



management  
company

**IP Management Company (RF) Pty Ltd**

**PAIA MANUAL**

**Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)**

**DATE OF COMPILATION: 11/10/2023  
DATE OF REVISION: 11/10/2023**

**TABLE OF CONTENTS**

**Contents**

1.	LIST OF ACRONYMS AND ABBREVIATIONS .....	3
2.	PURPOSE OF PAIA MANUAL .....	3
3.	KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF IP MANAGEMENT COMPANY (RF) PTY LTD .....	4
4.	GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE .....	5
6.	DESCRIPTION OF THE RECORDS OF IP MANAGEMENT COMPANY (RF) PTY LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION.....	8
7.	DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY IP MANAGEMENT COMPANY (RF) PTY LTD .....	9
8.	PROCESSING OF PERSONAL INFORMATION .....	12
9.	AVAILABILITY OF THE MANUAL.....	15

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

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

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 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;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

- 2.6 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body 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
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

**3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF IP MANAGEMENT COMPANY (RF) PTY LTD**

**3.1. Chief Information Officer**

Name: Brett Paton  
Tel: 021 6731340  
Email: brett@ipmc.co.za  
Fax number: N/A

- 3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Samantha Arntsen  
Tel: 021 6731340  
Email: sama@ipmc.co.za  
Fax Number: N/A

**3.3 Access to information general contacts**

Email: riskandcompliance@ipmc.co.za

### 3.4 National or Head Office

Postal Address: PO Box 23271, Claremont, 7735

Physical Address: 1<sup>st</sup> Floor, Mariendahl House, Newlands on Main

Telephone: 021 6731340

Email: clientservices@ipmc.co.za

Website: <https://www.ipmc.co.za>

## 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The 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.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

---

<sup>1</sup> 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.*

<sup>2</sup> 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.*

- 4.3.3. the manner and form of a request for-
  - 4.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and
  - 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. 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-
  - 4.3.6.1. an internal appeal;
  - 4.3.6.2. a complaint to the Regulator; and
  - 4.3.6.3. 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;
- 4.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

---

<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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

<sup>8</sup> 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

- 4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92<sup>11</sup>.
- 4.4. 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.
- 4.5. The Guide can also be obtained-
  - 4.5.1. upon request to the Information Officer;
  - 4.5.2. from the website of the Regulator (<https://info regulator.org.za/paia-guidelines/>).
- 4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
  - 4.6.1 English
  - 4.6.2 Afrikaans

**5. CATEGORIES OF RECORDS OF IP MANAGEMENT COMPANY (RF) PTY LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Category records	of	Types of the Record	Available on Website	Available upon request
CIS Records		Minimum Disclosure Documents	Y	
		Application forms	Y	
		Terms and conditions applicable to investment	Y	
		Deed and supplemental deeds	N	Y
		Terms and conditions applicable to secure website access	Y	
		Investor KYC and transactions	N	Y
		Annual Report (abridged and full)	N	Y
		Other publications (for example, advertising, marketing material, newsletters, social media, press releases, websites and content)	Y	Y
Company information		Complaints policy and procedure	Y	Y
		Conflicts of interest policy and register	Y	Y
		PAIA Manual	Y	Y

<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> 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.”

	Privacy notice/statement Terms and conditions	Y Y	Y Y
Company information	Other policies	N	Y

