

MOUNTAIN FALLS®

POPIA & PAIA COMPLIANCE PAIA MANUAL

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

Client: Mountain Falls Estate (Pty) Limited
Registration No: 2014/025932/07
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PUBLIC DOCUMENT This Manual is a public document compiled and issued by Mountain Falls Estate (Pty) Limited in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended). It is available to any member of the public upon request and must be read in conjunction with the provisions of PAIA and the Protection of Personal Information Act 4 of 2013.

1. INTRODUCTION

1.1 About Mountain Falls Estate (Pty) Limited

Mountain Falls Estate (Pty) Limited (Registration Number 2014/025932/07) is a South African natural mineral water company that sources, bottles and distributes premium mineral water from the Klein River mountain range in the Western Cape.

The Company sells directly to consumers through its e-commerce website at www.mountainfalls.co.za and distributes nationally to trade customers through its logistics partner. Mountain Falls holds Carbon Neutral and Plastic Neutral certification, is a member of the Fine Water Society, and has been awarded a bronze medal at the international Fine Water Taste Awards.

1.2 The Promotion of Access to Information Act (PAIA)

PAIA was assented to on 2 February 2000 and commenced on 9 March 2001. The purpose of PAIA is to give effect to Section 32 of the Constitution of the Republic of South Africa, 1996, which provides for the right of access to information held by the state and, where such information is required for the exercise or protection of any right, information held by any other person.

Section 50 of PAIA obliges a private body to release a record upon a valid request, except where PAIA expressly provides for the withholding of such record. Section 51 of PAIA further requires all private bodies to compile and make available an information manual.

1.3 The Protection of Personal Information Act (POPIA)

POPIA was assented to on 26 November 2013. The purpose of POPIA is to give effect to Section 14 of the Constitution — the right to privacy — by protecting personal information and regulating the flow and processing of personal information.

POPIA sets minimum conditions for the lawful processing of personal information, known as the Conditions for Lawful Processing. These conditions apply to all responsible parties, including Mountain Falls Estate (Pty) Limited. This Manual further serves as the prescribed POPIA information document in terms of Regulation 4(1)(d) of the POPIA Regulations.

2. PURPOSE OF THIS MANUAL

The purpose of this Manual is to foster a culture of transparency and accountability within Mountain Falls Estate (Pty) Limited, and to enable members of the public to exercise and protect their rights under PAIA and POPIA.

This Manual is useful for the public to:

- Check the categories of records held by Mountain Falls Estate (Pty) Limited that are available without submitting a formal PAIA request;
- Understand how to submit a request for access to a record, including a description of the subjects on which records are held and the categories of records held on each subject;
- Know the categories of records available in terms of any other legislation;
- Obtain the contact details of the Information Officer and Deputy Information Officer who will assist with access to information requests;
- Know the description of the guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- Know the purpose for which personal information is processed, and the categories of data subjects and information processed;
- Know the recipients or categories of recipients to whom personal information may be disclosed;
- Know whether the Company plans to transfer personal information outside the Republic of South Africa; and
- Know what security measures are in place to protect the confidentiality, integrity and availability of personal information.

3. DEFINITIONS AND ABBREVIATIONS

Term	Definition
Company	Mountain Falls Estate (Pty) Limited
Constitution	The Constitution of the Republic of South Africa, 1996
Data Subject	A natural or juristic person to whom personal information relates, as defined in Section 1 of POPIA
DIO	Deputy Information Officer
IO	Information Officer
Manual	This PAIA Manual prepared in accordance with Section 51 of PAIA and Regulation 4(1)(d) of the POPIA Regulations
Minister	The Minister of Justice and Correctional Services
Operator	A person who processes personal information for a responsible party in terms of a contract or mandate, as defined in Section 1 of POPIA
PAIA	Promotion of Access to Information Act 2 of 2000 (as amended)
Personal Information	Has the meaning ascribed thereto in Section 1 of POPIA
POPIA	Protection of Personal Information Act 4 of 2013
Processing	Has the meaning ascribed thereto in Section 1 of POPIA
Record	Has the meaning ascribed thereto in Section 1 of PAIA, and includes personal information
Regulator	The Information Regulator of South Africa
Republic	The Republic of South Africa
Request for Access	Has the meaning ascribed thereto in Section 1 of PAIA
Requestor	Has the meaning ascribed thereto in Section 1 of PAIA
Responsible Party	Has the meaning ascribed thereto in Section 1 of POPIA — being Mountain Falls Estate (Pty) Limited for purposes of this Manual
SARS	South African Revenue Service

Capitalised terms used in this Manual have the meanings ascribed thereto in Section 1 of POPIA and PAIA as the context requires, unless otherwise defined herein.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION

4.1 Information Officer

In terms of Section 55(1) of POPIA, the head of a private body is, by operation of law, the default Information Officer. For Mountain Falls Estate (Pty) Limited, the Information Officer is the Managing Director.

