



INFORMATION MANUAL

IN COMPLIANCE WITH:

THE PROMOTION OF ACCESS TO INFORMATION ACT, 2 of 2000
AND
THE PROTECTION OF PERSONAL INFORMATION ACT, 4 of 2013

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1. INTRODUCTION

- 1.1 This information manual (the/this “Manual”) is published in terms of Section 14 of the Promotion of Access to Information Act No. 2 of 2000, as amended (“PAIA”) and section 17 of the Protection of Personal Information Act no 4 of 2013, as amended (POPI) .
- 1.2 PAIA gives effect to the provisions of Section 32 of the Constitution which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and/or protection of any right. POPI on the other gives effect to the right of privacy under section 14 of the Constitution.
- 1.3 The purpose of PAIA is to foster a culture of transparency and accountability in both the public and private sectors by affording any person the right of access to information to enable them to exercise and protect all of their rights to the full extent required. Whereas the main purpose of POPI is to promote the protection of personal information processed by public and private bodies.
- 1.4 The purpose of this Manual is to set out the procedures to be followed and criteria that have to be met by a person requesting access to records in the possession or under the control of the Passenger Rail Agency of South Africa (hereinafter referred to as “PRASA”) and its operating Divisions.

2. AVAILABILITY OF THE MANUAL

This Manual may be accessed on our website at www.prasa.com or by requesting a copy by e-mail from the relevant information officer as provided for in paragraph 5 below. The manual may also be obtained from the Information Regulator.

3. ABBREVIATIONS AND DEFINITIONS

In this Manual (as defined below), unless the context requires otherwise, the following words and expressions bear the meanings assigned to them and cognate expressions bear corresponding meanings –

3.1 Abbreviations

Term	Definition
PRASA	PRASA RAIL AGENCY OF SOUTH AFRICA
GCEO	Group Chief Executive Officer
DIO	Deputy Information Officer
IO	Information Officer of PRASA as designated under POPI being the GCEO
PAIA	Promotion of Access to Information Act, 2 of 2002
POPIA	Protection of Personal Information Act, No. 4 of 2013
PI	Personal Information
RP	Responsible Party

3.2 Terms and Definitions

Term	Definition
"Child"	means any natural person under the age of 18 (eighteen) years;
" Breach "	means an actual or suspected breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Information under the control of or in the possession of PRASA;
"Data Subject"	means an Employee, client or supplier or any other persons in respect of whom PRASA Processes their Personal Information, who may be either natural or juristic persons or any other person(s);
"Employees"	means a person who works for or provides services to or on behalf of PRASA and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting any work or services for . This includes, without limitation, heads of departments, managers, all permanent, temporary and part-time staff as well as contract workers.
"Operator"	means a person or entity who Processes Personal Information for a Responsible Party in terms of a contract or mandate, without coming under the direct authority of that Responsible Party;
"Personal Information"	means information relating to any Data Subject, including but not limited to: <ul style="list-style-type: none"> (i) views or opinions of another individual about the Data Subject; and (ii) information relating to such Data Subject's: <ul style="list-style-type: none"> • race, sex, gender, sexual orientation, pregnancy, marital status, nationality, ethnic or social origin, colour, age, physical or mental

	<p>health, well-being, disability, religion, conscience, belief, cultural affiliation, language and birth;</p> <ul style="list-style-type: none"> • education, medical, financial, criminal or employment history; • names, identity number and/or any other personal identifier, including any number(s), which may uniquely identify a Data Subject, account or client number, password, pin code, numeric, alpha, or alpha-numeric design or configuration of any nature, symbol, email address, domain name or IP address, physical address, cellular phone number, telephone number or other particular assignment; • blood type, fingerprint or any other biometric information; • personal opinions, views or preferences; • correspondence that is implicitly or expressly of a personal, private, or confidential nature (or further correspondence that would reveal the contents of the original correspondence); and • information relating to corporate structure, composition, and business operations (in circumstances where the Data Subject is a juristic person);
"Processing"	<p>means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including:</p> <ul style="list-style-type: none"> • the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; • dissemination by means of transmission, distribution or making available in any other form by electronic communications or other means; or • merging, linking, blocking, degradation, erasure, or destruction. For the purposes of this definition, <p>"Process" has a corresponding meaning.</p>
Record	<p>means any recorded information:</p> <ul style="list-style-type: none"> • writing on any material; • information produced, recorded, or stored by means of any tape recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored; • label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means (photograph, film, negative, tape or other device in which one or more visual images are embodied to be capable, with or without the aid of some other equipment, of being reproduced); • in the possession or under the control of PRASA; • whether or not it was created by PRASA; and • regardless of when it came into existence.
"Regulator"	<p>means the Information Regulator established in terms of POPI; for the purposes of both PAIA and POPI;</p>