**6. DESCRIPTION OF THE RECORDS OF IP MANAGEMENT COMPANY (RF) PTY LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual Information security information	Cybercrimes Act 19 of 2020 Promotion of Access to Information Act 2 of 2000 Protected Disclosures Act 26 of 2000 Protection of Personal Information Act 4 of 2013
Collective investment schemes information	Collective Investment Schemes Control Act 45 of 2002
Company information	Companies Act 71 of 2008
Communications information Information security and privacy policy Privacy notice/statement	Electronic Communications Act 36 of 2005 Electronic Communications and Transactions Act 25 of 2002 Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002
Competition information	Competition Act 89 of 1998
Copyright information	Copyright Act 98 of 1978
Credit information	Credit Rating Services Act 24 of 2012 National Credit Act 34 of 2005
Employment information	Basic Conditions of Employment Act 75 of 1997 Broad-Based Black Economic Empowerment Act 53 of 2003 Compensation for Occupational Injuries and Diseases Act 130 of 1993 Employment Equity Act 55 of 1998 Labour Relations Act 66 of 1995 Skills Development Act 97 of 1998 Unemployment Insurance Act 63 of 2001
Exchange control information	Currency and Exchanges Act 9 of 1933
Financial crime information	Financial Intelligence Centre Act 38 of 2001 Prevention and Combating of Corrupt Activities Act 12 of 2004 Prevention of Organised Crime Act 121 of 1998 Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004
Complaints management policy and procedure Financial services provider information	Collective Investment Schemes Control Act 45 of 2002
Financial institutions information	Financial Institutions (Protection of Funds) Act 28 of 2001 Financial Sector Regulation Act 9 of 2017
Financial markets information	Financial Markets Act 19 of 2012
Health and safety information	Council for Medical Schemes Levies Act 58 of 2000 Medical Schemes Act 131 of 1998 Occupational Health and Safety Act 85 of 1993 Tobacco Products Control Act 83 of 1993
Insurance information	Insurance Act 18 of 2017



	Long-Term Insurance Act 52 of 1998 Short-Term Insurance Act 53 of 1998
Legal information	Interpretation Act 33 of 1957 Justices of the Peace and Commissioner of Oaths Act 16 of 1963 Legal Practice Act 28 of 2014 Promotion of Administrative Justice Act 3 of 2000 Small Claims Courts Act 61 of 1984
People information	Births and Deaths Registration Act 51 of 1992 Childrens Act 38 of 2005 Civil Union Act 17 of 2006 Consumer Protection Act 68 of 2008 Constitution of the Republic of South Africa (as amended) Maintenance Act 99 of 1998 Marriage Act 99 of 1998 Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
Retirement fund information	Friendly Societies Act 25 of 1956 Government Employees Pension Law (1996) Pension Funds Act 24 of 1956
Tax information	Employment Tax Incentive Act 26 of 2013 Income Tax Act 58 of 1962 Organisation for Economic Co-operation and Development (OECD) Common Reporting Standard for automatic exchange of financial account information (CRS) Securities Transfer Tax Act 25 of 2007 Securities Transfer Tax Administration Act 26 of 2007 Skills Development Levies Act 9 of 1999 Tax Administration Act 28 of 2011 Tax on Retirement Funds Act 38 of 1996 Unemployment Insurance Contributions Act 4 of 2002 United States Foreign Account Tax Compliance Act (FATCA) Value Added Tax Act 89 of 1991
Trust property information	Trust Property Control Act 57 of 1988

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY IP MANAGEMENT COMPANY (RF) PTY LTD**

7.1. The records reflected in the table below may be formally requested, in terms of the PAIA, but parts, or the whole, of the record may be subject to the grounds for refusal of access to records. **Refer to the Guide on how to use the PAIA.**

7.2. The Company reserves the right to refuse access to records if the processing of the record will substantially, and unreasonably, result in a diversion of its resources.

- 7.3. The Company reserves the right to refuse access to records that relate to the mandatory protection of:
- 7.3.1. privacy of a third party, who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person
  - 7.3.2. commercial information of a third party, if the record contains trade secrets of the third party; financial, commercial, or technical, information, which disclosure may cause harm to the financial, or commercial, interests of the third party; and information disclosed in confidence by a third party to the Company, if the disclosure may place the third party at a disadvantage
  - 7.3.3. confidential information of a third party, if it is protected in terms of an agreement, or legislation
  - 7.3.4. safety of natural persons, and the protection of property
  - 7.3.5. records that are regarded as privileged, in legal proceedings
  - 7.3.6. records that are personal information, in terms of the POPIA
  - 7.3.7. commercial activities of the Company, including, but not limited to, trade secrets, financial, commercial, or technical, information, and software platforms, or programmes, exclusively developed for the Company.
- 7.4. The Company will refuse access if the requests are frivolous and/or vexatious.
- 7.5. The IO, or DIO, may grant access to a record if disclosing the record would reveal evidence of a material contravention of, or failure to comply with, any law, and the public interest in disclosing the record outweighs the harm contemplated in the relevant grounds for refusal of access to records.

