



**OZOW PROPRIETARY LIMITED**

**INFORMATION MANUAL**

**Prepared in accordance with Section 51 of the  
Promotion of Access to Information Act, No 2 of 2000  
(the "Act")**

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This Information Manual (“**Manual**”) applies to Ozow Proprietary Limited (hereinafter referred to as “**Ozow**”), a copy of which can be obtained from Ozow at 30 Melrose Boulevard, Mezzanine Level, Off MO213, Melrose Arch, Melrose North, Johannesburg, South Africa, 2196, or which can be viewed or downloaded from the following website: [www.ozow.com](http://www.ozow.com).

## 1. INTRODUCTION

- 1.1 The Promotion of Access to Information Act, No. 2 of 2000 (“**the Act**”) gives effect to the constitutional right of access to information in records held by public or private bodies that is required for the exercise or protection of any rights.
- 1.2 The Act prescribes the procedure to request access to information, the requirements which such request must meet and the grounds for refusal or partial refusal of such request.
- 1.3 Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- 1.4 This Manual informs requesters of procedural and other requirements which a request must meet as prescribed by the Act.
- 1.5 Requesters are referred to the guide in terms of Section 10 which has been compiled by the South African Human Rights Commission (“**the Commission**”), which will contain information for the purposes of exercising constitutional rights. The guide is available from their website ([www.sahrc.org.za](http://www.sahrc.org.za)).
- 1.6 The contact details of the Commission are:

Postal Address:	Private Bag 2700, Houghton, 2041
Telephone Number:	+27-11-877 3600
Fax Number:	+27-11-403 0625

## 2. COMPANY INFORMATION

- 2.1 Ozow, registered as Ozow (Pty) Ltd (Company Reg. Number: 2013/214663/07) provides an instant Electronic Funds Transfer (“**EFT**”) payment system (the “**Payment System**”) to consumers and businesses to perform simple, fast and secure transactions. The Payment System enables easy payment integration with existing merchant solutions, while providing the flexibility of performing secure digital payments in the continuously evolving mobile environment.
- 2.2 Ozow is registered as a Systems Operator and a Third Party Payment Provider with the Payment Association of South Africa.
- 2.3 While the official website operated by Ozow is <https://ozow.com/> (the “**Website**”), the Payment System is integrated on the various sites operated by our merchants (the “**Merchant Websites**”).

Directors:                      Mr. Thomas Andre Pays (CEO)  
   Mr. Lyle Douglas Eckstein  
   Mr. Mitchan Anthony Adams  
   Mr. Daniel Jonathan Levy  
   Mr. Clive Julian Butkow

Postal Address:                30 Melrose Boulevard  
   Mezzanine Level, MO213 Office  
   Melrose North  
   Melrose Arch, Sandton  
   2196

Street Address:                30 Melrose Boulevard  
   Mezzanine Level, MO213 Office  
   Melrose North  
   Melrose Arch, Sandton

2196

Telephone Number: 011 054 4744  
Email: info@ozow.com

- 2.4 All requests for access to records in terms of the Act must be in writing and must be addressed to Ozow's Information Officer at the below contact details:

**Riaan Hanekom**

Postal &

Physical address: 30 Melrose Boulevard  
Mezzanine Level, MO213 Office  
Melrose North  
Melrose Arch, Sandton  
2196

Telephone Number: 011 054 4744  
Fax Number: N/A  
Email: riaanh@ozow.com  
Website: [www.ozow.com](http://www.ozow.com)

**3. AUTOMATICALLY AVAILABLE INFORMATION**

- 3.1 Records of a public nature, typically those disclosed on the Ozow website, may be accessed without the need to submit a formal application. These records on the Ozow website include, but are not limited to:
- 3.1.1 Ozow's addresses and contact information;
  - 3.1.2 Standard merchant pricing information;
  - 3.1.3 Ozow payment integration methods; and

3.1.4 Ozow personnel information.

## 4. SCHEDULE OF RECORDS

4.1 This clause serves as a reference to the records that Ozow holds. The accessibility of the information listed herein, may be subject to the grounds of refusal set out in this Manual.

