

**Appendix 1: Access Request Form**

J752

REPUBLIC OF SOUTH AFRICA  
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:													
Telephone number:	( )												
E-mail address:													
Fax number:	( )												

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 below, 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 for access 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 to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:					
	copy of record*		inspection of record		
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	view the images		copy of the images*		transcription of the images*

3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	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
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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 ..... year.....

.....  
 Signature of Requester /  
 Person on Whose Behalf Request is Made

## **Appendix 2: Part 1 - Processing of Personal Information in Accordance with POPI**

### **For consumers:**

- a. Performing duties in terms of any agreement with consumers
- b. Make, or assist in making, credit decisions about consumers
- c. Operate and manage consumers' accounts and manage any application, agreement or correspondence consumers may have with Ad-Ice Marketing
- d. Communicating (including direct marketing) with consumers by email, SMS, letter, telephone or in any other way about Ad-Ice Marketing's products and services, unless consumers indicate otherwise
- e. To form a view of consumers as individuals and to identify, develop or improve products, that may be of interest to consumers
- f. Carrying out market research, business and statistical analysis
- g. Performing other administrative and operational purposes including the testing of systems
- h. Recovering any debt consumers may owe the Ad-Ice Marketing
- i. Complying with the Ad-Ice Marketing's regulatory and other obligations
- j. Any other reasonably required purpose relating to the Ad-Ice Marketing business

### **For prospective consumers:**

- a. Verifying and updating information
- b. Pre-scoring
- c. Direct marketing
- d. Any other reasonably required purpose relating to the processing of a prospect's personal information reasonably related to the Ad-Ice Marketing's business.

### **For employees:**

- a. The same purposes as for consumers (above)
- b. Verification of applicant employees' information during recruitment process
- c. General matters relating to employees:
  - i. Pension
  - ii. Medical aid
  - iii. Payroll
  - iv. Disciplinary action
  - v. Training
- d. Any other reasonably required purpose relating to the employment or possible employment relationship.
- c. Payment of invoices;

**For vendors /suppliers /other businesses:**

- a. Verifying information and performing checks;
- b. Purposes relating to the agreement or business relationship or possible agreement or
- c. business relationships between the parties;
- d. Complying with the Ad-Ice Marketing's regulatory and other obligations; and
- e. Any other reasonably required purpose relating to the Ad-Ice Marketing business.

**Appendix 2: Part 2 - Categories of Data Subjects and Categories of Personal Information relating thereto**

**Employees**

- a. Name and contact details
- b. Identity number and identity documents including passports
- c. Employment history and references
- d. Banking and financial details
- e. Details of payments to third parties (deductions from salary)
- f. Employment contracts
- g. Employment equity plans
- h. Medical aid records
- i. Pension Fund records
- j. Remuneration/salary records
- k. Performance appraisals
- l. Disciplinary records
- m. Leave records
- n. Training records

**Consumers and prospective consumers (which may include employees)**

- a. Postal and/or street address
- b. title and name
- c. contact numbers and/or e-mail address
- d. ethnic group
- e. employment history
- f. age
- g. gender
- h. marital status
- i. nationality

- j. language
- k. financial information
- l. identity or passport number
- m. browsing habits and click patterns on Ad-Ice Marketing websites.

**Vendors /suppliers /other businesses:**

- a. Name and contact details
- b. Identity and/or company information and directors' information
- c. Banking and financial information
- d. Information about products or services
- e. Other information not specified, reasonably required to be processed for business operations

**Appendix 2: Part 3 - Recipients of Personal Information**

- a. Any firm, organisation or person that the Ad-Ice Marketing uses to collect payments and recover debts or to provide a service on its behalf;
- b. Any firm, organisation or person that/who provides the Ad-Ice Marketing with products or services;
- c. Any payment system the Ad-Ice Marketing uses;
- d. Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where Ad-Ice Marketing has a duty to share information;
- e. Third parties to whom payments are made on behalf of employees;
- f. Financial institutions from whom payments are received on behalf of data subjects;
- g. Any other operator not specified;
- h. Employees, contractors and temporary staff; and
- i. Agents.

**Appendix 2: Part 4 – Cross border transfers of Personal Information**

Personal Information may be transmitted transborder to Ad-Ice Marketing's suppliers in other countries, and Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. Ad-Ice Marketing will endeavour to ensure that its dealers and suppliers will make all reasonable efforts to secure said data and Personal Information.

**Appendix 2: Part 5 – Description of information security measures**

Ad-Ice Marketing undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to

achieve an adequate data protection level for each objective. Ad-Ice Marketing may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

**1. Access Control of Persons**

Ad-Ice Marketing shall implement suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data are processed.

**2. Data Media Control**

Ad-Ice Marketing undertakes to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used

**3. Data Memory Control**

Ad-Ice Marketing undertakes to implement suitable measures to prevent unauthorized input into data memory and the unauthorised reading, alteration or deletion of stored data.

**4. User Control**

Ad-Ice Marketing shall implement suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.

**5. Access Control to Data**

Ad-Ice Marketing represents that the persons entitled to use Ad-Ice Marketing's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).

**6. Transmission Control**

Ad-Ice Marketing shall be obliged to enable the verification and tracing of the locations / destinations to which the personal information is transferred by utilization of Ad-Ice Marketing's data communication equipment / devices.

**7. Transport Control**

Ad-Ice Marketing shall implement suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

**8. Organisation Control**

Ad-Ice Marketing shall maintain its internal organisation in a manner that meets the requirements of this Manual.

**Appendix 3: Objection to the Processing of Personal Information in terms of Section 11(3) of the  
Protection of Personal Information Act, 2013**

**Regulations Relating to The Protection of Personal Information, 2018**

- 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

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
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>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)</b>

Signed at ..... this ..... day of ..... 20...

.....  
Signature of data subject/designated person

**Appendix 4: 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**

**Regulations Relating to the Protection of Personal Information, 2018**

[Regulation 3]

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. 4.
- 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

<b>A</b>	<b>Details of Data Subject</b>
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>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
Contact number(s):	

Fax number / E-mail address	
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<b>C</b>	
<b>Reasons for Objection in Terms of Section 11(1)(D) to (F) (Please Provide Detailed Reasons for The Objection)</b>	
<b>D</b>	
<b>Reasons for *Correction or Deletion of the Personal Information about the Data Subject in Terms of Section 24(1)(a) which is in Possession or Under the Control of the Responsible Party; and or Reasons fo</b>	