Name:	Justine Wyatt
Title:	Director
Physical Address:	10 Blend Crescent, Firgrove Industrial Park, Somerset West, 7130
Postal Address:	10 Blend Crescent, Firgrove Industrial Park, Somerset West, 7130
Telephone:	021 205 1949
Email:	info@mountainfalls.co.za
Website:	www.mountainfalls.co.za

4.2 Deputy Information Officer

In terms of Section 56 of POPIA, a private body may designate one or more Deputy Information Officers to assist the Information Officer in performing compliance duties. The following person has been designated as Deputy Information Officer of Mountain Falls Estate (Pty) Limited:

Name:	Martin Stander
Title:	Operations and Development Manager
Physical Address:	10 Blend Crescent, Firgrove Industrial Park, Somerset West, 7130
Postal Address:	10 Blend Crescent, Firgrove Industrial Park, Somerset West, 7130
Telephone:	021 205 1949
Email:	martin@mountainfalls.co.za

4.3 General Contact Details

General Email:	orders@mountainfalls.co.za
General Telephone:	021 205 1949
Head Office:	10 Blend Crescent, Firgrove Industrial Park, Somerset West, 7130
Website:	www.mountainfalls.co.za

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

5.1 The Information Regulator has, in terms of Section 10(1) of PAIA, updated and made available a revised Guide on how to use PAIA (the 'Guide'), in an easily comprehensible form and manner, as may reasonably be required by a person wishing to exercise any right under PAIA and POPIA.

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

5.3 The Guide contains a description of:

- The objects of PAIA and POPIA;
- The postal address, street address, phone number, fax number and email address of the Information Officer of every public body, and every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;
- The manner and form of a request for access to a record of a public body (Section 11) and of a private body (Section 50);
- The assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- The assistance available from the Regulator in terms of PAIA and POPIA;
- All remedies 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 an internal appeal, a complaint to the Regulator, and an application with a court;
- The provisions of Sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to such a manual;
- The provisions of Sections 15 and 52 providing for voluntary disclosure of categories of records;
- The notices issued regarding fees payable in relation to requests for access; and
- The regulations made in terms of Section 92.

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

5.5 The Guide may be obtained as follows:

- Upon request to the Information Officer of Mountain Falls Estate (Pty) Limited;
- From the website of the Information Regulator at: <https://www.inforegulator.org.za>

5.6 A copy of the Guide is available in the following official languages for public inspection during normal office hours at the Company's head office: English.

6. CATEGORIES OF RECORDS AVAILABLE WITHOUT A FORMAL REQUEST

The following categories of records held by Mountain Falls Estate (Pty) Limited are available to the public without a person having to submit a formal PAIA request:

Category of Record	Available on Website	Available Upon Request
PAIA Manual (this document)	Yes — www.mountainfalls.co.za	Yes
Company profile and general information	Yes — www.mountainfalls.co.za	Yes
Product descriptions and catalogue	Yes — www.mountainfalls.co.za	Yes
Website Privacy Policy and Cookie Policy	Yes — www.mountainfalls.co.za	Yes
Contact details of the Company	Yes — www.mountainfalls.co.za	Yes

7. DESCRIPTION OF RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

The following records are created and maintained by Mountain Falls Estate (Pty) Limited in accordance with applicable South African legislation:

Category of Record	Applicable Legislation
Memorandum of Incorporation and company registration documents	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employment contracts and HR records	Labour Relations Act 66 of 1995; Basic Conditions of Employment Act 75 of 1997
Payroll records, IRP5s and tax certificates	Income Tax Act 58 of 1962
UIF registration and contributions	Unemployment Insurance Act 63 of 2001; Unemployment Insurance Contributions Act 4 of 2002
Skills development and training records	Skills Development Act 97 of 1998; Skills Development Levies Act 9 of 1999
COIDA registration and returns	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Health and safety records and plans	Occupational Health and Safety Act 85 of 1993
Financial statements and VAT records	Value Added Tax Act 89 of 1991; Income Tax Act 58 of 1962
Consumer sales records, returns and refunds	Consumer Protection Act 68 of 2008
E-commerce transaction records	Electronic Communications and Transactions Act 25 of 2002
POPIA compliance documentation	Protection of Personal Information Act 4 of 2013

