

JSE ACCESS TO INFORMATION MANUAL (POPIA and PAIA)

October 2025

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1. INTRODUCTION

- 1.1 The Promotion of Access to Information Act, Act No. 2 of 2000, ("**PAIA**"), gives effect to the constitutional right that all persons in South Africa have in respect of access to their personal information, which is held by public and private bodies.
- 1.2 The right of access to information in terms of PAIA ensures the protection of the rights enshrined in the Bill of Rights, as contained in the Constitution of the Republic of South Africa, Act No 108 of 1996, and PAIA provides for such access in a quick and effective manner.
- 1.3 PAIA requires that all public and private bodies in South Africa have a PAIA manual, which explains to the public how access to the records that the body holds, may be obtained.
- 1.4 Public bodies are typically governmental in nature, exercise public powers, or perform public functions in terms of statute. The JSE Limited ("**JSE**") operates as a licensed exchange and JSE Clear (Pty) Limited ("**JSEC**") operates as licensed clearing house and central counterparty and, as such and in certain instances, these market infrastructures fulfil functions that may have public implications, it remains a private commercial entity rather than a public body as defined in PAIA. The Information Officer will carefully consider each request for the information of the JSE and JSEC and determine whether it holds the records as a private or a public body as contemplated in PAIA.
- 1.5 The JSE Limited ("**JSE**") is a public listed company, governed by a board of directors and licensed and regulated as an exchange in terms of the Financial Markets Act, No. 19 of 2012 ("**FMA**").
- 1.6 This access to information manual ("**Manual**") has been compiled in accordance with PAIA and the Protection of Personal Information Act, Act No. 4 of 2013 ("**POPIA**").
- 1.7 Your privacy and the safeguarding of your personal and commercial information is of utmost importance to the JSE, as is your right of access to the information that the JSE has about you.
- 1.8 The right of access to information is not, however, an unlimited right, and PAIA sets out certain limitations, that balance the right of access to information, against the requirement to protect personal information in terms of POPIA. These limitations include:
 - 1.8.1 the reasonable protection of the right to privacy;
 - 1.8.2 commercial confidentiality; and
 - 1.8.3 effective, efficient and good governance.
- 1.9 In addition to the requirements of PAIA and POPIA, the JSE as a licensed exchange and JSEC as licensed clearing house and central counterparty and in terms of the FMA is prohibited (subject to prescribed exceptions) from the disclosure of confidential information obtained by the JSE and JSEC in the performance of their licensed functions. For purposes of the FMA, confidential information is defined as personal information that belongs to a person and is not generally available to or known by others.

2. APPLICABILITY

- 2.1 This Manual applies to the JSE and its wholly owned and controlled subsidiaries:
- 2.1.1 JSE Clear (Pty) Limited;
 - 2.1.2 JSE Trustees (Pty) Limited;
 - 2.1.3 JSE Private Placements (Pty) Limited;
 - 2.1.4 JSE Ventures (Pty) Limited;
 - 2.1.5 JSE Investor Services (Pty) Limited;
 - 2.1.6 JSE Investor Services CSDP (Pty) Limited;
 - 2.1.7 Pacific Custodian Nominees (Pty) Limited; and
- collectively referred to in this Manual as the “JSE”.
- 2.2 The JSE’s Group structure may be viewed on the JSE website, by following this link: [Group Structure](#).

3. PURPOSE OF THE MANUAL

The Manual is of use to the public for:

- 3.1 checking the categories of records that the JSE holds, without having to submit a formal PAIA request to ascertain such;
- 3.2 gaining an understanding of how to make a request for access to a record of the JSE by providing a description of the subjects on which the JSE holds records, and the categories of records held on each subject;
- 3.3 obtaining knowledge of the description of the records of the JSE that are available in terms of any other legislation;
- 3.4 accessing the contact details of the JSE Information Officer and the Deputy Information Officer, who will assist the requester with the records they intend to access;
- 3.5 obtaining the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- 3.6 ascertaining whether the JSE will process personal information, the purpose for the processing of personal information by the JSE and the description of the categorisation of data subjects and the information or categories of information related thereto;
- 3.7 accessing the description of the categories of data subjects and the information or categories of information related thereto;
- 3.8 determining the recipients or categories of recipients to whom the information may be supplied;
- 3.9 obtaining knowledge as to whether the JSE has planned to transfer or process personal information outside of the Republic of South Africa, and if so, to whom the personal information may be supplied; and

- 3.10 gaining an understanding of whether the JSE has the measures necessary to ensure the confidentiality, integrity and availability of the information that is to be processed.

