

J H BOOKS (PTY) LTD

Registration 2021/544307/07

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act 2 of
2000.**

DATE OF COMPILATION: JUNE 2026

1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|-----|--------------------|--|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO” | Information Officer; |
| 1.4 | “Minister” | Minister of Justice and Correctional Services; |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended; |
| 1.6 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.7 | “Regulator” | Information Regulator; and |
| 1.8 | “Republic” | Republic of South Africa |

2. INTRODUCTION TO J H Books

J H Books (Pty) Ltd (J H Books) was launched 30 years ago and operates as a specialist school book supplier, supplying to schools and individuals.

3. PURPOSE OF PAIA MANUAL

- 3.1 This manual has been compiled in terms of the Promotion of Access to Information Act, No. 2 of 2000 (“the Act”). The Act gives effect to the constitutional right of access to information contained in section 32 of the Constitution of the Republic of South Africa.
- 3.2 In terms of the Act, private bodies are required to compile a manual as a guide to requesters of information. This manual provides the procedure to be followed by requesters when requesting information from J H Books for the purpose of exercising or protecting rights. This manual further sets out the type of records held by J H Books and the availability of such records.
- 3.3 This PAIA Manual is useful for the public to-
- 3.3.1 check the categories of records held by J H Books which are available without a person having to submit a formal PAIA request;
 - 3.3.2 have a sufficient understanding of how to make a request for access to a record of J H Books by providing a description of the subjects on which J H Books holds records and the categories of records held on each subject;

- 3.3.3 know the description of the records of J H Books which are available in accordance with any other legislation;
- 3.3.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 3.3.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.3.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.3.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.3.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.3.9 know if J H Books has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.3.10 know whether J H Books has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF J H BOOKS

4.1. Chief Information Officer:

Name: Roxanne Cameron
Tel: 021 712 9448
Email: Jhbooks@absamail.co.za
Fax number: N/A

4.2. Deputy Information Officer:

Name: N/A
Tel: N/A
Email: N/A
Fax number: N/A

4.3. Access to information general contact:

Email: jhbooks@absamail.co.za

4.4. National or Head Office

Postal Address: 43 Myburgh Road, Diep River
Physical Address: same as above
Telephone: 021 712 9448
Email: jhbooks@absamail.co.za
Website:

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

5.1. The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

5.2. The Guide is available in English.

- 5.3. The aforesaid Guide contains the description of-
- 5.3.1. the objects of PAIA and POPIA;
 - 5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 5.3.2.1. the Information Officer of every public body, and
 - 5.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 5.3.3. the manner and form of a request for-
 - 5.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 5.3.3.2. access to a record of a private body contemplated in section 50⁴;
 - 5.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 5.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 5.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
- 5.3.6.1. an internal appeal;
 - 5.3.6.2. a complaint to the Regulator; and
 - 5.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 5.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 5.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 5.3.10. the regulations made in terms of section 92¹¹.

Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁵ *Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

⁶ *Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access*

⁷ *Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access*

⁸ *Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

⁹ *Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.*

¹⁰ *Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-*
 (a) *any matter which is required or permitted by this Act to be prescribed;*
 (b) *any matter relating to the fees contemplated in sections 22 and 54;*
 (c) *any notice required by this Act;*
 (d) *uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and*
 (e) *any administrative or procedural matter necessary to give effect to the provisions of this Act*

5.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

5.5. The Guide can also be obtained from the website of the Regulator (<https://www.justice.gov.za/infoereg/>). Any queries related to the guide must be directed to the Information Regulator's office.

5.6. A copy of the Guide is also available from J H Books for public inspection during normal office hours.

6. CATEGORIES OF RECORDS OF J H BOOKS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following are categories of records held by J H Books which are available without a person having to request access by completing Form 2, meaning the types of the records that maybe available on the website and a person may download or request telephonically or by sending an email.

Category of records	Types of the Record	Available on Website
Public Affairs/Website	• Public Product Information	X
	• Public Corporate Records	X
	• Media Releases	X
	• Publications	X
	• Newsletters	X

7. INDICATION OF OTHER LEGISLATION IN TERMS OF WHICH THE RECORDS OF J H BOOKS ARE AVAILABLE

Records maintained by J H Books in terms of other legislation includes but are not limited to:

- 7.1. Basic Conditions of Employment Act 75 of 1997;
- 7.2. Broad-Based Black Economic Empowerment Act 53 of 2003;
- 7.3. Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- 7.4. Electronic Communications and Transactions Act 25 of 2002;
- 7.5. Employment Equity Act 55 of 1998;
- 7.6. Income Tax Act 58 of 1962;

- 7.7. Labour Relations Act 66 of 1995;
- 7.8. Occupational Health and Safety Act 85 of 1993;
- 7.9. Promotion of Access to Information Act 2 of 2000;
- 7.10. Protection of Personal Information Act 4 of 2013;
- 7.11. Unemployment Insurance Contributions Act 4 of 2002;
- 7.12. Unemployment Insurance Act 30 of 1996; and
- 7.13. Value Added Tax Act 89 of 1991.

8. DESCRIPTION OF THE SUBJECTS ABOUT WHICH J H BOOKS HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY J H BOOKS

This section sets out the subjects (i.e. Finance or HR) in respect of which J H Books holds records and the categories of records held on each subject, including records which are created and available in accordance with any of the South African legislation. These records are not freely available but can be requested in terms of form 2 . The inclusion of any subject of records should not be taken as an indication that the records in those categories will be made available under PAIA, as certain grounds for refusal may be applied.

