



PAIA SECTION 51 MANUAL

**PROMOTION OF ACCESS TO INFORMATION ACT
("PAIA")**

AND

**PROTECTION OF PERSONAL INFORMATION ACT
("POPIA")**

SECTION 51

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

This document serves as the information manual as required by Section 51(1) of the Promotion of Access to Information Act, No. 2 of 2000 (the "Act") for a private body. It provides information on the records held and the process that is to be followed to request access to such records.

MFI

Private body

Background to the MFi.02.PM.V2.20250701 PAIA Manual

This MFi.02.PM.V2.20250701 PAIA Manual serves as the official guide regarding the standard operational policies and processes in terms of the POPI Act and the PAIA Act, and includes the amendments made thereto by the POPI Act to the PAIA Act, at MFI (Cape Town) (Pty) Ltd.

Purpose

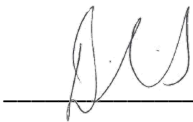
To compile a section 51 PAIA Manual for MFI (Cape Town) (Pty) Ltd.

Effective Date

The Manual is in force with approval.

Rentia Diederichs

Approved by:



Approval Signature:

PART A: GENERAL**1. What is the purpose of this Manual?**

- 1.1. Under the Promotion of Access to Information Act 2000 ("PAIA"), MFI (CAPE TOWN) (PTY) LTD (hereinafter referred to as "**MFI**", "**we**" and "**us**") are required to grant individuals access to records held by MFI if that record is required by the individual to exercise or protect any legal right that individual enjoys under the law.
- 1.2. Additionally, under the Protection of Personal Information Act 2013 ("POPIA"), MFI are required to be open and transparent about how we handle personal information and allow individuals to access and correct their personal information.
- 1.3. The purpose of this Manual is to set out the information which MFI is legally required to disclose under PAIA and POPI, and to explain how you can exercise your statutory rights under PAIA and POPI with respect to records and personal information handled by us.

2. What is the status and scope of this Manual?

- 2.1. This Manual (version 5) was last update 1 September 2025 and will become effective on 1 August 2026.
- 2.2. This Manual may be revised from time to time to reflect changes in laws and regulations, or changes in MFI's business operation.

3. Introduction to the Company

- 3.1. This private Company is the company of RP Diederichs, RC Krause, and P Theron of MFI (CAPE TOWN) (PTY) LTD. MFI is a South African entity specialising in Medical and Business Solutions.
- 3.2. Our Company is run according to the requirements set by the LABOUR RELATIONS ACT, 1995, NO. R. 646. and are subject to the authority of SAICA, SAIPA and SARS.
- 3.3. The Chartered Accountants practicing at the Company are registered at SAICA, SAIPA and SARS and provide Medical and Business Solutions within the scope and ambit of their registration, competence and training at the Company. The Chartered Accountants are bound by the Ethical Rules issued by the SAICA, SAIPA and SARS, most notably the duty to preserve client confidentiality, unless legislation or a court order provides otherwise.

- 3.4. Requesters should note that commercial information and financial information may be withheld on the grounds of sections 63 – 70.

4. Our rights under the Promotion of Access to Information Act

- 4.1. On 9 March 2001, the Promotion of Access to Information Act, became operative, and, certain amendments by the POPI Act became effective from 21 July 2021, giving 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; and to provide for matters connected therewith.
- 4.2. Under PAIA, everyone has the right to access -
- 4.2.1. any information held by the state; and
 - 4.2.2. any information that is held by another person and that is required for the exercise or protection of any rights.
- 4.3. A public body may make a request for information under PAIA only if, in making the request, the public body is acting in the public interest.
- 4.4. Records MFI makes available under PAIA is described hereinafter. If you wish to make a request under PAIA MFI, please follow the procedure described in **the section 10** Manual. Please note that your request will be subject to the applicable charges set out in the section 10 manual.
- 4.5. You can learn more about your rights under PAIA by contacting the Information Regulator (South African) at:

Address: Woodmead North Office Park
54 Maxwell Drive Woodmead
Johannesburg
South Africa
2191

E-mail: enquiries@infoeregulator.org.za

Website: <https://infoeregulator.org.za/>

Tel no: +27 10 023 5200

5. Availability of this manual [S 51(1)(a)(i) - Promotion of Access to Information Act]

5.1. A copy of this manual is available to the public for inspection at our website/registered offices as listed below or on request from the designated contact person.

