

AGB NIELSEN MEDIA RESEARCH (SOUTH AFRICA)

(REGISTRATION NUMBER: 2003/014763/07)

(“AGB NIELSEN”)

MANUAL

in terms of Section 51

The Promotion of Access to Information Act No 2 of 2000

(“PAIA”)

and

The Protection of Personal Information Act No 4 of 2013

(“POPI”)

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1. DEFINITIONS

- 1.1 **AGB Nielsen** means AGB Nielsen Media Research South Africa with registration number 2003/014763/07 a media research company duly registered and incorporated with limited liability in accordance with the company laws of the Republic of South Africa and having its principal place of business situated at 173 Oxford Road, Rosebank, Gauteng.
- 1.2 **Conditions of Lawful Processing** means the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPI;
- 1.3 **Constitution** means the Constitution of the Republic of South Africa, 1996;
- 1.4 **Data Subject** has the meaning ascribed thereto in section 1 of POPI;
- 1.5 **Head of the Company** means the “head” as defined in section 1 of PAIA and referred to in clause 4 of this manual;
- 1.6 **Information Officer** means the duly authorised and appointed Information Officer of AGB Nielsen as referred to in clause 4 of this manual;
- 1.7 **Manual** means this manual prepared in accordance with section 51 of PAIA;
- 1.8 **PAIA** means the Promotion of Access to Information Act 2 of 2000;
- 1.9 **Personal Information** has the meaning ascribed thereto in section 1 of POPI;
- 1.10 **POPI** means the Protection of Personal Information Act 4 of 2013;
- 1.11 **POPI Regulations** mean the regulations promulgated in terms of section 112 (2) of POPI;
- 1.12 **Private Body** has the meaning ascribed thereto in sections 1 of both PAIA AND POPI;
- 1.13 **Privacy Policy** means the Privacy Policy of AGB Nielsen, obtainable from its offices or via electronic means, upon request to the Information Officer or upon request to nielsenprivacy@nielsen.com.

- 1.14 **Processing** has the meaning ascribed thereto in section 1 of POPI;
- 1.15 **Responsible Party** has the meaning ascribed thereto in section 1 of POPI;
- 1.16 **Record** has the meaning ascribed thereto in section 1 of PAIA and includes Personal Information;
- 1.17 **Requester** has the meaning ascribed thereto in section 1 of PAIA;
- 1.18 **Request for Access** has the meaning ascribed thereto in section 1 of PAIA;
- 1.19 **Services** mean the services provided by AGB Nielsen being, the provision of media research services using electronic metering technology, across various channels and platforms to provide data and analytics that connect clients to their consumers to allow them to grow and expand their opportunities and all related services whether through a written, or verbal agreement and/or the access to the Website and/or any of AGB Nielsen's social media platforms;
- 1.20 **Website** means <https://www.nielsen.com/za/en/news-center/related-tag/south-africa/>.

2. INTRODUCTION

This Manual is published in terms of Section 51 of PAIA which in its amended form, subsequent to POPI coming into force and effect requires certain information in relation to POPI to be included, and to give effect to the provisions of Section 32 and 14 of the Constitution of the Republic of South Africa (“the Constitution”) respectively. Section 32 of the Constitution provides for the right of access to information held by a person that is required for the exercise and / or protection of any right and section 14 of the Constitution gives effect to the constitutional right to privacy.

For the purposes of PAIA, this manual details the procedure to be followed by a requester and the manner in which a request for access will be facilitated.

For the purposes of POPI, this manual, as read with AGB Nielsen’s detailed Privacy Policy, available on AGB Nielsen’s website or at its offices or upon request to Information Officer, details the purpose for which Personal Information may be processed; a description of the categories of Data Subjects for whom AGB Nielsen’s Processes Personal Information as well as the categories of Personal Information relating to such Data Subjects; and the recipients to whom Personal Information may be supplied.

Reference in this Manual to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of PAIA.

This manual is available for inspection, free of charge, at the physical address of AGB Nielsen and its Website.

3. OVERVIEW OF AGB NIELSEN

AGB Nielsen is in the business of providing the Services.