4.2 This information is classified and grouped according to records relating to the following subjects and categories:

### 4.2.1 Personnel Records

4.2.1.1 Personal records provided by Ozow personnel;

4.2.1.2 Records provided by a third party relating to personnel;

4.2.1.3 Conditions of employment and other personnel-related contractual and quasi-legal records;

4.2.1.4 Internal evaluation records and other internal records;

4.2.1.5 Correspondence relating to personnel; and

4.2.1.6 Training schedules and material.

*“Personnel”* refers to any person who works for, or provides services to or on behalf of Ozow, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Ozow. This includes, without limitation, directors, all permanent, temporary and part-time staff, as well as independent contract staff.

### 4.2.2 Customer Related Records

4.2.2.1 Records provided by a customer to a third party acting for or on behalf of Ozow;

4.2.2.2 Records provided by a third party; and

4.2.2.3 Records generated by or within Ozow relating to its customers, including transactional records.

A “*customer*” refers to any natural or juristic entity that receives services from Ozow.

#### 4.2.3 Private Body Records

- 4.2.3.1 Financial records;
- 4.2.3.2 Operational records;
- 4.2.3.3 Databases;
- 4.2.3.4 Information Technology; and
- 4.2.3.5 Marketing records.

#### 4.2.4 Internal Correspondence

- 4.2.4.1 Product records;
- 4.2.4.2 Statutory records;
- 4.2.4.3 Internal Policies and Procedures; and
- 4.2.4.4 Records held by officials of Ozow.

These records include, but are not limited to, the records which pertain to Ozow’s own affairs.

#### 4.2.5 Other Party Records

- 4.2.5.1 Personnel, customer or private body records which are held by another party, as opposed to the records held by Ozow itself;
- 4.2.5.2 Records held by Ozow pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers; and
- 4.2.5.3 Ozow may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Ozow.

4.3 Amongst the other grounds for refusal set out in this Manual, records deemed confidential on the part of a third party, will necessitate payment from the third party concerned, in addition to the standard requirements set out below, before Ozow will consider access to such records.

## **5. PROCESSING OF PERSONAL INFORMATION IN ACCORDANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 (“POPIA”)**

5.1 Ozow collects the following personally identifiable information (as defined in POPIA) (“**Personal Information**”):

5.1.1 As a merchant of Ozow, in registering for use of the Payment System, you will be asked to provide such Personal Information including your name, surname, company name, company registration number, registered address, VAT number, telephone number, email address and password. You may provide additional Personal Information to us on a voluntary basis.

5.1.2 As a customer of Ozow:

5.1.2.1 Payment information;

5.1.2.2 Device information;

5.1.2.3 Information about how clients interact with the Payment System;

5.1.2.4 Geographical information;

5.1.2.5 If you subscribe for tokenisation, you will provide us with your bank account log-in information; and

5.1.2.6 You will be required to provide your name and cellphone number in order for SMS payment requests to be sent to your cellphone number.