5.2. **Contact details [S 51(1)(a)(i)]** - This contact person is responsible for the administration of and compliance with the Act in a fair objective and unbiased manner.

Company name:	MFI (Cape Town) (Pty) Ltd
Registration no:	2014/180114/07
Information officer:	Rentia Diederichs
Deputy information officer:	Adri Cornelissen
Physical address:	Third Floor, Gihon Building C/o Sportica Crescent & Bill Bezuidenhout Avenue Tygervally, Bellville Cape Town 7530
Postal address:	Third Floor, Gihon Building C/o Sportica Crescent & Bill Bezuidenhout Avenue Tygervally, Bellville Cape Town 7530
Tel no:	+27 21 914 0441
Email address:	rentia@mficpt.co.za or adri@mficpt.co.za
Website:	https://mficpt.co.za/

PART B: PROCESSING OPERATIONS INsofar PAIA IS CONCERNED**1. Description of the guide referred to in section 10, if available, and how to obtain access to it [Sect 51(1)(b)(i)].**

1.1. The ACT 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, the public body must be acting in the public interest.

1.2. Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided.

1.3. Requesters are referred to the Guide in terms of Section 10 which has been compiled by the Information Regulator (South Africa), which will contain information for the purpose of exercising Constitutional Rights.

1.4. The Guide is available from the Information Regulator (South Africa).

1.5. The contact details of the Information Regulator are:

Postal Address:

Woodmead North Office Park
54 Maxwell Drive Woodmead
Johannesburg
South Africa
2192

Tel No:

+27 10 023 5200

Website:

<https://inforegulator.org.za/>

2. The latest notice in terms of section 52(2), if any, regarding the categories of record of the Company of MFI which are available without a person having to request access in terms of this Act [Sect 51(1)(b)(ii)].

1. Inspection in terms of legislation other than this Act	None
2. Purchase or copying from us	None
3. From us free of charge	Financial related brochures, information leaflets

3. A description of the records of the Company of MFI which are available in accordance with any other legislation [Sect 51(1)(b)(iii)].

3.1. Records are kept in accordance with the following legislation (this list is not exhaustive):

- 3.1.1. Basic Conditions of Employment Act 75 of 1997;
- 3.1.2. Children's Act 38 of 2005;
- 3.1.3. Companies Act 71 of 2008;
- 3.1.4. Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- 3.1.5. Constitution of the Republic of South Africa, 1996;
- 3.1.6. Consumer Protection Act 68 of 2008;
- 3.1.7. Co-operatives Act 14 of 2005;
- 3.1.8. Credit Agreements Act 75 of 1980;
- 3.1.9. Customs and Excise Act 91 of 1964;
- 3.1.10. Debt Collectors Act 114 of 1998;
- 3.1.11. Deed Registries Act 47 of 1937
- 3.1.12. Electronic Communications and Transactions Act 25 of 2002;
- 3.1.13. Employment Equity Act 55 of 1998;
- 3.1.14. Financial Advisory and Intermediary Service Act 37 of 2002;
- 3.1.15. Financial Intelligence Centre Act 38 of 2001;
- 3.1.16. Financial Markets Act 19 of 2012;
- 3.1.17. Hazardous Substances Act 15 of 1973;
- 3.1.18. Identification Act 68 of 1997;
- 3.1.19. Income Tax Act 58 of 1962;
- 3.1.20. Insider Trading Act 135 of 1998;
- 3.1.21. Insolvency Act 24 of 1936;
- 3.1.22. Inspection of Financial Institutions Act 18 of 1998;
- 3.1.23. Intellectual Property Laws Amendment Act 181 of 1993;
- 3.1.24. Labour Relations Act 66 of 1995;
- 3.1.25. Machinery and Occupational Safety Amendment Act 181 of 1993;
- 3.1.26. Medicines and Related Substances Act 101 of 1965;
- 3.1.27. Mental Health Care Act 17 of 2002;
- 3.1.28. National Credit Act 34 of 2005;
- 3.1.29. National Payment Systems Act 78 of 1998;
- 3.1.30. National Water Act 36 of 1998;
- 3.1.31. Occupational Health and Safety Act 85 of 1993;
- 3.1.32. Patents, Designs and Copyright Merchandise Marks Act 17 of 1941;
- 3.1.33. Pension Funds Act 24 of 1956;
- 3.1.34. Prescriptions Act 68 of 1969;
- 3.1.35. Prevention of Organised Crime Act 121 of 1998;
- 3.1.36. Promotion of Access to Information Act 2 of 2000;
- 3.1.37. Protection of Personal Information Act 4 of 2013;
- 3.1.38. Road Accident Fund Act 56 of 1996;
- 3.1.39. Road Transportation Act 74 of 1977;
- 3.1.40. Short Term Insurance Act 53 of 1998;
- 3.1.41. Skills Development Levies Act 9 of 1999;
- 3.1.42. Skills Development Act 97 of 1998;
- 3.1.43. Stock Exchanges Control Act 54 of 1995;
- 3.1.44. The Criminal Procedure Act 51 of 1977;
- 3.1.45. The Labour Relations Act 66 of 1995