Subjects on which the body holds records	Categories of records
Companies Act Records	Documents of incorporation Memorandum of Incorporation Minutes of Board of Directors meetings Records relating to the appointment of directors / auditor / secretary / public officer and other officers Share Register and other statutory registers Resolutions Registers of directors and officers Statutory returns to relevant authorities Other statutory obligations Policies and procedures Records relating to appointment of directors, public officer, and other officers
Accounting and Financial Records	Annual Financial Statements Tax Returns Accounting Records Banking Records Bank Statements Electronic banking records Asset Register Rental Agreements Invoices and credit notes Accounting (including books of account) Administration Budgets Intellectual property Sale agreements

**IPMC PAIA Manual Private Body**

	Supporting schedules, and documents, to books of account
Tax Records	<p>PAYE Records  Documents issued to employees for income tax purposes  Records of payments made to SARS on behalf of employees  All other statutory compliances:  VAT  Skills Development Levies  UIF  Workmen's Compensation  BBBEE  SETA submissions  Dividends withholding tax</p>
Employee Records	<p>Employment contracts, conditions, and policies  Employment Equity Plan  Disciplinary records  Salary records  Disciplinary code  Leave records  Training records  Training Manuals  Attendance registers  Code of conduct  Income tax (PAYE/SDL/UIF) submissions for employees  Confidentiality agreements  Employee personal details  Internal correspondence  Internal policies, and procedures  Operating manuals  Other agreements/contracts  Other interventions  Medical aid  Documents provided by employees  Strikes, lockouts, or protest, action  Remuneration and benefits  Restraint of trade agreements  Retirement funds  Service  Share option schemes registers  Share option schemes rules  Share purchase scheme register  Share purchase scheme rules  Verification reports (credit, criminal, employment, FAIS, identity, qualification)</p>
Client records	<p>Client agreements/contracts and forms  Complaints and/or queries  Client documents, and information  Proposals  Transactions and supporting information  Verification reports</p>
Service supplier and third party records	<p>Code of conduct  Conflicts of interest  Requests for information  Service supplier and/or third party agreements/contracts (including service level agreements)  Tenders  Terms and conditions for dealing with suppliers  Transactions and supporting information</p>
Information technology	<p>Asset issuing and custodian information  Back-ups  Disaster recovery testing  Incidents and service requests  Information and communication technologies (ICT) policies and procedures  Network maintenance  Operations reports  Service level agreements  System event logs  System performance logs  System maintenance checklists  System development lifecycle documents</p>
Publications	<p>Advertising  Information documents  Marketing material  Newsletters  Presentations  Press releases</p>

	Social media Videos Websites and content
--	--

**8. PROCESSING OF PERSONAL INFORMATION**

**8.1 Purpose of Processing Personal Information**

We process personal information primarily for the purpose of providing contracted services to you but in addition to this we may use your information for the following purposes:

- To meet a legal or regulatory requirement;
- To advise you of changes that may affect you that we feel are in your best interests such as communications about purchases and changes to our terms and conditions, and policies. As this information is important to your interaction with IPMC, you may not opt out of receiving these communications;
- For internal administrative and accounting, auditing, data analysis and research purposes in the normal course of managing our business and to improve IPMC services and customer communications;
- If we believe that we have a legitimate interest or that you have a legitimate interest and to not use your personal information may have a negative impact on you.

- 8.1.1 Executing and/or fulfilling its statutory obligations in terms of the PAIA and/or the POPIA
- 8.1.2 Executing and/or fulfilling its statutory obligations in terms of other applicable legislation
- 8.1.3 Executing and/or fulfilling its contractual obligations
- 8.1.4 Administering employees and potential employees
- 8.1.5 Keeping accounts, and records
- 8.1.6 Procurement processes
- 8.1.7 Visitors to the Company’s business premises

**8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto**

The Company may process information for itself, shareholders (and those of clients), employees (and those of clients), clients (and those of clients), service suppliers (and those of clients), and product suppliers (and those of clients).