4. ACCESS TO THE MANUAL

The Manual is available in English:

- 4.1 on the JSE website: [Access to Information | Johannesburg Stock Exchange](#);
- 4.2 at the JSE offices, for public inspection during normal business hours;
- 4.3 to any person upon request and the payment of a reasonable prescribed fee; and
- 4.4 to the Information Regulator upon request.

5. REFERENCE DOCUMENTS

The Manual should be read together with the:

- 5.1 JSE Privacy Policy - [JSE Privacy Policy](#)
- 5.2 PAIA Guidelines - [PAIA Guidelines](#)
- 5.3 Promotion of Access to Information Act (PAIA), Act 2 of 2000 - [Promotion of Access to Information Act](#)
- 5.4 Protection of Personal Information Act (POPIA), Act 4 of 2013 - [Protection of Personal Information Act](#)

6. KEY JSE CONTACT DETAILS

	JSE Limited
Website	www.jse.co.za
Registration number	2005/022939/06
Postal address	Private Bag X991174, Sandton, 2146
Physical address	One Exchange Square, 2 Gwen Lane, Sandown, 2196
Phone number	+27 11 520 7000
Information Officer	Mr. Mark Randall
Deputy Information Officer	Ms. Maria Dalle Ave
Contact details	Email: InformationOfficer@jse.co.za Telephone: +27 11 520 7000

7. GUIDANCE OF THE INFORMATION REGULATOR ON HOW TO USE PAIA AND GAIN ACCESS TO THE GUIDE

- 7.1 In terms of section 10(1) of PAIA, the Information Regulator has amended, updated and made available the revised Guide on the use of PAIA by any person who wishes to exercise the right of access to records and their personal information, as contemplated in PAIA and POPIA respectively.
- 7.2 The Guide is available in the South African official languages on the website of the Information Regulator by following the link in 5.2 above.
- 7.3 The Guide contains the following:
- 7.3.1 the objects of PAIA and POPIA;
 - 7.3.2 detail of how to request access to a record of the JSE, a private body for purposes of PAIA, in accordance with section 50 of PAIA;
 - 7.3.3 an explanation of the assistance available from the Information Regulator in terms of PAIA and POPIA;
 - 7.3.4 details of the remedies under law that relate to an act or a failure to act in respect of a right or duty conferred or imposed by PAIA or POPIA, and the manner in which to lodge:
 - 7.3.4.1 a complaint to the Information Regulator; and
 - 7.3.4.2 an application to a court that disputes a decision of the head of a private body, or a decision of the Information Regulator;
 - 7.3.5 the provisions of section 51 of PAIA that requires a private body to compile a manual, and detail how access may be gained to the manual;
 - 7.3.6 the provisions of section 52 of PAIA in respect of the voluntary disclosure of categories of records by a private body;
 - 7.3.7 the notices in respect of section 54 of PAIA that relate to the fees to be paid for access requests;
 - 7.3.8 the regulations made in terms of section 92 of PAIA; and
 - 7.3.9 details for the inspection or making of copies of the Guide by members of the public at the offices of the JSE, or at the offices of the Information Regulator, during normal office hours, as well as by following the link in 5.2 above.
 - 7.3.10 The Information Regulator may be contacted as follows:

Information Regulator website	www.inforegulator.org.za
Postal address	P.O. Box 3153, Braamfontein, Stiemens Street, Johannesburg, 2017
Physical address	JD House, 27 Stiemens Street, Braamfontein, 2001
Phone number	010 023 5200

General e-mail enquiries	enquiries@inforegulator.org.za
PAIA complaints e-mail address	PAIAcomplaints@inforegulator.org.za
POPIA complaints e-mail address	POPIAcomplaints@inforegulator.org.za

8. THE PURPOSES FOR WHICH THE JSE PROCESSES PERSONAL INFORMATION

The JSE processes personal information in the manner set out in the JSE Privacy Policy, where necessary to *inter alia*:

- 8.1 Fulfils its licensed functions as contemplated in the FMA (JSE and JSEC);
- 8.2 conduct its trading and post-trade services;
- 8.3 communicate with its authorised users, regulated parties, clients, vendors, service providers;
- 8.4 fulfil its contractual and legal obligations, including but limited to those in respect of adherence to applicable legislation, assisting with law enforcement matters, and anti-money laundering and counter terrorist financing initiatives;
- 8.5 comply with its regulatory reporting obligations and information requests from its regulators; and
- 8.6 improve its systems and processes.