8. SUBJECTS AND CATEGORIES OF RECORDS HELD BY MOUNTAIN FALLS ESTATE

The following describes the subjects in respect of which Mountain Falls Estate (Pty) Limited holds records, and the categories of records held on each subject:

Subject	Categories of Records
Human Resources	Employment contracts; job descriptions; identity documents; qualifications; leave records; disciplinary and grievance records; performance records; termination records; employment equity records
Payroll	Salary schedules; payslips; IRP5 certificates; banking details; PAYE records; UIF records; COIDA records
Finance & Accounting	Financial statements; invoices; purchase orders; bank statements; tax returns; VAT records; creditor and debtor records; budgets
Customer Records	Customer names; email addresses; phone numbers; delivery addresses; order history; subscription records; return and refund records; trade account information
E-commerce & Online Sales	Shopify order records; payment transaction data; customer account details; website session data; cart and checkout records; delivery tracking information
Distribution & Logistics	Delivery manifests; customer delivery addresses; RM Logistics correspondence; delivery confirmation records
Suppliers & Procurement	Supplier agreements; operator agreements; purchase orders; supplier contact records; banking details
Legal & Compliance	PAIA Manual; POPIA compliance programme documents; operator agreements; legal correspondence; regulatory submissions and responses
IT & Systems	Software licences; system access records; IT service agreements; data backup records; cloud service configurations

9. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

Mountain Falls Estate (Pty) Limited may, subject to the exceptions contained in Chapter 4 of PAIA, refuse a Request for Access on the following grounds:

- 9.1** Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure would result in the unreasonable disclosure of personal information about a third party.
- 9.2** Mandatory protection of the commercial information of a third party, where the record contains:
- Trade secrets of the third party;
 - Financial, commercial, scientific or technical information the disclosure of which could cause harm to the financial or commercial interests of that third party; or
 - Information disclosed in confidence that could disadvantage the third party in negotiations or competition.
- 9.3** Mandatory protection of confidential information of third parties protected under any agreement.
- 9.4** Mandatory protection of the safety of individuals and the protection of property.
- 9.5** Mandatory protection of records that would be regarded as privileged in legal proceedings.
- 9.6** Protection of the commercial information of Mountain Falls Estate (Pty) Limited, including:
- Trade secrets;
 - Financial, commercial, scientific or technical information the disclosure of which could cause harm to the Company's financial or commercial interests;
 - Information which, if disclosed, could disadvantage the Company in contractual negotiations or commercial competition; or
 - Operational plans or proprietary product formulations and processes protected by intellectual property.
- 9.7** Requests for records that are clearly frivolous or vexatious, or which involve an unreasonable division of resources.

10. REMEDIES AVAILABLE UPON REFUSAL OF ACCESS

10.1 Internal Remedy

A Requestor may, within 30 days of receiving notice of a refusal, submit written representations to the Information Officer requesting the decision to be reconsidered. The contact details of the Information Officer are set out in paragraph 4.1 of this Manual.

10.2 External Remedies

If a request for access is refused, or if the Requestor is dissatisfied with the outcome of internal representations, the following external remedies are available:

- A complaint may be lodged with the Information Regulator in terms of Section 74 of POPIA or Section 79 of PAIA;
- An application may be made to the High Court for appropriate relief in terms of Section 78 of PAIA, within 180 days of notification of the decision;
- The Information Regulator's contact details are: JD House, 27 Stiemens Street, Braamfontein, Johannesburg 2001 | Tel: 010 023 5200 | infoereg@justice.gov.za

11. PROCEDURE FOR A REQUEST OF ACCESS IN TERMS OF PAIA

11.1 A Requestor must comply with all procedural requirements contained in Section 53 of PAIA relating to a Request for Access to a Record.

11.2 A Requestor must complete the prescribed Form 2 (Request for Access to Record of Private Body) and submit the completed form, together with payment of the applicable request fee (if any) and a deposit (if applicable), to the Information Officer at the address set out in paragraph 4.1 above.

11.3 The Request for Access form must be completed with sufficient particularity to enable the Information Officer to identify at least the following:

- The record(s) requested;
- The identity of the Requestor;
- The form of access required, if the request is granted;
- The postal address or email address of the Requestor; and
- The right that the Requestor seeks to exercise or protect, and an explanation of why the record is necessary to exercise or protect such right.