"Responsible Party"	means a public or private body or any other person which alone or in conjunction with others, determines the purpose of and means for Processing Personal Information; For the purpose of this Manual, PRASA
Request	Means request for access to a record or information held by or in the possession of PRASA pursuant to either PAIA and POPI
"Special Personal Information"	means Personal Information concerning a Data Subject's religious or philosophical beliefs, race or ethnic origin, trade union membership, political opinions, health, sexual life, biometric information, or criminal behaviour; and
"Third Party"	means any independent contractor, agent, consultant, sub-contractor, or other representative of PRASA.

4. FUNCTIONS AND STRUCTURE OF

4.1 The mandate of PRASA

PRASA is an agency of the Department of Transport and it is established in terms of the Legal Succession to the South African Transport Services Act of 1989, as amended ("the Legal Succession Act"). PRASA primary mandate is to provide rail commuter services and long haul passenger rail and bus services within the Republic of South Africa and its secondary mandate is to generate income from its [PRASA] assets.

4.2 Structure of PRASA

4.2.1 PRASA is made up of the following operating Divisions:

4.2.1.1 **Rail**: the Rail Operating Division of PRASA which manages urban (metro) commuter and Mainline Passenger Services regional, long distance or inter-city and cross border rail services.

4.2.1.2 **CRFS**: manages and oversee the maintenance of the organisation's Rail property portfolio and to leverage PRASA asset base, including commercialization, property developments, infrastructure developments, etc.

4.2.1.3 **Tech**: The mandate of PRASA Technical is to develop and drive the strategic infrastructure programme of .

4.2.2 The following are the wholly owned subsidiaries of PRASA:

4.2.2.1 **Autopax SOC Limited**: operates two bus services – Translux and City to City.

4.2.2.2 **Intersite Asset Investment SOC Limited**: Intersite’s mandate is to leverage ’s asset base, it’s responsible for property and asset development.

5. INFORMATION OFFICERS AND CONTACT DETAILS

5.1 In terms of PAIA/ POPI, the Chief Executive Officer of a public body is automatically designated as Information Officer.

5.2 Requests for Information related to PRASA and not a particular Operating Division must be addressed to the Information Officer and the Deputy Information Officer at the contact details listed below.

Information Officer	Group Chief Executive Officer
Email address	PAIA/POPI.io@prasa.com
Postal address	Private Bag X 101, Braamfontein
Street address	Umjantshi House 30 Wolmarans Street, Braamfontein, Johannesburg

Deputy Information Officer	Company Secretary
Email address	PAIAP/POPI.dio@prasa.com
Postal address	Private Bag X 101, Braamfontein
Street address	Umjantshi House 30 Wolmarans Street, Braamfontein, Johannesburg

5.3 Requests for information relating one of PRASA s Operating Divisions are required to be addressed to the listed Deputy Information Officers (“DIOs”) at the contact details listed below.