5.2 Ozow uses the Personal Information under its care in the following ways:

5.2.1 To provide clients with the full scope of the Payment System and appropriately automate the clients payments;



- 5.2.2 For internal troubleshooting, data analysis, testing, research, and statistical purposes;
  - 5.2.3 To ensure that content is presented in the most effective manner for the client and for their device;
  - 5.2.4 To carry out risk analysis, fraud prevention and risk management;
  - 5.2.5 To improve the Payment System and for general business development purposes;
  - 5.2.6 To comply with applicable laws, such as anti-money laundering and regulatory requirements;
  - 5.2.7 Staff administration; and
  - 5.2.8 Keeping of accounts and records;
- 5.3 Ozow may possess records relating to suppliers, shareholders, contractors, service providers, staff and clients.
- 5.4 Ozow may share any clients information with:
- 5.4.1 Credit bureaus and similar providers;
  - 5.4.2 Companies within the Ozow group;
  - 5.4.3 Authorities such as regulatory bodies, if required by law or clients agreed to it (for instance, for anti-money laundry or counter-terrorism); and
  - 5.4.4 Ozow may transfer any Personal Information we hold about a client to any entity involved in a re-organisation of Ozow (where such re-organisation may be by way of a merger, sale, dissolution, disposal of all or part of our assets or similar event).
- 5.5 Ozow strives to process clients data within South Africa, which data is stored on a virtual machine that could be hosted on a physical server anywhere in the world. Ozow will ensure all reasonable contractual, legal, technical, and organisational measures are taken to adequately secure Personal Information under its care.

5.6 As a customer, if you opt in for tokenisation, your bank account log-in information is stored encrypted and securely to prevent unauthorised access or decrypting of this information. In this way, no single party, including Ozow, is able to decrypt this information without you, the customer, initiating the payment process.

5.7 Ozow is committed to implementing leading data security safeguards.

5.7.1 Ozow has specialised security teams who constantly review and improve measures to protect clients Personal Information from unauthorised access, accidental loss, disclosure or destruction, and ensure that this Personal Information is only utilised and stored by Ozow solely in an authorised manner.

5.7.2 Ozow has taken due cognisance of the Payment Card Industry Data security standard (“**PCI DSS**”), this being a set of security standards designed to ensure that all companies that accept, process, store or transmit credit card information maintain a secure environment. Given that Ozow does not process credit card payments, PCI DSS certification is not strictly required. However, Ozow has taken an extremely cautious approach to security by being PCI DSS Level 1 compliant, ensuring that it maintains the same security features as industry players that actually process credit card payments.

5.7.3 Ozow has an EV SSL Certificate issued by Thawte under which traffic is encrypted between users and servers so as protect against interception of clients sensitive data.

5.7.4 In addition, the internet banking second-factor authentication still applies to clients when making a payment using the Payment System, further preventing any fraudulent interception when a payment is being made.

5.7.5 If applicable and selected by customers of Ozow, tokenisation provides an additional safeguard for customers bank account information. This information is stored using Ozow’s patent pending tokenisation method to ensure the safe storage of this information and to prevent unauthorised

access to this information. This solution has been audited by a renowned information security company to ensure that this information can only be decrypted when the customer initiates payment.

## **6. ACCESS TO RECORDS HELD BY OZOW**

6.1 Records held by Ozow may be accessed on request only once the requirements for access have been met.

6.2 A requester is any person making a request for access to a record of Ozow and in this regard, the Act distinguishes between two types of requesters:

### **6.3 Personal Requester**

6.3.1 A personal requester is a requester who is seeking access to a record containing Personal Information about the requester.

6.3.2 Subject to the provisions of the Act and applicable law, Ozow will provide the requested information, or give access to any record with regard to the requester's Personal Information. The prescribed fee for reproduction of the information requested will be charged by Ozow.

### **6.4 Other Requester**

6.4.1 This requester (other than a personal requester) is entitled to request access to information pertaining to third parties.

6.4.2 In considering such a request, Ozow will adhere to the provisions of the Act.

6.5 However, Ozow is not obliged to grant access to such records prior to the requester fulfilling the requirements for access in terms of the Act, including payment of the prescribed request and access fee.

## 7. REQUEST PROCEDURE

- 7.1 The following procedural requirements serve as guidelines for requestors.
- 7.2 The requester must also comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 7.3 The requester must complete the prescribed form enclosed herewith in **Appendix 1** and submit same as well as payment of a request fee and a deposit, if applicable to the Information Officer at the postal address, physical address or electronic mail address as stated in clause 2 above. The prescribed form is also available on the website of the Commission at [www.sahrc.org.za](http://www.sahrc.org.za).
- 7.4 The prescribed form must be completed with enough particularity to at least enable the Information Officer to identify –
  - 7.4.1 The record or records requested;
  - 7.4.2 The identity of the requester;
  - 7.4.3 Which form of access is required; and
  - 7.4.4 The postal address or fax number of the requester in the Republic.
- 7.5 The requester must state the nature of the right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
- 7.6 Subject to the provisions in the Act in respect of extensions, Ozow will process the request within 30 days, unless the requestor has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods cannot be complied with.
- 7.7 The requester shall 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.