Categories of Data Subjects	Personal Information that may be processed
Clients: Natural Persons	Names; contact details; physical and postal addresses; date of birth; ID number; Tax related information; nationality; gender; confidential correspondence; other information required in terms of the FAIS Act and the FICA (and other relevant legislation)
Clients – Juristic Persons / Entities	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners and associated entities; other information required in terms of the FAIS Act and the FICA (and other relevant legislation)
Clients – Foreign Persons / Entities	Names; contact details; physical and postal addresses; date of birth; Passport number Tax related information; nationality; gender; confidential correspondence; ultimate beneficial owners and associated entities; other information required in terms of the FAIS Act and the FICA (and other relevant legislation)
Intermediary / Advisor	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners and associated entities; other information

	required in terms of the FAIS Act and the FICA (and other relevant legislation)
Contracted Service Providers	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners and associated entities; broad-based black economic empowerment (B-BBEE) status; other information required in terms of the FAIS Act and the FICA (and other relevant legislation)
Employees / Directors	Gender, Pregnancy; Marital Status; Colour, Age, Language, Education information; Financial Information; Employment History; ID number; Physical and Postal address; Contact details; Opinions, Criminal behaviour; Well-being; other information required in terms of the FAIS Act and the FICA (and other relevant legislation)

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

- 8.3.1 The Company may supply the personal information of data subjects to service suppliers, who provide the following services:
  - 8.3.1.1 Administration (for example, clients, investments, medical aids, retirement funds)
  - 8.3.1.2 Accounting and/or auditing
  - 8.3.1.3 Capturing, and organising, personal information
  - 8.3.1.4 Compliance
  - 8.3.1.5 Due diligence reviews
  - 8.3.1.6 Information and communication technologies (ICT)
  - 8.3.1.7 Storing of personal information
  - 8.3.1.8 Verification checks (for example, credit (and payment history), criminal, employment history, FAIS related, financial sanctions, identity, qualifications, terrorism)
- 8.3.2 The Company may supply the personal information of data subjects to:
  - 8.3.2.1 Courts, in terms of matters taken on judicial review
  - 8.3.2.2 Enforcement agencies, for criminal investigation (for example, National Prosecuting Authority, South African Police Service)
  - 8.3.2.3 People against whom complaints have been lodged
  - 8.3.2.4 Regulators, ombuds, or tribunals, in terms of matters that fall under their jurisdiction

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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
	Banks, Companies and Intellectual Property Commission, Department of Home Affairs, Financial Intelligence Centre, United Nations, Verification providers, Service suppliers
Qualifications, for qualification verifications	South African Qualifications Authority Verification providers
Credit and payment history, for credit information	Credit Bureaus Verification providers
Personal and bank details for bank verification	Banks Service suppliers
All personal details for account administration	Service suppliers
Tax information	South African Revenue Service

#### 8.4 Planned transborder flows of personal information

The Company may supply certain personal information in the course of:

- Hosting foreign collective investment schemes
- Investing in underlying foreign collective investment schemes on behalf of the portfolios of the collective investment scheme it administers
- Using web / cloud based systems provided by international software providers used in the normal course of business.
- The Company will ensure that the person (both legal and natural) to whom the personal information will be transferred is subject to a law, binding company rules, and/or binding agreements, which provide a suitable level of protection, and the third party agrees to treat the personal information with the same level of protection as the Company is required to provide, in terms of the POPIA.
- The cross border transfer of personal information will be done with the data subject's consent. However, if it is not reasonably practicable to obtain the data subject's consent, the Company will transfer the personal information if it will be for the data subject's benefit, and the data subject would have provided consent, if it had been reasonably practicable to obtain the consent.

#### 8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

The Company employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include:

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control;
- Secure setup of hardware and software making up the IT infrastructure;
- End point encryption
- Two factor authentication
- Outsourced Service Providers who process Personal Information on behalf of the Company are contracted to implement security controls.

## **9. AVAILABILITY OF THE MANUAL**

9.1 A copy of the Manual is available-

9.1.1 on (<https://www.ipmc.co.za>), if any;

9.1.2 head office of IP Management Company (RF) Pty Ltd for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

## **10. UPDATING OF THE MANUAL**

The head of IP Management Company (RF) Pty Ltd will on a regular basis update this manual.

***Issued by***



---

***Brett Paton***  
***Managing Director***

11. Appendix 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:
	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		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<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			
<b>TYPE OF RECORD</b> <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			

<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
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	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
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>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<i>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.</i>	
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**

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

\_\_\_\_\_  
*Signature of Information Officer*

12. Appendix 2: FORM 3 OUTCOME OF REQUEST AND OF FEES PAYABLE [Regulation 8]

[Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. 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 (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) 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.	
--	--

OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
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 (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

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	R60.00		
• If provided to the requestor			
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	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

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

Yes  No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	

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*