11.4 Mountain Falls Estate (Pty) Limited will process the Request for Access within 30 days of receipt, unless an extension of time is necessitated in accordance with Section 57 of PAIA, in which case the Requestor will be notified in writing.

11.5 If a Request for Access is made on behalf of another person, the Requestor must submit proof of the capacity in which the request is made to the reasonable satisfaction of the Information Officer.

11.6 If a person is unable to complete the prescribed form due to illiteracy or disability, such a person may make the request orally to the Information Officer.

11.7 The prescribed form is included as Appendix 1 to this Manual and is also available from the Information Regulator's website.

12. FEES

12.1 PAIA provides for two types of fees:

- A request fee, payable by a Requestor other than a Personal Requestor; and
- An access fee, calculated to account for production costs, search and preparation time, and postage costs.

12.2 When a Request for Access is received, the Information Officer will notify the Requestor of the amount of the request fee (if any) required before further processing of the request.

12.3 If a search for a record requires more than the prescribed number of hours, the Requestor will be notified to pay a deposit of not more than one-third of the anticipated access fee.

12.4 The Information Officer will withhold a record until the applicable fees have been paid.

12.5 If a Request for Access is refused after a deposit has been paid, the Information Officer must repay the deposit to the Requestor.

12.6 Mountain Falls Estate (Pty) Limited will decide whether to grant or decline a Request for Access within 30 days of receipt, and will notify the Requestor in writing with reasons where required.

12.7 The prescribed fees applicable to private bodies are set out in Annexure B to the PAIA Regulations and are available from the Information Regulator's website. A schedule of applicable fees is included as Appendix 2 to this Manual.

13. PROCESSING OF PERSONAL INFORMATION

13.1 Conditions for Lawful Processing

Chapter 3 of POPIA prescribes minimum conditions for the lawful processing of personal information by a responsible party. These conditions are described below:

Condition	Description
1. Accountability	The responsible party must ensure compliance with POPIA in respect of all processing of personal information.
2. Processing Limitation	Personal information must be collected lawfully, directly from the data subject where applicable, with consent, and used only for the purpose for which it was obtained.
3. Purpose Specification	Personal information must only be processed for a specific, explicitly defined and lawful purpose, and may not be retained beyond what is necessary to achieve that purpose.
4. Further Processing Limitation	Further processing of personal information must be compatible with the purpose for which it was originally collected.
5. Information Quality	The responsible party must take reasonable steps to ensure that personal information is complete, accurate and not misleading, and is updated where necessary.
6. Openness	The responsible party must maintain documentation of all processing operations and inform data subjects of the information being collected and the purpose thereof.
7. Security Safeguards	The responsible party must take appropriate, reasonable technical and organisational measures to prevent loss, damage, unauthorised destruction or unlawful access to personal information.
8. Data Subject Participation	Data subjects have the right to access, correct or request deletion of their personal information. The responsible party must have a process in place to handle such requests.

13.2 Purpose of Processing Personal Information

Mountain Falls Estate (Pty) Limited processes personal information for the following purposes:

- To enter into and perform employment contracts and to fulfil obligations as an employer in terms of applicable labour and tax legislation;
- To manage and fulfil customer orders placed through the Company's e-commerce platform (www.mountainfalls.co.za) and through trade accounts;
- To manage the delivery of products to customers through the Company's distribution partner, RM Logistics;
- To manage, operate and maintain the Company's e-commerce and customer relationship activities via Shopify;
- To procure goods and services and manage relationships with suppliers and service providers;
- To comply with applicable legal, regulatory and statutory obligations, including reporting to SARS and the Department of Employment and Labour;
- To manage the day-to-day business operations of the Company, including financial management and record-keeping;
- To protect the Company's legal rights and interests in any dispute or legal proceedings; and
- Any other purpose as may be communicated to data subjects in a privacy notice at the time of collection.