- 7.8 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.
- 7.9 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 7.10 The requester must pay the prescribed fee, before any further processing can take place.

## **8. PRESCRIBED FEES**

- 8.1 The Act provides for two types of fees, namely:
  - 8.1.1 A request fee, which is non-refundable, will be a standard administration fee to be paid by all requesters, except personal requesters, before the request is considered; and
  - 8.1.2 An access fee, which is to be paid by all requesters in the event that a request for access is granted. This fee must be calculated by taking into account all costs involved in obtaining and preparing a record for delivery to the requester, including reproduction costs, search and preparation costs, as well as postal costs.
- 8.2 When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before the further processing of the request.
- 8.3 If the search for the record and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.
- 8.4 The Information Officer shall withhold a record until the requester has paid the fees as indicated below.

- 8.5 A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process fee for search, preparation and reproduction, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 8.6 If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.
- 8.7 A requestor may lodge an application with a court against the tender or payment of the request fee and/or deposit.
- 8.8 Value Added Tax (“**VAT**”) is payable on all fees by institutions which are registered VAT vendors.
- 8.9 **Reproduction Fees**
- 8.9.1 Where Ozow has voluntarily provided the Minister of Justice and Constitutional Development with a list of categories of records that will automatically be available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.
- 8.9.2 The reproduction fees are the same as the access fees as set out in the table below.
- 8.10 **Request Fees**
- 8.10.1 Requesters are required to pay a fee for requesting access to records from both public and private bodies.
- 8.10.2 The fee for requesting a record from a private body is R50.00.
- 8.10.3 People requesting access to their Personal Information are exempt from paying a fee.

8.10.4 People who earn less than R14,712 per annum (if single) and R27,192 per annum (if married or have a life partner), are also exempt from paying the request fees.

#### 8.11 Access Fees

8.11.1 Requesters are also required to pay fees for accessing the records of public and private bodies, which include fees associated with the search for, preparation of, and reproduction of documents.

8.11.2 The applicable access fees which will be payable are:

<b>Form of Access</b>	<b>Access Fee</b>
Copy per A4 page	R1.10
Printing per A4 page	75 cents
Copy on a CD	R70
Transcription of visual images per A4 page	R40
Copy of a visual image	R60
Transcription of an audio recording per A4 page	R20
Copy of an audio recording	R30
Search and preparation of the record for disclosure	R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation
Where a copy of a record needs to be posted the actual postal fee is payable.	

#### 8.12 Deposits

8.12.1 Where Ozow receives a request for access to information held on a person other than the requester himself/herself and the Information Officer upon

receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

- 8.12.2 The amount of the deposit shall not exceed one third of the amount of the applicable access fee.

## **9. DECISION**

- 9.1 Ozow 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.
- 9.2 The 30 day period within which Ozow has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days if the request involves a large volume of documents, consultation with other public or private entities or if the requester has granted the extension in writing. Ozow will notify the requester in writing should an extension be sought.