- 3.1.46. The Long-Term Insurance Act 52 of 1998;
- 3.1.47. Trademark Act 194 of 1993
- 3.1.48. Transfer Duty 40 of 1949;
- 3.1.49. Unemployment Contributions Act 4 of 2002;
- 3.1.50. Unemployment Insurance Act 63 of 2001;
- 3.1.51. Unit Trust Control Act 54 of 1981; and
- 3.1.52. Value Added Tax Act 89 of 1991.

4. Sufficient detail to facilitate a request for access to a record of the body, a description of the subjects on which the body holds records and the categories of records held on each subject [Sect 51(1)(b)(iv)].

4.1. The Company holds the following categories of records:

Categories of Records	Documents Type
Records relating to the form of Company and related matters	Documents pertaining to a personal liability company as required by the Companies Act 71 of 2008, including, but not limited to the prescribed certificates, memorandum of incorporation, forms and registers of directors and shareholders, company rules, minute books, resolutions and shareholders' agreements; Company code number and related records
Records relating to the registration of Accountants working at the Company	Registration certificates at SAICA, SAIPA and SARS and related documents; Proof of payment of registration and annual fees to SAICA, SAIPA and SARS
Employment records	Employment contracts; Conditions of employment and work place policies such as leave policies; Employment equity and skills development plans and reports; Salary and wage register; Performance management records; Documents related to disciplinary proceedings, arbitration awards, CCMA (Commission for Conciliation, Mediation and Arbitration) and other legal cases; Expense accounts; Relevant tax records and information pertaining to employees; <i>Locom</i> contracts and related documents and records; Contracted staff lists
Pension / Retirement fund and medical scheme records	Pension/retirement fund and medical scheme rules; Records relevant to pension/retirement fund and medical scheme members, including payment of contributions

Financial records	Annual Financial Statements, including directors' reports; auditor's reports; Accounting Records, Bank statements; Invoices, statements, receipts and related documents
Tax and VAT records	Copies of tax returns and documents relating to income tax and VAT, including payments made and VAT registration
Client records	Records are kept in respect of all clients consulted at the Company, which include their financial history, status and relevant financial arrangements
Health and safety records	Evacuation plan, Information related to the Health and Safety Committee/Officer; Health and Safety incidents reports
Records related to property (movable and immovable)	Finance and lease agreements; Asset register; Title deeds; Mortgage Bonds; Debenture register; Registers and records kept in terms of the Medicines and Related Substances Act 101 of 1965; Stock sheets; Delivery notes and orders; Sale agreements; Purchase agreements
Other Agreements	Managed Medical & Business Solutions agreements; Information Technology (IT) agreements (software and hardware); Agreements concerning provision of services; Agreements with contractors and suppliers; Data processing agreements
Records relating to legal processes	Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation; Settlement agreements; Legal opinions/advice
Insurance records	Insurance policies, including professional indemnity insurance policies and related records; Claim records