13.3 Categories of Data Subjects and Personal Information Processed

Category of Data Subject	Personal Information Processed
Employees (Permanent)	Full names; identity numbers; residential addresses; contact details; qualifications; employment history; banking details; salary information; tax numbers; leave records; disciplinary records; performance information; COIDA information
Customers (direct e-commerce)	Full names; email addresses; telephone numbers; delivery addresses; billing information; order history; subscription preferences; payment data processed via Shopify
Customers (trade accounts)	Names and contact details of representatives; company names; delivery addresses; order history; account correspondence
Suppliers & Service Providers	Names and contact details of representatives; registration and VAT numbers; banking details; contract information
Distribution Partners	Operational contact details; delivery and logistics correspondence; customer delivery data shared for fulfilment purposes
Job Applicants	Names; contact details; qualifications; employment history; identity numbers — retained only for the duration of the recruitment process unless employment is offered

13.4 Recipients of Personal Information

Mountain Falls Estate (Pty) Limited may share personal information with the following categories of recipients, where lawfully required or authorised:

Category of Information	Recipients
Employee tax and remuneration information	South African Revenue Service (SARS)
Employee UIF contributions	Department of Employment and Labour
COIDA levies and incident reports	Compensation Fund / Department of Employment and Labour
Employment equity records	Department of Employment and Labour
Payroll processing	STK Accounting (Pty) Limited (as Operator — external payroll and accounting)
Customer delivery information	RM Logistics (as Operator — distribution partner)
E-commerce customer and order data	Shopify Inc. (as Operator — e-commerce platform)
Financial and accounting data	Xero (as Operator — cloud accounting software)
Inventory and order data	Unleashed Software (as Operator — cloud inventory management)
Employee communications and documents	Microsoft Corporation (as Operator — Microsoft 365 cloud services)
Business and operational documents	Dropbox Inc. (as Operator — cloud file storage)

13.5 Planned Transborder Flows of Personal Information

Mountain Falls Estate (Pty) Limited does not intentionally transfer or store personal information outside the Republic of South Africa. All data is stored and processed within South Africa. Should any cross-border transfer of personal information become necessary in future, the Company will ensure compliance with Section 72 of POPIA, which requires that the recipient country offers an adequate level of data protection, or that one of the alternative lawful grounds for transfer is applicable.

13.6 Information Security Measures

Mountain Falls Estate (Pty) Limited is committed to implementing appropriate technical and organisational measures to ensure the confidentiality, integrity and availability of personal information. The following security measures are in place or being implemented as part of the Company's POPIA compliance programme:

- Access Control: Digital systems are password-protected. Access to personal information is restricted to employees who require it in the course of their duties.
- Physical Security: Physical records are stored in a filing cabinet at the Company's head office. The Company is implementing improved physical storage controls as part of its compliance programme.
- Cloud Security: Cloud-based services (Shopify, Xero, Unleashed, Microsoft 365, Dropbox) are secured by the respective service providers' security infrastructure. The Company will enter into Operator Agreements with all cloud-based operators to formalise data protection obligations.
- Payroll Security: External payroll and accounting is managed by STK Accounting (Pty) Limited. An Operator Agreement is being put in place to govern the handling of personal information by this provider.
- Incident Response: The Company is implementing a Data Breach Incident Response Policy to ensure that any breach of personal information is identified, contained, reported and managed in accordance with Section 22 of POPIA.
- Staff Awareness: All 50 staff members will receive POPIA awareness training. The Information Officer and Deputy Information Officer will receive dedicated compliance training.

14. AVAILABILITY OF THIS MANUAL

A copy of this Manual is available:

- On the Company's website at www.mountainfalls.co.za;
- At the head office of Mountain Falls Estate (Pty) Limited, 10 Blend Crescent, Firgrove Industrial Park, Somerset West, 7130, for public inspection during normal business hours;
- To any person upon written request to the Information Officer; and
- To the Information Regulator upon request.

15. UPDATING OF THIS MANUAL

The Information Officer of Mountain Falls Estate (Pty) Limited will review and update this Manual on a regular basis, and at a minimum on an annual basis, to ensure that it remains accurate, current and compliant with any legislative amendments or regulatory guidance issued by the Information Regulator.

16. REVISION HISTORY

Version	Date	Summary of Changes
01	May 2026	Initial compilation of PAIA Manual — PP002

17. APPENDICES

The following appendices form part of this Manual and will be compiled and attached separately:

Appendix	Description
Appendix 1	Form 2: Request for Access to Record of a Private Body (Regulation 7 of PAIA)
Appendix 2	Prescribed Fees Applicable to Private Bodies in Respect of PAIA Requests

Issued by:

Justine Wyatt
Information Officer
Mountain Falls Estate (Pty) Limited

End of Manual — PP002
Mountain Falls Estate (Pty) Limited | PAIA Manual | Section 51 of PAIA

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APPENDIX 1 FORM 2 REQUEST FOR ACCESS TO RECORD

[Regulation 7 of the Promotion of Access to Information Act 2 of 2000]

NOTE:

- Proof of identity must be attached by the requester.
- If the request is made on behalf of another person, proof of such authorisation must be attached to this form.