9. CATEGORIES OF DATA SUBJECTS AND THE INFORMATION OR CATEGORIES OF PERSONAL INFORMATION COLLECTED AND PROCESSED BY THE JSE

The JSE's data subjects are categorised as employees, customers and third parties and these include former, current and potential employees, customers and third parties. Tabulated below is a non-exhaustive list of the personal information we may process.

Category of data subject	Personal Information
Employees (permanent and contract)	Name, identity number, nationality, address, personal and professional contact details (email address, phone number, job title, division), employment history, education, qualifications, gender, medical, health, race, religion, spouse, children, family, beneficiaries, medical, criminal, financial, tax, credit, opinions, views, curriculum vitae, salary and benefit, date of hire, manager, performance reviews, training records, work travel and expenses, human resource processes, websites visited, IP address, cookie data, preferences, financial data, user account details, images, biometrics,

	vehicle registration, CCTV footage.
Juristic and natural persons (including shareholders, regulated entities, clients, third-parties, service providers, vendors, suppliers)	Juristic persons - name, Company or Entity registration number, income tax and VAT registration details, transaction details, BEE certificate, financial and credit information, criminal checks, address details, agreements, bank details, listing and trading information for regulatory purposes. Natural persons, as applicable in the circumstances - name, identity number, nationality, address details, personal and professional contact details (email address, phone number, job title, division), job title, employment history, education, qualifications, gender, race, criminal checks, financial, tax and credit information, images, biometrics, vehicle registration, CCTV footage.
Prospective employees	Name, identity number, nationality, address, personal and professional contact details (email address, phone number, job title, division), employment history, education, qualifications, gender, race, criminal, salary and benefit details, images, biometric, CCTV footage.

10. CATEGORIES OF RECORDS OF THE JSE THAT ARE AVAILABLE WITHOUT THE NEED TO REQUEST ACCESS IN TERMS OF PAIA

The following non-exhaustive list of JSE records are available without the need to follow the PAIA request process:

Category of record	Type of record	Available online	Available upon request
Company	Company registration, tax registration, BEE certificates, publications, media releases.	Yes	Yes
Commercial	Annual Financial Statements, details of products, services and rules and requirements, shareholding and account statements (where applicable).	Yes	Yes
Employee*	Employee files, qualifications, Curriculum Vitae, recruitment details, JSE policies and procedures.	No	Yes
Governance	Director and Executive Committee details, Company Secretary details.	Yes	Yes
Privacy	Privacy Policy, PAIA Manual.	Yes	Yes

* Available to employees of the JSE with respect to their own individual records

11. THE RECORDS OF THE JSE THAT ARE AVAILABLE IN TERMS OF OTHER LEGISLATION

The JSE is obliged to maintain records in terms of other legislation and allows access to such records in accordance with such legislation as set out in the table below. The request for records in respect of this legislation is separate from the PAIA application process as set out in this Manual.

Legislation	Type of record
Basic Conditions of Employment Act No. 75 of 1997	Employees of the JSE may request their employee details, disciplinary records, background checks, conflict of interest declarations, pension fund records, leave records, internal assessments and performance records, training records.
Broad-based Black Economic Empowerment Act No. 53 of 2003	BBBEE status of the JSE, supplier, product, services and distributor details, supplier BBBEE status.
Companies Act No. 71 of 2008	Shareholders of the JSE may request the JSE's Memorandum of Incorporation and amendments or alterations made thereto, Director details, Annual General Meeting (AGM) reports, annual financial statements, accounting records, notice and minutes and resolutions of shareholder meetings.
Disaster Management Act No. 57 of 2002	Covid-19 registers, business impact assessment, Business Continuity Management plans.
Employment Equity Act No. 55 of 1998	Employment Equity plans and targets.
Financial Advisory and Intermediary Services Act No. 37 of 2002	Registers of Representatives and Key Individuals, and their qualifications, records in respect of compliance with section 13(1) and (2), records of financial and system procedures, records of supervision conducted, advice given, product agreements, debarments, Licence, compliance officer contact details.
Financial Intelligence Centre Act No. 38 of 2001	Client Identification and Verification records, Client due-diligence records.
Financial Sector Regulation Act No. 9 of 2017	Details of complaints and their outcomes.
Income Tax Act No. 58 of 1962	IT3, IRP5, IT3a, UIF files, PAYE information.
Labour Relations Act No. 66 of 1995	Disciplinary and outcome records, Labour relations awards, arbitration awards.
Occupational Health and Safety Act No. 85 of 1993	Training history, appointment letters, data centre procedure documents, incident reports, personal information for cases of workmen's compensation, personal information of visitors to the JSE premises and CCTV footage.
Prevention and Combatting of Corrupt Activities Act No. 12 of 2004	JSE Code of Conduct and Ethics
Promotion of Access to Information Act No. 12 of 2004.	Manual.
Protection of Personal Information Act No. 4 of 2013	JSE Privacy Policy
Value Added Tax Act No. 89 of 1991	Invoices, Credit Notes, Debit Notes.

