<i>if the responsible party is a natural</i>):	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
Name of public or private body (<i>if the responsible party is not a natural person</i>):	
Business address:	
	Code ()

**ANNEXURE “D”:
CORRECTION OR DELETION OR DESTROYING / DESTRUCTION OF PERSONAL
INFORMATION**

FORM 2

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR
DELETION OF 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, 2017
[Regulation 3(2)]**

Note:

1. *Affidavits or other documentary evidence in support of the request must 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.*

Reference Number....

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.

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
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party <i>(if the responsible party is a natural person)</i> :	
Residential, postal or business address:	

**ANNEXURE “E”:
WITHDRAWAL OF CONSENT NOTICE TO PROCESS PERSONAL INFORMATION**

FORM 3

REQUEST FOR WITHDRAWAL OF CONSENT TO PROCESS PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

Note:

1. *Affidavits or other documentary evidence in support of the request must 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.*

Reference Number....

I wish to withdraw my consent for the collection, use and disclosure (processing) of personal information provided to your company for:

Mark the appropriate box with an "x":

Request for:

All the purposes I had provided my consent for; *or*

For only the following purposes:

State the purpose of withdrawal to be applied to:

.....

.....

...

.....

..

I fully understand and agree that the withdrawal of my consent to any or all purposes – depending on the nature of my request – may result in the responsible party not being in a position to continue to provide services, products etc. to me.

A	DETAILS OF THE DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	