Further information on AGB Nielsen can be accessed from AGB Nielsen’s Website – <https://www.nielsen.com/za/en/contact-us>

4. AGB NIELSEN CONTACT DETAILS

Name of Body:	AGB Nielsen Media Research (South Africa) (Pty) Limited
Head of Body:	Terry Murphy (Managing Director)

Email address: terry.murphy@nielsen.com
Telephone number: +27 11 495 3000
Designated Information Officer: Innocent Munyai
Email address: innocent.munyai@nielsen.com
Telephone number: +27 11 495 3000
Deputy Information Officer: _____
Email address: _____
Telephone number: _____
Deputy Information Officer: _____
Email Address: _____
Telephone number: _____
Physical Address: 173 Oxford Road
Rosebank
Johannesburg
Postal Address: P.O. Box 2208
Southdale
Johannesburg
2135
Fax number: +27 11 496 1976
Website: <https://www.nielsen.com/za/en/contact-us>

5. HOW TO USE THE ACT TO ACCESS INFORMATION FROM AGB NIELSEN

- 5.1 PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 5.2 Requests in terms of PAIA shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with below.
- 5.3 Requesters are referred to the Guide in terms of Section 10 of PAIA which has been compiled by the South African Human Rights Commission and will subsequently be updated by the Information Regulator, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the South African Human Rights Commission (“SAHRC”) at www.sahrch.org.za and will also be available on the Information Regulator’s website at <https://justice.gov.za/inforeg/index.html>

6. APPLICABLE LEGISLATION (SECTION 51 (1) (c)) OF PAIA

Records are kept in accordance with legislation applicable to AGB Nielsen

which includes but is not limited to the following:-

ITEM	REFERENCE	ACT
1.	No 75 of 1997	Basic Conditions of Employment Act
2.	No 53 of 2003	Broad Based Black Economic Empowerment Act
3.	No 61 of 1973	Companies Act
4.	No.130 of 1993	Compensation for Occupational Injuries and Diseases Act
5.	No. 89 of 1998	Competition Act
6.	No 68 of 2008	Consumer Protection Act
7.	No. 108 of 1996	Constitution of the Republic of South Africa
8.	No 98 of 1978	Copyright Act
9.	No.91 of 1964	Customs and Excise Act
10.	No. 57 of 2002	Disaster Management Act
11.	No.2 of 2000	Electronic Communications and Transactions Act
12.	No 55 of 1998	Employment Equity Act
13.	No 95 of 1967	Income Tax Act
14.	No.13 of 2000	Independent Communications Authority of South Africa Act
15.	No 66 of 1995	Labour Relations Act
16.	No. 85 of 1993	Occupational Health and Safety Act
17.	No 5 of 2000	Preferential Procurement Policy Framework Act
18.	No 2 of 2000	Promotion of Access of Information Act
19.	No.4 of 2000	Promotion of Equality and Prevention of Unfair Discrimination Act
20.	No.26 of 2000	Protected Disclosures Act
21.	No 4 of 2013	Protection of Personal Information Act
22.	No. 70 of 2002	Regulation of Interception of Communications and Provisions of Communication Related Information Act
23.	No. 97 of 1997	Skills Development Act
24.	No. 9 of 1999	Skills Development Levy Act
25.	No 12 of 2004	The Prevention and Combatting of Corrupt Activities
26.	No 33 of 2004	The Protection of Constitutional Democracy against Terrorist and Related Activities
27.	No 30 of 1996	Unemployment Insurance Act
28.	No 89 of 1991	Value Added Tax Act
29.	No 28 of 2011	Tax Administration Act

7. SCHEDULE OF RECORDS (SECTION 51 (1) (d) of PAIA)

These are the categories of information kept by AGB Nielsen which records' availability is subject to the grounds of refusal set out in PAIA:

RECORD	SUBJECT	AVAILABILITY
PAIA/POPI Manual	<ul style="list-style-type: none"> • PAIA/POPI Manual 	Freely available on https://www.nielsen.com/za/en/news-center/related-tag/south-africa/
Privacy Policy and ad hoc policies	<ul style="list-style-type: none"> • Privacy Policy and ad hoc policies 	Freely available upon request to Information Officer or by emailing: nielsenprivacy@nielsen.com
Financial Records	<ul style="list-style-type: none"> • Annual Financial Statements • Tax Returns • Tax Clearance Certificate • Accounting Records • Banking Records • Audit Reports • Invoices • Insurance records • Lease records • Asset Register • Insurance Policies • Budgets • Utility Statements 	Request in terms of PAIA
Company Records	<ul style="list-style-type: none"> • Memorandum of Incorporation • Share Register and other statutory registers 	Request in terms of PAIA
Human Resources department	<ul style="list-style-type: none"> • List of Employees • Employment contracts • Employment history • Employee information • Disciplinary Records • Compensation records • Employment Equity Plan and Report • Employee tax information 	Request in terms of PAIA

	<ul style="list-style-type: none"> • Payroll records • Internal Policies and Procedures 	
Clients, Third Party and Suppliers Information	<ul style="list-style-type: none"> • Agreements with clients and service providers • Correspondence with clients, service providers and third parties • Records relating to Clients and Service Providers 	Request in terms of PAIA
Licenses and Intellectual Property	<ul style="list-style-type: none"> • Licenses relating to intellectual property rights • Records relating to domain names • Trade marks, copyright and designs; • Software licenses 	Request in terms of PAIA
Compliance	<ul style="list-style-type: none"> • Broad Based Black Economic Empowerment compliance 	Request in terms of PAIA

8. FORM OF REQUEST (SECTION 51 (1) (e))

- 8.1 A requester requiring access to information held by AGB Nielsen must complete the prescribed form, enclosed herewith as **FORM C**, submit it to the Information Officer at the postal or physical address, fax number or electronic mail address recorded in paragraph 4 and pay a request fee and a deposit, if applicable.
- 8.2 The prescribed form must be completed with enough particularity to at least enable the Information Officer to identify:
- 8.2.1 The record or records requested;
- 8.2.2 The preferred language the record is requested in;
- 8.2.3 The identity number of the requester;
- 8.2.4 The form of access required, if the request is granted;
- 8.2.5 The postal address or fax number of the requester.
- 8.3 The requester must also state that he requires the information in order to exercise or protect a right, and clearly state the nature of the right to be exercised or protected. In addition, the requester must clearly specify why the

record is necessary to exercise or protect such a right.

- 8.4 AGB Nielsen will process the request within 30 days, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictating that the above time periods not are complied with.
- 8.5 The requester will be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.
- 8.6 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- 8.7 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request verbally.
- 8.8 The requester must pay the prescribed fee, if applicable, before any further processing can take place.
- 8.9 AGB Nielsen will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

9. REMEDIES AVAILABLE WHEN A REQUEST FOR INFORMATION IN TERMS OF PAIA IS DECLINED

9.1 INTERNAL REMEDIES

AGB Nielsen does not have internal appeal procedures. Therefore, the decision made by the Information Officer is final. Requesters who are dissatisfied with a decision of the Information Officer will have to exercise external remedies at their disposal.

9.2 EXTERNAL REMEDIES

A requester or a third party, who is dissatisfied with an Information Officer's refusal to disclose information or the disclosed information, may lodge a complaint with the Information Regulator or may apply to the Magistrate's Court or another court of similar status for relief within 180 days of notification of the decision. This is in accordance with sections 56(3) (c) and 78 of PAIA.

10. FEES PAYABLE

The fees for reproduction of a record as referred to in section 52(3) are as published in the Government Gazette from time to time and which is currently:

ITEM	AMOUNT
Copy per A4 page	R1.10
Printing per A4 page	R0.75
Copy on a CD	R70.00
Transcription of visual images per A4 page	R40.00
Copy of a visual image	R60.00
Transcription of an audio recording per A4 page	R20.00
Copy of an audio recording	R30.00
Search and preparation of the record for disclosure, per hour or part thereof, excluding the first hour, reasonably required for the search and preparation	R30.00
Postage Fee	Actual amount

The following applies to requests (other than personal requests):

- 10.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed
- 10.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 10.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 10.4 Records may be withheld until the fees have been paid
- 10.5 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

11. PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY AGB NIELSEN

- 11.1 POPI provides for the minimum conditions for the lawful processing of personal information by a responsible party in chapter 3. AGB Nielsen is a responsible party that processes personal information relating to both individual and juristic persons in the course and conduct of carrying on its business and rendering its services.
- 11.2 AGB Nielsen determines the purpose and how personal information collected

is processed. AGB Nielsen will ensure that the personal information of Data Subjects that is collected is processed lawfully, fairly and transparently and in accordance with the provision of POPI with specific reference to the Conditions of Lawful Processing.