12. CROSS-BORDER FLOWS OF PERSONAL INFORMATION

The JSE may transfer the personal information of juristic and natural persons outside South Africa in the following circumstances:

- 12.1 when communicating with a data subject by way of an email address, as supplied by them, that is hosted outside of South Africa;
- 12.2 when the data subject has consented to the sharing of their personal information in this manner;
- 12.3 when the transfer is necessary for the entering into, or performance under a contract with the data subject or a contract with a third party, which is in the interests of the data subject;
- 12.4 through the storage of personal information on the servers of the JSE or its service providers that are located outside of South Africa; or
- 12.5 when it is not reasonably practical to obtain the consent of the data subject, but the transfer is in the best interests of the data subject.

In these circumstances, if the other jurisdiction does not have substantially similar data protection legislation to South Africa, the JSE will take reasonably practical steps to ensure the protection of the personal information transferred, including the imposition of appropriate contractual terms in its agreements with its service providers to cater for any deficiencies.

13. INFORMATION SECURITY MEASURES

- 13.1 The JSE takes reasonable information security measures, both physical and electronic, to ensure the confidentiality, integrity and availability of the information in its possession, and to protect it from misuse, loss, or damage in accordance with the JSE Privacy Policy which may be accessed by following the link in section 5.1.
- 13.2 Appropriate technical and organizational measures are taken by the JSE, to protect personal information from unauthorized or unlawful processing or access, and accidental loss, destruction or damage.

14. THE PROCESS TO BE FOLLOWED IN RESPECT OF REQUESTS FOR ACCESS TO INFORMATION HELD BY THE JSE IN TERMS OF PAIA

- 14.1 Requests for access to records of the JSE in terms of this Manual must be accompanied by the prescribed access request form, Form 2, appended to this Manual, which may also be downloaded by following this link: [InfoRegSA-PAIA-Form02-Reg7.pdf](#)
- 14.2 The completed form must be submitted to the Information Officer or Deputy Information Officer, using the contact details provided in section 6.
- 14.3 The access request form must contain the following information:
 - 14.3.1 details of the records requested;
 - 14.3.2 sufficient information for the JSE to identify the requester;
 - 14.3.3 the requester's contact details – email or postal address;

- 14.3.4 the manner in which the requester wishes to receive the requested records;
 - 14.3.5 proof of the requester's capacity, if making the request on behalf of another person;
 - 14.3.6 a description of the right that the requester seeks to exercise or protect, which cannot be expressed as "the right of access to information"; and
 - 14.3.7 an explanation of the need for the requested records in order to exercise or protect the right described, which clearly indicates that such records are necessary for the exercise or protection of the right.
- 14.4 The JSE will, in accordance with the provisions of PAIA, process the request within 30 (thirty) calendar days from receipt of the request, provided that the JSE Information Officer or Deputy Information Officer is satisfied that the requester has provided adequate proof of identity, the fee has been paid, if applicable, and other relevant requirements contained in 14.3 above have been met.
- 14.5 In the event that the JSE receives a request for access to information that relates to a third-party, and the disclosure of the record involves the disclosure of:
- 14.5.1 the personal information of a third-party;
 - 14.5.2 the trade secrets of a third-party;
 - 14.5.3 financial, commercial, scientific, or technical information (other than trade secrets) of a third party, and its disclosure would be likely to cause harm to the commercial or financial interests of that third party;
 - 14.5.4 information supplied by a third party in confidence, and its disclosure could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations; or
 - 14.5.5 information about research being, or to be, carried out by or on behalf of a third party, and the disclosure of would be likely to expose the third party, a person that is or will be carrying out the research on behalf of the third party, or the subject matter of the research, to serious disadvantage;
- and only in the event that the JSE is of the view that the requester may be entitled to this information, the JSE will take all reasonable steps to notify the third-party of the request as soon as possible following receipt of the request.
- 14.6 The third-party, upon receipt of the notification from the JSE, has 21 (twenty-one) calendar days within which to:
- 14.6.1.1 make representations to refuse access to the information; or
 - 14.6.1.2 provide the JSE with written consent for the disclosure of their records to the requester.
- 14.7 The JSE Information Officer will, following their receipt of the representations of the third-party, notify the requester and third-party of the outcome of the request.