	Rail Division (Metrorail and Shosholoza Meyl)	Corporate Real Estate: [“CRES”]	PRASA Technical
Email address	PAIA/POPI.Prasarail@prasa.com <u>Attention: Chief Executive Officer:</u> <u>PRASA RAIL</u>	PAIA/POPI.Prasacres@Prasa.Com <u>Attention: Chief Executive Officer:</u> <u>CRES</u>	PAIA/POPI.Prasatech@prasa.com <u>Attention: Chief Executive Officer:</u> <u>PRASA TECH</u>
Postal address	Private Bag X 101, Braamfontein		
Street address	Umjantshi House, 30 Wolmarans, Braamfontein, Johannesburg		

6. HOW TO REQUEST ACCESS TO RECORDS HELD BY P R A S A

- 6.1 The Requester must specify the request made and identified whether the request is made under PAIA or POPI. It is expected the Requester will provide adequate proof of the identity of and the reasons and the purpose for the request made with PRASA.
- 6.2 The request for information or record must be in the form prescribed by the Regulator or as provided for under this Manual.
- 6.3 The requester must consider the questions set out in 6.3.1 and 6.3.3 inclusive before submitting a request. If the answer to any of these questions is **YES** the request may not be submitted to PRASA in terms of PAIA [Section 7(1)]:
- 6.3.1 *Is the record requested for the purposes of criminal or civil proceedings?*
- 6.3.2 *Is the request made after the commencement of such criminal or civil proceedings?, as the case may be; and*
- 6.3.3 *Is the production of or access to that record for the purpose of a criminal or civil provided for in any other law?*
- 6.4 In this instance, rules and procedures for discovery of information of the relevant

legal forum and proceedings the requester is involved in must be used. reserves the right to claim all expenses and other damages incurred as a result of a requester submitting a request in contravention of section 7(1) of PAIA.

6.5 Does the information requested exist in the form of a record?

6.5.1 Please note that PAIA and POPI only apply to records which are in existence at the time of us receiving the request.

6.5.2 PAIA and POPI do not compel anyone to create a record which is not yet in existence at the time the request is made.

6.6 Is the record in the possession or under the control of PRASA?

6.6.1 PRASA is a large organisation and the search for records requested may involve substantial time, resources and expenses.

6.6.2 PAIA provides that the record requested must be in the possession or under the control of PRASA. However, for the purposes of PAIA and POPI, a record in the possession or under the control of a PRASA official or an independent contractor engaged by PRASA is regarded as being a record of PRASA. If you are not sure whether the record is in the possession or under the control of PRASA, please indicate that to us in the relevant request form.

6.7 Should you bring the request in terms of Chapter 2 or 3 of PAIA and POPI?

6.7.1 Although PRASA is a public body as referred to in subsection (b)(ii) of the definition of a public body in PAIA, there may be certain instances where PRASA must be regarded as a private body in terms of Section 8 of PAIA. Under POPI PRASA is the Responsible Party as ascribed therein

6.7.2 In determining if PRASA qualifies as a private body, the *conduct* of PRASA should be considered and particularly whether its actions qualify as administrative in nature. Whether particular

conduct constitutes administrative action depends primarily on the nature of the power that is being exercised rather than the identity of the person who exercises it. The following general rules can be considered as guidelines:

6.7.2.1 PRASA as a *public body*: PRASA will generally qualify as a public body where the records relate or are relevant to the exercise of public power or the performance of a public function in terms of any legislation.

6.7.2.2 PRASA as a *private body*: In employee related matters such as disciplinary proceedings, contracts concluded with third parties, PRASA generally does not exercise a “public power” and it will therefore qualify as a private body for purposes of PAIA.

6.8 Form of Request

6.8.1 PRASA as a public body

6.8.1.1 Requests for access to records held by PRASA in its capacity as a public body must only be made on the request form prescribed by PAIA, a copy of which is attached as **Annexure 1**.

6.8.1.2 Should you wish to type in your information into an MS Word version of the request form, please send an email to the relevant Information Officer in order that they may email you a copy.

6.8.2 PRASA as a private body

6.8.2.1 Requests for access to records held by PRASA in its capacity as a private body must only be made on the request form prescribed by PAIA, a copy of which is attached as **Annexure 3**.

6.8.2.2 Please note that in respect of requests where PRASA qualifies as a private body, you must clearly state the right you seek to protect or enforce under PAIA.

6.8.2.3 If you wish to type in your information into an MS Word version of the request form, please send an email to the relevant information officer in order that they may email you a copy.