12. THE PURPOSE OF THE PROCESSING

AGB Nielsen will process Personal Information in the ordinary course of its business and in relation to providing the Services. AGB Nielsen will primarily use Personal Information only for the purpose for which it was originally or primarily collected. AGB Nielsen may process Personal Information for a further purpose only if such purpose constitutes a legitimate interest and is closely related to the original or primary purpose for which the Personal Information was collected. Further details on the purpose of the processing of Personal Information done by AGB Nielsen can be found in AGB Nielsen's Privacy Policy which is accessible on <https://www.nielsen.com/za/en/contact-us>.

13. DESCRIPTION OF THE CATEGORIES OF DATA SUBJECTS AND OF THE INFORMATION OR CATEGORIES OF INFORMATION RELATING THERETO

AGB Nielsen processes such information as is required in the ordinary course of its business, including, without being exhaustive, the following categories of personal information:

- 13.1 First name and last name;
- 13.2 Title;
- 13.3 phone number;
- 13.4 address;
- 13.5 email address;
- 13.6 photographs;
- 13.7 identifying number;
- 13.8 location information;
- 13.9 online identifier;
- 13.10 demographic information;
- 13.11 gender;
- 13.12 date of birth;
- 13.13 Identity Number;
- 13.14 Passport Number,
- 13.15 nationality;
- 13.16 language preferences;
- 13.17 bank statements,

- 13.18 agreements with third parties;
- 13.19 records of any interactions with AGB Nielsen;
- 13.20 billing and payment details such as bank account numbers;
- 13.21 data relating to visits to AGB Nielsen's Website and social media platforms, device types which accesses AGB Nielsen's Website and social media platforms, IP address, location details and other technical communications information.

Further information on the description of the categories of data subjects and of the information or categories of information relating thereto, can be found in AGB Nielsen's Privacy Policy which is accessible at <https://www.nielsen.com/za/en/contact-us>.

14. RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED

AGB Nielsen may cause Data Subjects Personal Information to be supplied to its employees, service providers, agents, other companies within the AGB Nielsen group and other third parties for the purposes as set out in this manual. Further information on the recipients or categories of recipients to whom the Personal Information may be supplied can be found in AGB Nielsen's Privacy Policy which is accessible at <https://www.nielsen.com/za/en/contact-us>.

15. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

AGB Nielsen may cause Personal Information to be subjected to cross border transfer and processing and/or retention by third parties in countries that have data laws, regulations and/or legislation that offers similar protection in respect of personal information as the POPI Act or to countries which offer less protection. Further information on the planned transborder flows of personal information can be found in AGB Nielsen's Privacy Policy which is accessible at <https://www.nielsen.com/za/en/contact-us>.

16. 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

AGB Nielsen will ensure that its hosting service provider(s) attends to the hosting of its server(s), Website and other applications on the basis that they use firewalls and other applicable security measures to prevent interference and unauthorised access to Data Subjects Personal Information. AGB Nielsen will further ensure that authorisations to access Data Subjects Personal Information will be limited to those who are required to access such Personal Information for the purposes as set out in this manual. Further information on AGB Nielsen's security measures can be found in AGB Nielsen's Privacy Policy which is accessible at <https://www.nielsen.com/za/en/contact-us>.

17. PRIVACY POLICY

AGB Nielsen has prepared a Privacy Policy describing its policies and procedures on the collection, use and disclosure of Data Subjects Personal Information as well as the privacy rights of Data Subjects and how the law protects Data Subjects. The Privacy Policy is obtainable from the website at <https://www.nielsen.com/za/en/contact-us> or from AGB Nielsen's offices or via electronic means, upon request to the Information Officer.

18. THE INFORMATION REGULATOR

The Information Regulator is empowered to monitor and enforce compliance by public and private bodies with provisions of the POPI Act.