15 PRESCRIBED FEES

SCHEDULE OF FEES	
Description	Fee
Request fee, payable by all requesters.	R 140.00
Photocopy or printed black and white copy A4-size page or part thereof.	R 2.00
A copy in computer-readable form on:	
- a flash drive, provided by the requester.	R 40.00
- a compact disc (CD), provided by the requester.	R 40.00
- a compact disc (CD), provided by the JSE.	R 60.00
Transcription of visual record, per A4-size page or part thereof.	This service will be outsourced, and the cost will depend on the quote of the service provider.
Copies of visual images.	This service will be outsourced, and the cost will depend on the quote of the service provider.
Transcription of an audio record, per A4-size page or part thereof.	R24.00
A copy of an audio record on:	
- a flash drive, provided by the requester.	R 40.00
- a compact disc (CD), provided by the requester.	R 40.00
- a compact disc (CD), provided by the JSE.	R 60.00
For each hour or part of an hour (excluding the first hour) that is reasonably required to search for and prepare the record for disclosure.	R 145.00
To not exceed a total cost of	R 435.00
Deposit, if the search exceeds 6 (six) hours.	One third of the amount per the type of request, as specified in this table.
Postage to the requester.	Actual costs.

16 GROUNDS FOR THE REFUSAL OF ACCESS TO RECORDS

- 16.1 The JSE may refuse a request for access to records, which are subject to mandatory protection in terms of PAIA, as follows:
 - 16.1.1 personal information, or information that relates to the privacy of a third party who is a natural person (including children), if supplying the information would involve the unlawful or unreasonable disclosure of personal information of that natural person;
 - 16.1.2 commercial information of a third-party, if the record contains:
 - 16.1.2.1 the trade secrets of that third-party.
 - 16.1.2.2 financial, commercial, scientific or technical information of the third party, if the disclosure would likely cause harm to the financial or commercial interests of that third party.
 - 16.1.2.3 information disclosed in confidence by the third-party to the JSE, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
 - 16.1.2.4 confidential information of the third-party, if the disclosure would constitute a breach of the duty of confidence owed to the third-party in terms of any agreement or legislation.
 - 16.1.2.5 information that could compromise the safety of individuals and the protection of property.
 - 16.1.2.6 records that are regarded as privileged in legal proceedings.
 - 16.1.3 The JSE may also refuse access to the records that relate to the commercial information of the JSE, which may include:
 - 16.1.3.1 confidential information as contemplated in the FMA;
 - 16.1.3.2 the trade secrets of the JSE;
 - 16.1.3.3 the intellectual property of the JSE;
 - 16.1.3.4 financial information of the JSE, that if disclosed would put the JSE at a disadvantage in negotiations or commercial competition;
 - 16.1.3.5 computer programs, applications, algorithms, actuarial modelling and know-how that is owned by the JSE and subject to copyright;
 - 16.1.3.6 research information of the JSE, or a related third-party, if its disclosure would disclose the identity of the JSE, the researcher, or the subject matter of the research, which could compromise such research.
 - 16.1.4 The JSE may also refuse requests that it deems to be clearly frivolous in nature and which involve an intentional and unreasonable diversion of resources.

17 REFUSAL WHEN THE RECORD CANNOT BE FOUND

- 17.1 If the JSE has taken all reasonable steps to locate the requested record and it cannot be found or does not exist for justifiable reasons in terms of Section 55 of PAIA, the Information Officer shall notify the requester by way

of affidavit or affirmation that access to the requested record is not possible.