## **10. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS**

- 10.1 The main grounds for Ozow to refuse a request for information relates to the –

10.1.1 mandatory protection of the privacy of a third party who is a natural person, deceased person or a juristic person, as included in the Protection of Personal Information Act 4 of 2013 (“**POPIA**”), which would involve the unreasonable disclosure of Personal Information of that person;

10.1.2 mandatory protection of Personal Information (as defined in POPIA) and for disclosure of any Personal Information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of POPIA;

10.1.3 mandatory protection of the commercial information of a third party, if the record contains –

10.1.3.1 trade secrets of that third party;



- 10.1.3.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
- 10.1.3.3 information disclosed in confidence by a third party to Ozow, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 10.1.4 mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 10.1.5 mandatory protection of the safety of individuals and the protection of property;
- 10.1.6 mandatory protection of records which would be regarded as privileged in legal proceedings; and
- 10.1.7 the commercial activities of Ozow, which may include –
  - 10.1.7.1 trade secrets of Ozow;
  - 10.1.7.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Ozow;
  - 10.1.7.3 information which, if disclosed could put Ozow at a disadvantage in negotiations or commercial competition;
  - 10.1.7.4 a computer program which is owned by Ozow, and which is protected by copyright; and
  - 10.1.7.5 the research information of Ozow or a third party, if its disclosure would disclose the identity of Ozow, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 10.2 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

10.3 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.

10.4 If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for purposes of the Act. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

## **11. REMEDIES AVAILABLE WHEN OZOW REFUSES THE REQUEST**

### 11.1 Internal Remedies

11.1.1 Ozow does not have internal appeal procedures. Accordingly, the decision made by the Information Officer pertaining to a request is final, and the requesters will have to exercise such external remedies at their disposal if a request is refused and the requester is dissatisfied with the response provided by the Information Officer.

### 11.2 External Remedies

11.2.1 Subject to the provisions of the Act, a requester that is dissatisfied with an Information Officer's refusal to disclose information, may within 180 days of notification of the decision, apply to a court for relief.

11.2.2 Similarly, a third party dissatisfied with an Information Officer's decision to grant a request for information, may within 180 days of notification of the decision, apply to a Court with appropriate jurisdiction for relief.

## **12. APPLICABLE LEGISLATION**

12.1 Where applicable, Ozow retains records and documents in terms of the legislation of the Republic of South Africa, including but not limited to the

legislation listed below, as amended from time to time. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act, the legislation outlined below (as amended from time to time) and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of the Act.

- Basic Conditions of Employment Act 57 of 1997;
- Broad-based Black Economic Empowerment Act 53 of 2003;
- Companies Act 71 of 2008;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- Consumer Protection Act 68 of 2008;
- Copyright Act 98 of 1978;
- Currencies and Exchanges Act 9 of 1933;
- Electronic Communications and Transactions Act 25 of 2002;
- Employment Equity Act 55 of 1998;
- Financial Intelligence Centre Act 38 of 2001;
- Financial Sector Regulation Act 9 of 2017;
- Income Tax Act 58 of 1962;
- Labour Relations Act 66 of 1995;
- National Credit Act 34 of 2005;
- Occupational Health and Safety Act 85 of 1993;
- Prevention of Organised Crime Act 121 of 1998;
- Prevention and Combating of Corrupt Activities Act 12 of 2004;
- Promotion of Access to Information Act 2 of 2000;
- Protected Disclosures Act 26 of 2000;
- Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004;
- Protection of Personal Information Act 4 of 2013;

- Skills Development Act 97 of 1998;
- Skills Development Levies Act 9 of 1999;
- Unemployment Insurance Act 63 of 2001;
- Unemployment Insurance Contributions Act 4 of 2002; and
- Value Added Tax Act 89 of 1991.

# APPENDIX 1: FORM C

## REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY (Section 53(1) of Act)

[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 ONLY if a request for information is made on behalf of another 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**

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

Reason for exemption from payment of fees:

**F. Form of access to record**

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.

Disability:	Form in which record is required:

Mark the appropriate box with an X.

**NOTES:**

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (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.

(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.

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

## G Particulars of right to be exercised or protected

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. 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 of .....20...

SIGNATURE OF REQUESTER / PERSON ON  
WHOSE BEHALF REQUEST IS MADE



Signed and approved by and on behalf of Ozow on 5/15/2020 in Johannesburg,

DocuSigned by:  
*Riaan Hanekom*  
207477EC0200422...

---

**Riaan Hanekom**  
Information Officer