6.8.3 Personal Information

6.8.3.1 The requester may only request information related to the requester personal information.

6.8.3.2 Access to this personal information of the requester is regulated under POPI and access thereto and requests for such information will be considered in terms of POPI.

6.8.3.3 Requests for access to records held by PRASA in its capacity as a Responsible Party must only be made on the request form prescribed by POPI or as per the templates attached, as **Annexure 5**.

7. CONSIDERING YOUR REQUEST

7.1 Subject to the provisions of PAIA and POPI, access to records requested from PRASA will only be given if:

7.1.1 all the procedural requirements set out in PAIA and POPI relating to a request are met; and

7.1.2 access to the requested record/s is not refused in terms of any ground for refusal as set out in PAIA.

7.2 The grounds for refusal are outlined in Part 2 of Chapter 4 and Part 3 Chapter 4 of PAIA and includes mandatory protection of –

- 7.2.1 commercial information of a third party;
 - 7.2.2 certain confidential information;
 - 7.2.3 safety of individuals, and protection of property;
 - 7.2.4 records privileged from production in legal proceedings;
 - 7.2.5 economic interests and financial welfare of the Republic and commercial activities of public bodies;
 - 7.2.6 research information of a third party, and protection of research information of a public body; or
 - 7.2.7 certain information regarding the operations of public bodies.
- 7.3 Other grounds for refusal of request
- 7.3.1 the request is manifestly frivolous or vexatious; or
 - 7.3.2 the work involved in processing the request would substantially and unreasonably divert the resources of PRASA.

8. PURPOSE OF PROCESSING INFORMATION, CATEGORIES OF INFORMATION IN TERMS OF POPI

8.1 Purpose of processing

PRASA process personal information for, amongst others, the following purposes;

- 8.1.1 Employment;
- 8.1.2 Commercial matters that it concludes as a private body;
- 8.1.3 Access control.

As such, PRASA may process and retain special personal information that is required for operational purposes under the following laws:

- 8.1.4 National Railway Safety Regulator Act, 16 of 2002, as amended and its Regulations and the Standards issued by the Railway safety

- Regulator under this legislation (processing and retaining of human factors management requirements including, medical surveillance, medical certification and records);
- 8.1.5 Private Security Industry Regulator Act, 56 of 2001 (processing of fit and proper requirements including criminal records checks);
 - 8.1.6 Labour Relations Act No. 66 of 1995 (processing and retaining trade union memberships for employees);
 - 8.1.7 Occupational Health and Safety Act No. 85 of 1993;
 - 8.1.8 Compensation for Occupational Injuries and Diseases Act No. 130 of 1993 (submission of medical and health records for injuries on duty and dependants claims);
 - 8.1.9 Basic Conditions of Employment Act No. 75 of 1997;
 - 8.1.10 Employment Equity Act No. 55 of 1998 (including disability indicators, race, gender, etc indicators);
 - 8.1.11 Skills Development levies Act No. 9 of 1999;
 - 8.1.12 Unemployment Insurance Contribution Act No. 4 of 2002;
 - 8.1.13 National Qualification Framework Act No. 67 of 2008;
 - 8.1.14 Companies Act No. 71 of 2008;
 - 8.1.15 Disaster Management Act 57 of 2002, as amended, together with the related regulations including [Preventative Measures In the Railway Operations (COVID-19 Control Measures On The Operations By Rail) Regulations]
- 8.2 Having regard to PRASA business and operations, PRASA may have in its possession categories of information and records that include:
- 8.2.1 Employment records / information;
 - 8.2.2 Commuters and passengers' records / information;
 - 8.2.3 Tenant and Real Estate leasing Information;

- 8.2.4 Private Supplier / service provider Information;
- 8.2.5 Visitors, clients and customers records / information.