PART C: PROCESSING OPERATIONS INsofar POPIA IS CONCERNED**1. The purpose of the processing [Sect 51(1)(i)].**

- 1.1. The financial professionals who provide you with services, advice and/or business solutions, maintain records about your financial status and/or business status and any service, advice and/or business solutions you have received previously. These records help to provide you with the best possible financial assistance, advice and/or business solutions.
- 1.2. Our financial records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which the Company hold about you may include the following information:
 - 1.2.1. Details about you, such as your address, contact details, emergency contact details.
 - 1.2.2. Any contact the Company has had with you, such as appointments, Company visits, emergency appointments, etc.
 - 1.2.3. Notes and reports about your financial status.
 - 1.2.4. Details about your finances.
 - 1.2.5. Results of investigations such as TAX Assessments etc.
 - 1.2.6. Relevant information from other financial professionals, relatives, etc.
- 1.3. Other purposes for retaining records may include:
 - 1.3.1. To provide and maintain our services to you;
 - 1.3.2. To manage your account and business;
 - 1.3.3. To manage your requests;
 - 1.3.4. For the performance of an Agreement between us;
 - 1.3.5. Be used for administrative or other purposes;
 - 1.3.6. Be kept as direct evidence in litigation;
 - 1.3.7. Be used as data analysis;
 - 1.3.8. Be kept for historical purposes;
 - 1.3.9. Promote good medical and business solutions;
 - 1.3.10. For business transfers;
 - 1.3.11. Serve as the basis for accreditation.

2. A description of the categories of data subjects and of the information or categories of information relating thereto [Sect 51(1)(c)(ii)].

- 2.1. The Company holds the categories of records and personal information in respect of the categories of data subjects specified below.
- 2.2. The potential recipients of the personal information processed by the Company are also specified.

2.3. Information and records are only disclosed as may be required in terms of the law or otherwise with the consent of the relevant data subjects

DATA SUBJECTS	CATEGORIES OF RECORDS	CATEGORIES OF PERSONAL INFORMATION	POTENTIAL RECIPIENTS OF THE PERSONAL INFORMATION
Directors, shareholders and employees	Proof of registration at and payment of fees to SAICA; employment / <i>locum</i> contracts, records and policies; Insurance policies; Complaints; Disciplinary and court proceedings; Employment equity and skills development plans and records; Salary and payroll records; Leave records; Tax records, including PAYE, UIF (Unemployment Insurance Fund) and SDL (Skills Development Levies) returns and related records; Correspondence with SAICA, SAIPA, SARS, Insurers and other persons/bodies; Medical certificates; Continuing Professional Development (CPD) / training events, certificates and records	Names and surnames; Contact details e.g. address, telephone and fax numbers, e-mail addresses; Identity numbers / dates of birth; Race; Gender; Nationality; Qualifications; SAICA registration numbers; Registered profession; Category of registration; Employment history and information; Position held; Banking details; Relevant financial status; Criminal behaviour and history; Correspondence; Notes, reports and records created by these data subjects in respect of clients; Tax numbers, returns and certificates; Leave periods; Medical certificates; Remuneration; Employment benefits; Absenteeism information; Next-of-kin details	SA Revenue Services (SARS); Relevant statutory bodies such as SAICA and SAIPA. Council for Medical Schemes (CMS); Board of Healthcare Funders of SA (BHF); Companies and Intellectual Property Commission (CIPC); Medical schemes; Contractors and vendors; Clients; Relevant public bodies, including government departments, e.g. Compensation Commissioner, Road Accident Fund (RAF), UIF, Department of Labour; Banks; Professional societies; Vetting agencies (e.g. of qualifications); Hospitals
Other contractors, vendors and suppliers, e.g., BHF, IT vendors, claims switching companies, auditors, legal counsel, consultants, debt collectors	Agreements with contractors, vendors and suppliers; Non-Disclosure Agreements; Debt Collection Agreements; Legal opinions and advice; Invoices; Correspondence	Names and surnames; Company names; Relevant staff details; Contact details e.g., address, telephone and fax numbers, e-mail addresses, website addresses; Opinions; Correspondence; Track	Banks; Auditors; Legal practitioners; Medical schemes