- 17.2 The affidavit or affirmation shall include a comprehensive account of the steps taken to locate the record or determine its existence, including details of communications with all individuals involved in the search.
- 17.3 The notification provided to the requester in terms of clause 17.2 shall be regarded as a decision to refuse access to the requested record.
- 17.4 If the record is subsequently found, the JSE undertakes to contact the requester and provide access to the record, subject to the provisions contained in Sections 14, 15, and 16 of this Manual.

18 REMEDIES AVAILABLE WHEN THE JSE REFUSES A REQUEST FOR INFORMATION

- 18.1 The JSE does not have internal appeal procedure, and the decision of the Information Officer is final and binding.
- 18.2 If the requester is dissatisfied with the outcome of the request, and the decision of the Information Officer, they may exercise the external remedies set out in sections 19 and 20 of the Manual.

19 COMPLAINTS TO THE INFORMATION REGULATOR

The requester may, within 180 (one hundred and eighty) days of their receipt of the decision of the JSE Information Officer to refuse the request, lodge a written complaint with the Information Regulator, making use of the contact details for the Information Regulator contained in section 7.3.10 of the Manual.

20 APPLICATION TO A COURT

An application for relief may be brought by the requester in the ordinary course and must be made within 180 (one hundred and eighty) days of their receipt of the decision of the Information Officer that refuses the request.

21 UPDATING OF THE MANUAL

The Information Officer will update this manual from time to time, as necessary.

Promotion of Access to Information Act: FORM 2
REQUEST FOR ACCESS RECORDS
[Regulation 7]

The latest **Promotion of Access to Information Act (PAIA) FORM** – Request for Access to Record is available from the Information Regulator’s website: [InfoRegSA-PAIA-Form02-Reg7.pdf](#)

Note:

1. *The requester must attach proof of their identity to this form.*
2. *If the request is made on someone else’s behalf, the necessary authorisation must be attached to this form.*

To: The Information Officer

(Address)

Email Address: _____

Mark your capacity below with an X.

☐ I want access to records in my own name.	☐ I want access to records on behalf of someone else.
---	--

Personal information	
Full names	
Identity number	
Capacity in which the request is made (when made on someone else’s behalf)	
Postal address	
Physical address	
Email	
Contact numbers	Work: _____ Cellphone: _____
Full names of the person on whose behalf the request is made (if applicable)	
Identity number	
Postal address	
Street address	
Email	
Contact numbers	Work: _____ Cellphone: _____
Particulars 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 the provided space is not enough, please continue on a separate page and attach it to this form. All additional pages must be signed.)	
Description of the record or the relevant part of the record	
Reference number (if available)	

Any other details of the record	
---------------------------------	--

Type of record (Mark the applicable box with an X.)	
The record is in written or printed form.	
The record comprises virtual images (including photographs, slides, video recordings, computer-generated images, sketches, etc).	
The record consists of recorded words or information that can be reproduced in sound.	
The 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 (including photographs, slides, video recordings, computer-generated images, sketches, etc).	
Transcription of soundtrack (written or printed document).	
Copy of the record on flash drive (including virtual images and soundtracks).	
Copy of the record on a compact disc drive (including virtual images and soundtracks).	
Copy of the record saved on a cloud storage server.	

Manner of access (Mark the applicable box with an X.)	
Personal inspection of the record at a registered address of the public or private body (including listening to recorded words and accessing information that can be reproduced in sound or information held on a computer or in an electronic or machine-readable format).	
Postal services to a postal address.	
Postal services to a street address.	
Courier services to a street address.	
A fax of the information in written or printed format (including transcriptions).	
An email of the information (including soundtracks if possible).	
Cloud share or file transfer.	
Preferred language (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 the right to be exercised or protected (If the provided space is not enough, please continue on a separate page and attach it to this form. All additional pages must be signed.)	
Which right will be exercised or protected?	
Why is record required to exercise or protect this right?	

Fees	
a) A request fee must be paid before the request will be considered.	
b) We will notify you of the amount of the access fee.	
c) The fee amount will depend on the form in which access is required and the reasonable time required to search for and prepare the record.	
d) If you qualify for a fee exemption, please give the reason below.	
Reason	

We will notify you in writing whether your request has been approved or not. If your request was approved, we will tell you if a fee is payable. Please indicate your preferred manner of correspondence:

Postal address	Fax	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester or the person on whose behalf the request is made.

For official use only

Reference number:	
Request received by: (Rank, name and surname of the Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of the Information Officer