9. PRESCRIBED FEES

- 9.1 PAIA sets out two types of fees, namely a request fee and an access fee, that are required to be paid prior to PRASA assessing the request for information.
- 9.2 Under POPI a Requester who/which requests confirmation whether PRASA holds the Requester information may request such confirmation without charge. All requests in terms of POPI may carry a fee of R3.50 per page.
- 9.3 A Requester may be required to pay such fee, subject to the following:
- 9.4 Where PRASA acts as a **public body** –
 - 9.4.1 the fees for reproduction of this manual and records are listed in **Annexure 2**; the request fee payable by every Requestor, other than a personal requestor is listed in **Annexure 2**. The access fees payable by a Requester referred to section 22(7), unless exempted under section 22(8), of PAIA are listed in **Annexure 2**.
- 9.5 Where PRASA acts as a **private body** -
 - 9.5.1 the fees for reproduction of voluntarily disclosed and automatically available records are listed in **Annexure 4**;
 - 9.5.2 the request fee payable by a Requestor other than a personal requestor is listed in **Annexure 4**;
 - 9.5.3 the access fee payable by a Requestor, unless exempted, are listed in **Annexure 4**.
- 9.6 Exemptions under PAIA
 - 9.6.1 The following persons are exempt from paying access fees:
 - 9.6.1.1 a single person whose annual income, after permissible

deductions does not exceed R14 712, 00 per annum; and

9.6.1.2 married persons or a person and his or her life partner whose annual income, after permissible deductions does not exceed R27 192, 00 per annum.

9.6.1.3 Where the cost of collecting any fee in respect of the search and preparation of a record for disclosure, exceeds the amount charged, such fee does not apply.

9.6.2 The access fee in respect of the search, preparation and disclosure of records does not apply to the personal record of a requester.

9.6.3 The request and access fees do not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act No. 99 of 1998 or the regulations made under section 44 of the foregoing Act.

10. RECORDS AUTOMATICALLY AVAILABLE

We hereby provide you, below, with a list of record categories that are automatically available to requesters as required by section 15 of PAIA.

A: RECORDS AUTOMATICALLY AVAILABLE FOR FREE

All records listed above are only available for free subject to available stock in print at any given time or electronically from 's website. Access to these records will be granted to requesters in respect of a request for access to records, subject to the provisions of the Promotion of Access to Information Act, 2000.

B: RECORDS AUTOMATICALLY AVAILABLE SUBJECT TO PAYMENT OF PRESCRIBED FEE

No.	Description
1	Laws, regulations and by laws that govern the functioning and conduct of .
2	Details of auditors
3	Details of actuaries of the pension scheme and the medical aid fund utilized by .
4	Rules of benefit, housing and medical schemes and funds.
5	Newsletters.
6	Corporate Plans

Requesters will be advised of prescribed fees on receipt of a request for access to records. Access to these records will be granted to requesters in respect of a request for access to records, subject to the provisions of the Promotion of Access to Information Act, 2000 / Protection of Personal Information Act, 2013.

11.AVAILABLE REMEDIES TO REQUESTERS

11.1 A requester (or a third party, where applicable) may seek relief from any court with appropriate jurisdiction in respect of the following decisions of the Information Officer:

11.1.1 refusal or partial refusal of the request for access;

11.1.2 the amount of fees required to be paid;

11.1.3 the extension of the period within which to deal with the request; or

11.1.4 the form of access in which the information will be furnished.

11.2 PRASA does not have an internal appeal procedure in place to facilitate appeals against the decisions of the Information Officer and Deputy Information Officers. An aggrieved party may seek appropriate relief by way of application to the

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Courts or Complaints mechanism established under POPI and its Regulations.

11.3 All legal processes must be served on the Information Officer.

12.RECORDS HELD BY PRASA

PRASA maintains records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be granted. All requests for access will be evaluated on a case by case basis in accordance with the provisions of PAIA / POPI.

12.1 Internal Records:

The following are records pertaining to PRASA's own affairs:

- 12.1.1 Financial records;
- 12.1.2 Operational records;
- 12.1.3 Intellectual property;
- 12.1.4 Marketing records;
- 12.1.5 Internal correspondence;
- 12.1.6 Statutory records;
- 12.1.7 Internal policies and procedures; and
- 12.1.8 Records held by officials of PRASA.