		records; Price structures; Financial arrangements	
Insurers	Insurance policies; Payment of premiums; Claims' records and related documents	Names and contact details e.g., addresses, telephone and fax numbers, e-mail addresses; Premiums	Auditors; Legal practitioners; Relevant public bodies
Clients	Client records, including financial records, financial arrangements, invoices, payment records and correspondence	Names and surnames; Contact details e.g. address, telephone and fax numbers, e-mail addresses; Identity numbers / dates of birth; Race; Gender; Nationality; Employers and their contact details; Medical schemes, medical scheme options and dependent status; Name, surname and contact details of a relative / friend; Medical history, including details about injuries sustained; Fees charged, payments received and payment history; Diagnosis / suspected diagnosis; Procedures performed; Diagnosis and procedure codes; Radiological images (X-rays, scans and sonars) and reports; Referral notes; Complaints lodged; Correspondence; Client information forms; Consent forms; Prescriptions; Medical certificates	Medical schemes; Medical scheme administrators; Managed care organisations; Insurers; Employers; Debt collectors; Accountants to whom clients are referred; Credit lists (Blacklists); Bodies performing peer review; Statutory / Governmental bodies e.g., SAICA, SAIPA, SARS when responding to complaints, Compensation Commissioner, RAF; Hospitals; Other relevant service delivering financial consultants and/or accountants; Next-of-kin
Financial Consultants, Accountants and other Medical Practices referring clients to the Company	Correspondence	Names and Surnames; Contact details e.g., address, telephone and fax numbers, e-mail addresses and Company code numbers of Accountants	Medical schemes, Managed care organisations, Governmental bodies e.g., SAICA, SAIPA, SARS when responding to complaints, Compensation Commissioner, RAF;

			Hospitals; Bodies performing peer review
Medical Schemes / Insurance Companies	Claims; Remittance advices; Contracts; Correspondence; Scheme rules; Policy provisions	Contact details e.g., addresses, telephone and fax numbers, e-mail addresses	Clients; Debt collectors
Hospitals	Correspondence	Contact details e.g., addresses, telephone and fax numbers, e-mail addresses and Company code numbers of hospitals	Medical schemes; Statutory/Governmental bodies e.g., SAICA, SAIPA, SARS when responding to complaints
Public Bodies (e.g., Department of Health, RAF, Compensation Commissioner, UIF) and Statutory Bodies (e.g., SAICA, SAIPA, SARS, CMS)	Complaints submitted to statutory bodies and related documents; Correspondence; Newsletters and circulars issued by these bodies and councils; Payment of fees	Names: Contact details e.g., addresses, telephone and fax numbers, e-mail addresses; Office bearers; Fee structures	Medical schemes; Clients

3. The recipients or categories of recipients to whom the personal information may be supplied [Sect 51(1)(c)(iii)].

3.1. The Company is not planning to send any personal information about any data subject across the borders of the Republic of South Africa to third parties in foreign countries. However, should this be required, client consent will be obtained, where reasonably possible, and transfers of such information will occur in accordance with the requirements of the law.

4. Planned transborder flows of personal information [Sect 51(1)(c)(iv)].

4.1. If the personal information of data subjects must be transferred across borders due to the hosting of some MFI infrastructure and application in foreign jurisdictions, client consent must be obtained, where reasonably possible, and transfers of such information will occur in accordance with the requirements of the law. If current employees' and consultants' information must also be transferred transborder where MFI has a physical presence or may be providing services or performing in terms of its contractual obligations, consent must be obtained, where reasonably possible, and transfers of such information will occur in accordance with the requirements of the law.