TO: The Information Officer

Mountain Falls Estate (Pty) Limited 10 Blend Crescent, Firgrove Industrial Park, Somerset West, 7130
Email: info@mountainfalls.co.za

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person

A. PERSONAL INFORMATION OF REQUESTER

Full Names		
Identity Number		
Capacity (if on behalf of another)		
Postal Address		
Street Address		
Email Address		
Tel (B)	Facsimile	Cellular

B. DETAILS OF PERSON ON WHOSE BEHALF REQUEST IS MADE (if applicable)

Full Names		
Identity Number		
Postal Address		
Street Address		
Email Address		
Tel (B)	Facsimile	Cellular

Provide full particulars of the record to which access is requested, including the reference number if known, to enable the record to be located. If the space provided is inadequate, continue on a separate page and attach it to this form. All additional pages must be signed.

C. PARTICULARS OF RECORD REQUESTED

Description of record or relevant part of record	
Reference number (if available)	
Any further particulars of record	

D. TYPE OF RECORD (Mark the applicable box with an "X")

	Printed copy of record (including copies of visual images, transcriptions and electronic records)
	Written or printed transcription of visual images
	Transcription of soundtrack (written or printed document)
	Copy of record on flash drive (including visual images and soundtracks)
	Copy of record on compact disc (including visual images and soundtracks)
	Copy of record saved on cloud storage / file transfer

F. MANNER OF ACCESS (Mark the applicable box with an "X")

	Personal inspection at registered address
	Postal services to postal address
	Courier service to street address
	Email of information
	Cloud share / file transfer

Preferred Language: _____

Note: If the record is not available in the language you prefer, access may be granted in the language in which it is available.

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

Indicate which right is to be exercised or protected	
Explain why the record is required for the exercise or protection of this right	

If the space provided is inadequate, continue on a separate page and attach it to this form. The requester must sign all additional pages.

H. FEES

A request fee must be paid before the request will be considered. You will be notified of the amount of the access fee to be paid. 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. If you qualify for exemption from payment of any fee, please state the reason for exemption below.

Reason for exemption from payment of fees (if applicable):

You will be notified in writing whether your request has been approved or denied. Please indicate your preferred manner of correspondence:

	Postal Address
	Facsimile
	Electronic Communication / Email

Signed at _____ this _____ day of _____ 20_____

Signature of Requester / Person on whose behalf request is made

FOR OFFICIAL USE ONLY

Reference number	
Request received by (Name & Surname of Information Officer)	
Date received	
Access fee	
Deposit (if any)	

Signature of Information Officer

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APPENDIX 2 PRESCRIBED FEES APPLICABLE TO PRIVATE BODIES

In terms of the Promotion of Access to Information Act 2 of 2000

Item	Description	Amount
1	Request fee, payable by every requester	R140.00
2	Photocopy or printed black & white copy — per A4 page or part thereof	R2.00 per page
3	Printed copy of A4-size page	R2.00 per page
4a	Copy in computer-readable form on a flash drive (provided by the requester)	R40.00
4b	Copy in computer-readable form on a compact disc (CD) — requester provides the CD	R40.00
4c	Copy in computer-readable form on a compact disc (CD) — the body provides the CD	R60.00
5	Transcription of visual images — per A4 page or part thereof	Outsourced — fee based on service provider quotation
6	Copy of visual images	Outsourced — fee based on service provider quotation
7	Transcription of an audio record — per A4 page	R24.00
8a	Copy of audio record on a flash drive (provided by the requester)	R40.00
8b	Copy of audio record on compact disc (CD) — requester provides the CD	R40.00
8c	Copy of audio record on compact disc (CD) — the body provides the CD	R60.00
9	For each hour or part of an hour (excluding the first hour) required to search for and prepare the record for disclosure	R145.00 per hour (maximum R435.00)
10	Deposit: where the search is estimated to exceed 6 hours	One-third of the total access fee, calculated with reference to items 2 to 8 above

NOTES:

- The request fee (item 1) is payable by all requesters other than Personal Requestors, before the request will be considered.
- The access fee is payable upon granting of the request and is in addition to the request fee.
- Where a deposit is required, it will be deducted from the final access fee payable.
- If a request is refused after a deposit has been paid, the deposit will be refunded.
- A Personal Requestor (as defined in PAIA) requesting access to records containing their own personal information is exempt from the request fee but must pay the prescribed access fee for reproduction.