12.2 Employee records are generally personal information under POPI. This may include the following:

- 12.2.1 Any personal records provided to PRASA by their personnel;
- 12.2.2 Any records a third party has provided to PRASA about any of their personnel;
- 12.2.3 Conditions of employment and other personnel-related contractual and quasi-legal records;
- 12.2.4 Internal evaluation records; and

12.2.5 Other internal records and correspondence.

12.3 **Work-related records**

Work-related information includes the following:

12.3.1 Any records a third party has provided to PRASA; and

12.3.2 Records generated by or within PRASA pertaining to work or services, including transactional records.

12.4 **Other Parties**

Records are kept in respect of other parties, including without limitation contractors, suppliers, departments, service providers. Alternatively, such other parties may possess records which can be said to belong to PRASA.

The following records fall under this category:

12.4.1 Personnel, work or service related records which are held by another party as opposed to being held by PRASA; and

12.4.2 Records held by PRASA pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

13.DOCUMENT VERSION HISTORY

CHANGE LIST			
REVISION NUMBER	DESCRIPTION OF CHANGE	PAGE	DATE
V1	<i>Create new document</i>	All	
V2	<i>Update the document to incorporate the requirements of Protection of Personal Information Act, 4 of 2013 as amended and to align whole documents with Policies template</i>		April 2021

ANNEXURE 1: REQUEST FORM FOR PUBLIC BODIES

This annexure must accompany the cover letter addressed to the Information Officer

A. Particulars of or Division

The Information Officer for: [Information Officer Name and Operating Division]

Attention: _____

Operating Division: _____

Email address: _____

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: _____

Email address: _____

Postal address: _____

Telephone number: _____

Capacity in which the 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 the 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 the access is requested.					
1. If the record is in written or printed form:					
<input type="checkbox"/>	Copy of record*	<input type="checkbox"/>	Inspection of record		
1. If record consists of visual images: this includes photographs, slides, video recordings, computer generated images, sketches etc.					
<input type="checkbox"/>	View the images	<input type="checkbox"/>	Copy of the images	<input type="checkbox"/>	Transcription of images*
3. If record consists of recorded words or information which can be reproduced in sound:					
<input type="checkbox"/>	Listen to the soundtrack audio cassette	<input type="checkbox"/>	Transcription of soundtrack* written or printed document		
4. If record is held on computer or in an electronic or machine-readable form:					
<input type="checkbox"/>	Printed copy of record*	<input type="checkbox"/>	Printed copy of information derived from the record	<input type="checkbox"/>	Copy in computer readable form* (floppy, stiffer or compact disc)

G. 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 thereof 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: _____ on this _____ day of _____ 20_____

Signature of requester / person on who's behalf request is made

FOR INTERNAL USE ONLY

Reference number:

Information Officer:

Request fee (if any): R

Deposit (if any) R

Access fee: R

SIGNATURE OF INFORMATION OFFICER / DEPUTY INFORMATION OFFICER



prasa

PASSENGER RAIL AGENCY
OF SOUTH AFRICA

ANNEXURE 2: FEES IN RESPECT OF PUBLIC BODIES

Nr	DESCRIPTION	RAND
1	The fee for a copy of the manual as contemplated in regulation 5 (c) for every photocopy of an A4-size page or part thereof	0.60
2	The fees for reproduction referred to in regulation 7 (1) are as follows:	
2.1	For every photocopy of an A4 size page or part thereof	0.60
2.2	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0.40
3	For a copy in a computer readable form on -	
3.1	Stiffy disc	5.00
3.2	Compact disc	40.00
3.3	For a transcription of visual images, for an A4-size page or part thereof	22.00
3.4	For a copy of visual images	60.00
3.5	For a transcription of an audio record, for an A4-size page or part thereof	12.00
3.6	For a copy of an audio record	17.00
3.7	The request fee payable by every requester, other than a personal requester, referred to in regulation 7 (2)	35.00
4	The access fee payable by a requester referred to in regulation 7 (3) are as follows:	
4.1	For every photocopy of an A4-size page or part thereof	0.60
4.2	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0.40
5	For a copy in a computer-readable form on -	
5.1	Stiffy disc	5.00
5.2	Compact disc	40.00
4.6	For a transcription of visual images, for an A4-size page or part thereof	22.00
4.7	For a copy of visual images	60.00