5. **A general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information which is to be processed. [Sect 51(1)(c)(v)].**
- 5.1. The Company takes the privacy of persons seriously and is therefore committed to ensuring that personal information in its possession or under its control is secure.
- 5.2. In order to prevent unauthorised access or disclosure of information, appropriate physical, electronic and managerial procedures have been implemented to safeguard and secure the information. For example, access to information is controlled and only persons requiring the information for the bookkeeping, medical and business solutions for the clients, invoicing of clients as well as the administration of the Company have access to the information.
- 5.3. Access to electronic records is password controlled.
- 5.4. A privacy policy has been implemented to ensure that personal information is processed and stored strictly in accordance with the law and all persons who have access to that information are aware of their responsibilities.
- 5.5. Records are maintained in a structured filing system for as long as it is necessary in accordance with relevant laws.
- 5.6. A risk assessment of the organisational and technical processes and procedures is conducted on a regular basis to ensure a continuous monitoring and enhancement of security measures in the Company.
- 5.7. Accountants, other staff and contractors are required to adhere to the strict policies and processes implemented by the Company and are subject to sanctions for any security breach.
- 5.8. All security breaches are taken seriously and are addressed in accordance with the law.

PART D: PROCEDURE FOR MAKING A REQUEST UNDER PAIA**1. How can I make a request to MFI under PAIA?**

1.1. In order to facilitate a timely response to requests for access, all requesters should take note of the following when completing the Access Request Form:

1.2. To facilitate the processing of your request, kindly:

1.2.1. Complete the Request Form, which is embedded in Part E of this Manual, also available on the website of the Information Regulator (South Africa) at

<https://inforegulator.org.za/> (copy attached hereto as an example)

1.2.2. Address your request to the Head of this Company.

1.2.3. Provide sufficient details to enable us to identify:

1.2.3.1. The record(s) requested;

1.2.3.2. The requester (and if an agent is lodging the request, proof of capacity);

1.2.3.3. The form of access required;

1.2.3.4. The postal address or fax number of the requester in the Republic;

1.2.3.5. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;

1.2.3.6. The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

1.2.3.7. Payment of Fees:

- a) bank guaranteed cheque or postal order (written to MFI); or
- b) EFT (direct bank transfer). If you wish to pay the applicable Request Fee via EFT, you will need to send the proof of payment together with your request. You can obtain the details required for EFT by contacting MFI (see Section A.5 above for contact details).
- c) Unfortunately, MFI cannot accept payment via credit card or debit card.
- d) The fee is not applicable to Personal Requesters, referring to any person seeking access to records that contain their personal information.
- e) The completed Access Request Form together with a copy of the identity document must be submitted either via conventional mail or e-mail and must be addressed to the contact person as indicated above.

2. How will my PAIA request be processed by MFI?

- 2.1. MFI will process your request when the completed Request Form is received, and any applicable Request Fee is paid. Subject to Section D.2.2. below, your request will normally be processed within 30 days of receipt of the completed Request Form, provided that all of the required details are properly set out in the completed Request Form.
- 2.2. If it turns out that it will take more than 30 days to process your request (e.g., due to the volume of records/personal information that must be processed, or difficulty in accessing the relevant record/personal information), MFI may extend the aforementioned 30-day period in processing your request. Should this become necessary, MFI will notify you.
- 2.3. Once a decision on your request is reached, MFI will notify you in writing. Where MFI decides to:
 - 2.3.1. grant access to the record/personal information requested, MFI will notify you of the reasons why access will be granted and what Access Fees are payable and release the requested record/personal information upon receipt of the applicable Access Fee.
 - 2.3.2. deny access to the record/personal information requested; MFI will notify you of the reasons why access is denied.
 - 2.3.3. complies with your request to correct or delete your personal information, confirm how your request has been or will be actioned; and
 - 2.3.4. denies your request to correct or delete your personal information, confirm why your request has been denied .
- 2.4. Where your request was a request for confirmation as to whether or not MFI handles your personal information (i.e., you make a request under POPI s23(1)(a)), MFI gives you the confirmation.

3. What if I am not happy about how MFI handled my PAIA/POPIA request?

- 3.1. If you are not satisfied about the way in which your request was handled by MFI (including where you are not happy about the Access Fee charged by MFI or the length of time MFI is taking to process your request), you can make an application for relief to the Information Regulator (South Africa). If, thereafter, you are still not satisfied and have exhausted your available support from the Regulator, may a South African court with the necessary jurisdiction be approached, unless the claim is exempt in some way.

- 3.2. Please note that if you wish to make an application to the court, you will need to do so within 180 days of receiving the relevant decision made by MFI and/or the Information Regulator (South Africa).

4. What are the charges applicable to my PAIA/POPI request?

- 4.1. There are two types of fees which are payable under PAIA, namely Request Fee, and Access Fee.

4.2. Request Fee

- 4.2.1. Request Fee is payable upon making a request to access records/personal information, and it is **R100.00** (inclusive of VAT) for each request. You do not have to pay a Request Fee if:

- 4.2.1.1. You are a private individual requesting access to your own records/personal information;
- 4.2.1.2. You are single and earning less than R14,712.00 p/a; or
- 4.2.1.3. You are married (or in a life partnership), and earning less than R27,192.00 p/a.

4.3. Access Fee

- 4.3.1. Access Fee is payable in respect of records/personal information which are produced in response to your request. Access Fee is payable by everyone who makes a request. The rate of Access Fees are as follows:

Type of activity involved in producing the record or personal information	Rate (inc. VAT)
For every photocopy of an A4-size page or part thereof.	R2.00
For every printed copy of an A4-size page or part thereof. Held on a computer or in electronic or machine-readable form.	R2.00
For a copy in a computer-readable form on CD.	R40.00
For a transcription of visual images, for an A4-size page or part thereof	R40.00 – R60.00
For a copy of visual images.	R40.00 – R60.00
For a transcription of an audio record, for an A4-size page or part thereof.	R40.00 – R60.00
For a copy of an audio record.	R24.00

Each hour or part of an hour (excluding the first hour) reasonably required to search for and prepare the record/personal information.	R145.00 (cannot exceed R435.00)
For posting the record/personal information.	Actual postage incurred
For confirming whether or not MFI handles personal information of the requestor (POPI s23(1)(a) request)	Free of charge

4.4. Please note that:

- 4.4.1. where Request Fee is payable, your request will not be processed until you pay the Request Fee;
- 4.4.2. where Access Fee is payable, the record/personal information you requested will not be released until the Access Fee is paid; and

4.5. Please also note that if you are not a private individual and if the search for and preparation of the record requested is in MFI's view likely to require more than 6 hours of work, MFI reserves the right to require you to pay 1/3rd of the Access Fee up front as a deposit.

Part E: Forms**E.1. Form 2 – Request for access to record of Private Body (Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)) [Regulation 7]**

REPUBLIC OF SOUTH AFRICA

REPUBLIC OF SOUTH AFRICA

FORM 2

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation must be attached to this form.

TO: The Information Officer

(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:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			
Street Address			

Email Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
PARTICULAR OF RECORD REQUESTED			
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 provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD			
(Mark the applicable box with an "X")			
Record is in written or printed form			
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)			
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	
<i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	
MANNER OF ACCESS	
<i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form.</i>	
<i>The requester must sign</i>	
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:	
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FEES	
a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. 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:	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20_____.

Signature of Requester / person on whose behalf request is made

Form E – Automatically Available Records and Access to Such Records: (Section 52 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000)) [Regulation 9A]

FORM E

**AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS:
(Section 52 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000))
[Regulation 9A]**

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 52(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 52(1)(b))
FOR INSPECTION IN TERMS OF SECTION 52(1)(a)(i):	
FOR PURCHASING IN TERMS OF SECTION 52(1)(a)(ii):	
FOR COPYING IN TERMS OF SECTION 52(1)(a)(ii):	

AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 52(1)(a)(iii):	



**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, 2018 [Regulation 2]

Note:

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

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

C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at _____ this _____ day of _____ 20 _____.

Signature of data subject/designated person

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)

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 ACT, 2018 [Regulation 3]***Note:*

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

Mark the appropriate box with an "x".

Request for:

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

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

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier / Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/DESTRUCTED/DESTROYED
D	REASON FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBILITY PARTY; and or REASONS FOR *DESTRUCTION OR

	DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>

Signed at _____ this _____ day of _____ 20 _____.

Signature of data subject/ designated person

DATE OF COMPILATION: 17 JULY 2025
DATE OF REVISION: 12 AUGUST 2026