In terms of Chapter 10 of the POPI Act, any person may lodge a complaint with the Information Regulator regarding any interference with the protection of their personal information. Interference with the protection of the personal information of a data subject consists of:

- i.) Any breach of the conditions of the lawful processing of personal information set out in the POPI Act;
- ii.) Non – compliance with any obligations created in terms of the POPI Act, or
- iii.) A breach of the provisions of a code that has been issued in terms of section 60 of the POPI Act.
- iv.) The contact details of the Information Regulator are:

Physical address: JD House,
27 Stiemens Street,
Braamfontein,

Postal address: Johannesburg
P. O Box 31533,
Braamfontein,
Johannesburg,
2017

Complaints email: complaints.IR@justice.gov.za

General enquiries: inforeg@justice.gov.za

19. OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION BY A DATA SUBJECT

A Data Subject may at any time object to the processing of their personal information on reasonable grounds relating to their particular situation unless legislation provides for such processing or for purposes of direct marketing other than direct marketing by means of unsolicited electronic communication. Appendix 1 is the prescribed form in which a Data Subject may raise such an objection with AGB Nielsen.

20. REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

A Data Subject may, in the prescribed manner, request a responsible party to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully.

In addition, a Data Subject may, in the prescribed manner, request a responsible party to destroy or delete a record of personal information about the data subject that the responsible party is no longer authorised to retain. Appendix 2 is the prescribed form in which a data subject may request for the correction or deletion of personal information with AGB Nielsen.

21. COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION

Any person may submit a complaint to the Regulator in the prescribed manner and form alleging interference with the protection of the personal information of a data subject. Appendix 3 is the prescribed form in which a Data Subject may make a complaint with the Regulator.

FORM C

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 10]

A. Particulars of private body

The Head:

B. Particulars of person requesting access to the record

- | | |
|-----|---|
| (a) | The particulars of the person who requests access to the record must be given below. |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) | Proof of the capacity in which the request is made, if applicable, must be attached. |

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

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

C. Particulars of person on whose behalf request is made

This section must be completed <i>ONLY</i> if a request <i>for information</i> is made on behalf of <i>another</i> person.
--

Full names and surname:

Identity number:

D. Particulars of record

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

1 Description of record or relevant part of the record:

2 Reference number, if available:

3 Any further particulars of record:

E. Fees

- | |
|--|
| <p>(a) A request for access to a record, other <i>than</i> a record containing personal information about yourself, will be processed only after a request fee has been paid.</p> <p>(b) You will be <i>notified of</i> the amount required to be paid as the request fee.</p> <p>(c) The fee payable for access to a record depends <i>on</i> the form <i>in which</i> access is required and the reasonable time <i>required</i> to search for and prepare a record.</p> <p>(d) If you qualify for exemption <i>of</i> the payment <i>of</i> any fee, please state the reason for exemption.</p> |
|--|

Reason for exemption from payment of fees:

F. Form of access to record

<p>If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.</p>
--

Disability:	Form in which record is required
Form in which record is required:	
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

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

G Particulars of right to be exercised or protected

<p>If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.</p>
--

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

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

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

Signed at..... This..... day of20

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

FORM 1

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)
REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 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:	
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:	
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 _____ on this _____ day of _____ 20_____.

Signature of data subject/designated person

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

FORM 2

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION
OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION
IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL
INFORMATION ACT, 2013 (ACT NO.4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL
INFORMATION, 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 DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
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:	

Contact number(s):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/DESTRUCTED/DESTROYED
D	REASONS FOR CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT I TERMS OF SECTION 24(1)(a) WHICH IN IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE 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. (Please provide detailed reasons for the request)

Signed at _____ on this _____ day of _____ 20_____.

Signature of data subject/designated person

COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION/ COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013

(ACT NO.4 OF 2013)

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 7]**

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"
Complaint regarding:

Alleged interference with the protection of personal information

Determination of an adjudicator.

PART I	
ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No.4 of 2013)	
A	
PARTICULARS OF COMPLAINANT	
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
B	
PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION	
Name(s) and	

surname/ Registered name of responsible party:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT (Please provide detailed reasons for the complaint)
PART II	COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.4 OF 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	
B	PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY
Name (s) and surname of adjudicator:	
NAME(s) and surname of responsible party / registered name:	
Residential, postal or business address:	
Contact number(s):	