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4.8	For a transcription of an audio records, for an A4-size page or part thereof	12.00
4.9	For a copy of an audio record	17.00
5	To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	
5.1	For purposes of section 22 (2) of PAIA, the following applies;	
5.2	Six hours as the hours to be exceeded before a deposit is payable, and	
5.3	One third of the access fee is payable as a deposit by the requester	
5.4	Postage is payable when a copy of a record must be posted to a requester	

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ANNEXURE 3: REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

This annexure must accompany the cover letter addressed to the relevant Information Officer

A. Particulars of or Division

The Information Officer

Attention: _____

Operating Division _____

Email address _____

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: _____

Capacity in which the 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.



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4 Description of record or relevant part of the record:

5. Reference number, if available:

6. 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:

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.



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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 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

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 _____ 200_____

Signature of requester / person on whose behalf request is made

FOR INTERNAL USE ONLY

Reference number:

Information Officer:

Request fee (if any): R

Deposit (if any): R

Access fee: R

SIGNATURE OF INFORMATION OFFICER/ DEPUTY INFORMATION OFFICER



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ANNEXURE 4: FEES IN RESPECT OF PRIVATE BODIES

DESCRIPTION		Rand
1	The fee for a copy of the manual as contemplated in regulation 9(2)(c) - for every photocopy of an A4-size page or part thereof.	1,10
2 The fees for reproduction referred to in regulation 11 (1) are as follows:		
2.1	For every photocopy of an A4-size page or part thereof	1,0
2.2	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
3 For a copy in a computer-readable form on—		
3.1	Stiffy disc	7,0
3.2	Compact disc	70,00
3.3	For a transcription of visual images, for an A4-size page or part thereof	40,00
3.4	For a copy of visual images	60,00
3.5	For a transcription of an audio record, for an A4-size page or part thereof	20,00
3.6	For a copy of an audio record	30,00
3.7	The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2)	50,00
4 The access fees payable by a requester referred to in regulation 11 (3) are as follows:		
4.1	For every photocopy of an A4-size page or part thereof	1,0
4.2	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
5 For a copy in a computer-readable form on—		
5.1	Stiffy disc	7,00
5.2	Compact disc	70,00
5.3	For a transcription of visual images, for an A4-size page or part thereof	40,00



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5.4	For a copy of visual images	60,00
5.5	For a transcription of an audio record, for an A4-size page or part thereof	20,00
5.6	For a copy of an audio record	30,00
5.7	To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	
5.8	For purposes of section 54 (2) of PAIA, the following applies:	
5.9	Six hours as the hours to be exceeded before a deposit is payable; and	
5.10	One third of the access fee is payable as a deposit by the requester.	
5.11	Postage is payable when a copy of a record must be posted to a requester.	

ANNEXURE 5

REQUEST FORM FOR ACCESS UNDER POPI

FORM 1

OBJECTION TO THE PROCESS OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATION RELATING TO THE PROTECTION OF THE PERSONAL INFORMATION, 2018 [Regulation 2]

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is adequate, submit information as an Annexure to this form and sign each page.
3. Complete as is applicable.

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

--	--

Signed at _____ this _____ day of _____ 20_____

Signature of Data Subject/Designated Person

FORM 2

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

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[REGULATION 3]**

Note:

1. Affidavits or other documents evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Forms is adequate, submit information as an Annexure to this form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession under the control of the responsible party and who is no longer authorized to retain the records of information.

A	DETAILS OF DATA SUBJECT
Name(s) and surname/registered name of data subject:	
Unique identifier/Identity number	
Residential, postal, or business address:	
	Code ()
Contact number (s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/Registered name of responsible party:	
Residential, postal, or business address:	
	Code ()
Contact number (s):	
Fax number/E-mail address:	

C	INFORMATION TO BE CORRECTED/DELETED/DESTRUCTION/DESTROYED
D	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 FOR *DESTRUCTION OF A RECORDS OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY NO LONGER AUTHORISED TO RETAIN (Please provide detailed reasons for the request)

Signed at _____ this _____ day of _____ 20_____

Signature of Data Subject/ Designated Person