Records	Subject
Company Secretarial	<ul style="list-style-type: none"> • Company documents including the memorandum of incorporation • Registers and minute books • Statutory returns
Company Authorisation and Licence	<ul style="list-style-type: none"> • CIPC Registration • Employer Registration • VAT Registration • Taxpayer Registration
Financial	<ul style="list-style-type: none"> • Financial Statements • Financial and Tax Records (Company & Employees) • Asset Register • Management Accounts • Bank statements • Debtors/Creditors statements and invoices

Legal Services	<ul style="list-style-type: none"> • Agreements with customers, suppliers, service providers and other parties.
Movable and immovable property	<ul style="list-style-type: none"> • Stock/merchandise • Credit sale agreements • Ordinary sale agreements
Marketing	<ul style="list-style-type: none"> • Market Information • Public Customer Information • Product Brochures • Product Sales Records
	<ul style="list-style-type: none"> • Marketing Strategies • Copies of advertisements and advertising register
	<ul style="list-style-type: none"> • Customer Database
	<ul style="list-style-type: none"> • Company performance Records
Administration and Information Technology	<ul style="list-style-type: none"> • Email • Correspondence with internal and external parties • JH Books systems documentation and manuals
Operations	<ul style="list-style-type: none"> • Policies and Procedures
Human Resources	<ul style="list-style-type: none"> • Policies and procedures • Employee information • Employment contracts
Website	<ul style="list-style-type: none"> • Company profile • Areas of Service and Expertise • News and Publications • Coverage

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

J H Books will only process personal information in line with the J H Books Privacy Policy, which is available on the J H Books website. www.jhbooks.co.za

9.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

This section specifies the categories of data subjects in respect of whom J H Books processes personal information and the nature or categories of the personal information being processed. The inclusion of any subject of records should not be taken as an indication that the records in those categories will be made available under PAIA, as certain grounds for refusal may be applied.

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Name of customer/client, Identity number, Addresses, Contact information, school and teacher details. Business address, Banking details of business, Registration number of business.
Service Providers	Names, registration number, vat numbers, address, and bank details
Employees	Names, Last name, Identity number, Address, Banking details, Qualifications, gender, and Race, Contact information
Third party contractors	Name, Last name, Identity number, Contact information. Business address, Banking details of business, Registration number of business
IT Infrastructure	Name, Last name, Identity number, Address, Gender, Race, Contact information
Marketing	Name, Last Name, Business name

Front Office	Name, Last name, Personal E-mail address, contact number, Home postal address, Home telephone number.
Finance	Name, Last name, Identity number, ID type, Gender, Personal mobile number, Name of Account holder, Account type, Name of Bank, Account number, Branch code.

9.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority Regulatory bodies
Credit and payment history, for credit information	Credit Bureaus
Name, address, registration numbers or identity numbers, employment status and bank details	Third party contractors
Name, address, registration numbers or Identity numbers, Employment status, Bank details, Business information, Trading information, Statutory reports, Business reports.	Regulatory bodies

9.4 Planned transborder flows of personal information

J H Books uses secure cloud storage and a two-step verification system for online purchases, together with password protection on electronic devices. Therefore, transborder flows of information do not apply.

9.5 General description of Information Security Measures implemented by J H Books to ensure the confidentiality, integrity and availability of the information

J H Books safely stores all invoices and paperwork in a locked filing cabinet. In addition, passwords are required for all electronic devices, and a two-step verification process applies to online purchases.

10. AVAILABILITY OF THE MANUAL

10.1 A copy of the Manual is available as follows:

10.1.1 On jhbooks@absamail.co.za

10.1.2 From the Cape Town Head Office of J H Books during normal business hours on request by any person on payment of a prescribed fee; and

10.1.3 From the Information Officer.

11. PRESCRIBED FEES AND FORMS

11.1 If you request access to records containing personal information about yourself you will not be required to pay the request fee. Any other request under PAIA must be made by use of the required forms and upon payment of prescribed fees. For details pertaining to the fees payable and how the outcome of your request will be communicated to you please refer to Form 3 (Annexure 4).

11.2 The following fees are, or could be, payable-

11.2.1 Initial Request fee, when submitting the initial request.

11.2.2 If the request is granted, an access fee must be paid for the reproduction of records and for time in excess of one hour to search and prepare the records for disclosure. Where the time to prepare the records for disclosure is likely to exceed six hours, a deposit of one third of the anticipated access fee may be required as a deposit.

11.2.3 Payment details can be obtained from the Information Officer.

Refer to **Annexure 1** for the J H Books PAIA process and **Annexure 2** for Prescribed fees.

12. UPDATING OF THE MANUAL

The head of J H Books will on a regular basis update this manual and will be published according to the requirements of PAIA and POPIA.

Issued by

Roxy Cameron

Director.

"ANNEXURE 1"

FORM 2

REQUEST FOR ACCESS TO RECORD

[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: <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 <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 drive <i>(including virtual images and soundtracks)</i>	
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 <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

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:	

FEES	
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 2"

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 (if the responsible party is a natural):		
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 ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR OBJECTION <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....
Signature of data subject (applicant)

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:			
			Code ()
Contact number(s):			
Fax number:			
E-mail address:			

Name of public or private body (if the responsible party is not a natural person):		
Business address:		
		Code ()
Contact number(s):		
Fax number:		
E-mail address:		
C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)	

* *Delete whichever is not applicable*

Signed at this day of20.....

.....
Signature of Data subject

"ANNEXURE 3"

FORM 3 OUTCOME OF REQUEST AND OF FEES PAYABLE [Regulation 8]

Note:

- If your request is granted the—
 - amount of the deposit, (if any), is payable before your request is processed; and
 - requested record/portion of the record will only be released once proof of full payment is received.
- Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<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>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<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 information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<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>)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer