

PROMOTION OF ACCESS TO INFORMATION ("PAIA") MANUAL

Compiled in terms of section 51 of the Promotion of Access to Information Act, 2 of 2000 ("PAIA") and addressing the requirements of the Protection of Personal Information Act, 4 of 2013 ("POPIA")



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1. PURPOSE OF THIS MANUAL

- 1.1 The *Promotion of Access to Information Act*, 2000 (“**PAIA**”) was enacted to give effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the Government, as well as information held by another person (or private body) when such privately held information is required to exercise a right or to protect a right.
- 1.2 The purpose of this Manual is to set out the procedures to be followed and criteria that must be met by anyone (the “requester”) to request access to records in the possession or under the control of BIOVAC.
- 1.3 This manual can be accessed on our website at [Biovac – Science of Protecting Life](#) or by requesting a copy by email from the relevant Information Officer.
- 1.4 The following persons within BIOVAC have been duly appointed as Information Officers, to act as the persons to whom requests for access to information must be made in terms of PAIA:

BIOVAC

Chief Financial Officer
Craig Mitchell
craigm@biovac.co.za
+ 27 21 514 5003
15 Alexandra Road, Pinelands, 7405, Cape Town

1.5

Deputy Information Officers	
Name	Information Category
Craig Mitchell	All categories of information
Sameera Yusuf	All finance information
Candice Alexander	Employee and research information
Nerina Dallicani	All Risk and Compliance information
Cornelius Coetzer	All Information Technology information

2. SCOPE OF THIS MANUAL

3. INTRODUCTION

- 3.1. Biovac is a bio-pharmaceutical company based in Cape Town which focuses on building local vaccine manufacturing capability for the provision of vaccines for national health management and security.
- 3.2. The *Promotion of Access to Information Act*, 2000 (“**PAIA**”) was enacted to give effect to section 32 of the Constitution of the Republic of South Africa, 1996 (hereinafter referred to as the “Constitution”), which provides that everyone has the right to access information held by the Government, as well as information held by another person (or private body) when such privately held information is required to exercise a right or to protect a right.
- 3.3. Section 14 of the Constitution states that everyone has the right to privacy. This right includes a right to protection against the unlawful gathering, housing, distribution and use of Personal Information.
- 3.4. PAIA establishes voluntary and mandatory mechanisms or procedures to give effect to the constitutional right to information in a manner which enables persons to obtain records of public and private bodies as swiftly, inexpensively and effortlessly, as reasonably possible. PAIA also provides for the promotion of protection of personal information processed by public and private bodies, and places certain conditions so as to establish minimum requirements for processing of personal information and the establishment of an Information Regulator to exercise certain powers and to perform certain duties and functions in terms of the PAIA and POPIA (Protection of Personal Information Act No.4 of 2013).
- 3.5. Section 51 of PAIA requires all private bodies to compile an information manual (“Manual”). This document serves as Biovac's PAIA and POPIA Manual.
- 3.6. Section 23 of POPIA provides the data subject with the right of access to personal information held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information. Therefore, this allows individuals and organizations the right to, in the

prescribed manner, request to correct, delete Personal Information in its possession or under its control that is inaccurate, irrelevant, excessive, outdated, incomplete, misleading or obtained unlawfully, or to destroy or delete any Personal Information that the responsible party is no longer authorized to retain or access.

3.7. This Manual is not exhaustive and does not make provision for every procedure provided for in PAIA or POPIA. Requesters are therefore advised to familiarise themselves with the provisions of PAIA. For further clarification please do not hesitate to contact the Information Officer identified in this Manual.

4. PURPOSE OF THIS MANUAL

4.1. The purpose of this Manual is to set out the procedures to be followed and criteria that must be met by anyone (the “requester”) to request access to records in the possession or under the control of BIOVAC.

4.2. This Manual is compiled in terms of:

4.2.1. Section 51 of PAIA which ensures Biovac’s compliance with the law and creates an environment of transparency, good governance and accountability which in turn give rise to Section 32 of the Constitution (Right to Access of information);

4.2.2. Addressing the requirements of the POPIA (section 23 and 24) which guides on how to access, object, request for correction of Personal Information.

4.3. Section 9 of PAIA, recognises that such right to access to information cannot be unlimited and is subjected to justifiable limitations, including, but not limited to:

4.3.1. limitations aimed at the reasonable protection of privacy;

4.3.2. commercial confidentiality; and

4.3.3. effective, efficient and good governance, in a manner which balances that right with any other rights, including rights contained in the bill of rights (Chapter 2) of the Constitution.

5. CONTACT DETAILS OF BIOVAC

5.1. As per the requirement of section 51 (1)(a) of PAIA, below are the relevant contact details

of Biovac:

Registered Company Name	The Biologicals and Vaccines Institute of Southern Africa (Pty) Ltd t/a Biovac
Registration Number	1998/011727/07
Postal Address	Private Bag X3 Pinelands Cape Town 7430 South Africa
Street Address	15 Alexandra Road Pinelands 7405 Cape Town South Africa
Phone number	+27 21 514 5000
Email address	general@biovacinstitute.co.za

6. AVAILABILITY OF BIOVAC'S PAIA MANUAL

6.1. This manual can be accessed on our website at Biovac – Science of Protecting Life (<https://www.biovac.co.za>) or by requesting a copy by email from the Information Officer.

6.2. This Manual is also available at the offices of South African Human Rights Commission ("SAHRC") as well as Biovac's offices for inspection during office hours. Copies of this Manual can be obtained from Biovac's Information Officer. For copies of the manual, fees are applicable as per Appendix D.

7. SCOPE

7.1. For purposes of POPIA, this Manual explains how to access, or object to, Personal Information held by Biovac, request for correction of the Personal Information, in terms of sections 23 and 24 of POPIA. The relevant forms are annexed to this Manual as

Appendix B and C.

7.2. The Manual serves to provide a reference regarding the records held by BIOVAC. The Manual is available in English, at no cost, and any person may request a copy of the Manual.

8. CONTACT DETAILS FOR REQUESTERS

8.1. The Information Regulator has an obligation in terms of section 10 of PAIA to make accessible the existing guide that has been compiled by the South African Human Rights Commission ("SAHRC") that contains information required by a person wanting to exercise any right, contemplated by PAIA and POPIA.

8.2. Queries can be directed to:

The South African Human Rights Commission	PAIA Unit The Research and Documentation Department
Physical Address	Braampark Forum 3 33 Hoofd Street, Braamfontein, Johannesburg South Africa
Postal Address	Private Bag X2700 Houghton 2041
Telephone	+27 11 887-3600
Fax	+27 11 403 0625
E-mail Address	PAIA@sahrc.co.za
Website	www.sahrc.org.za

8.3. Alternatively, the Information Regulator (South Africa):

Physical Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2017
Telephone	010 023 5200
General enquires email	enquiries@info regulator.org.za
Complaints email	PAIAComplaints@info regulator.org.za

Compliance enquires email	PAIACompliance@info regulator.org.za;
Website:	https://info regulator.org.za

9. RECORDS AVAILABLE IN ACCORDANCE WITH LEGISLATION

As envisaged in terms of Section 51(1)(d) of PAIA, records are kept in accordance with such legislation as is applicable to BIOVAC's operations which includes, but is not limited to, the following:

Act or Regulation	Reference
Basic Conditions of Employment Act	No.75 of 1997
Broad Based Black Economic Empowerment Act	No.53 of 2003
Companies Act	No.71 of 2008
Compensation for Occupational Injuries and Diseases Act	No. 130 of 1993
Competition Act	No 71 of 2008
Consumer Protection Act	No. 68 of 2008
Copyright Act	No.98 of 1978
Debt Collectors Act	No.114 of 1998
Disaster Management Act	No. 53 of 2005
Electronic Communications Act	No.36 of 2005
Electronic Communications and Transactions Act	No.25 of 2002
Employment Equity Act	No. 55 of 1998
Income Tax Act	No. 95 of 1967
Insolvency Act	No. 24 of 1936
Labour Relations Act	No. 66 of 1995
Medicines and Related Substances Act	No. 101 of 1965
National Credit Act	No. 34 of 2005
National Environmental Management Act	No. 107 of 1998
Pharmacy Act	No. 53 of 1974
Patents Act	No. 57 of 1978
Pension Funds Act	No. 24 of 1956

Prevention of Organized Crime Act	No.121 of 1998
Prevention and Combatting of Corrupt Activities Act	No. 12 of 2004
Promotion of Access to Information Act	No. 2 of 2000
Promotion of Equality and Prevention of Unfair Discrimination Act	No. 4 of 2000
Protection of Personal Information Act	No 4 of 2013
Regulations Relating to the Protection of Personal Information	2018
Skills Development Act	No.97 of 1998
Occupational Health and Safety Act	No. 29 of 1996
Trademarks Act	No. 194 of 1993
Unemployment Contributions Act 4	No. 4 of 2002
Unemployment Insurance Act	No. 63 of 2001
Value-Added Tax Act	No. 107 of 1998

10. INFORMATION OFFICER DETAILS

10.1. The Chief Executive Officer (CEO) of Biovac is in terms of PAIA, the Information Officer, responsible to assess requests of access to information. The CEO has designated and delegated his responsibilities in writing to the Chief Financial Officer referred to in this Manual, to allow Biovac being as accessible as reasonably possible for requesters and that the requirements of PAIA are administered in a just, objective, transparent and effective manner within Biovac.

10.2. The Information Officer appointed in terms of PAIA is the same Information Officer as referred to in POPIA. Therefore, the functions and responsibilities of both POPIA and PAIA are overseen by the Information Officer after registering with the Information Regulator.

10.3. The following persons within BIOVAC have been duly appointed as Information Officer, to act as the person to whom requests for access to information must be made in terms of PAIA and POPIA:

10.3.1. BIOVAC

Chief Financial Officer

Craig Mitchell

craigm@biovac.co.za

+ 27 21 514 5003

Deputy Information Officers	
Name	Information Category
Craig Mitchell	All categories of information
Sameera Yusuf	All finance information
Candice Alexander	Employee and research information
Nerina Dallicani	All Risk and Compliance information
Cornelius Coetzer	All Information Technology information

11. ACCESS TO RECORDS

11.1. It is important to note that only requests for access to a record, where the requester has satisfied the Information Officer's that the record is required to exercise or protect a right, will be considered.

11.2. Records held by BIOVAC may be accessed on request only once the requirements for access have been met. PAIA stipulates that a requester is only entitled to access a record if the record is required for the exercise or protection of a right. A Requester may act in different capacities in making a request for a record, which will directly determine the amount to be charged when the related request is made.

11.3. Requesters may put forward a request as the following:

11.3.1. **A personal requester** who requests a record about him/herself. Subject to the provisions of PAIA, BIOVAC will provide the requested information, or give access to any record about the requester's personal information. The prescribed fee for reproduction of the information requested will be charged by BIOVAC.

11.3.2. **A agent** who requests a record on behalf of someone else with that individual's consent and where it is required for the protection of that individual's legal right.

11.3.3. **A third-party** requester who requests a record about someone else with that person's consent and where it is required for the protection of that person's legal right.

11.3.4. With regard to "Other requests"(other than a personal request), BIOVAC is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of PAIA. The prescribed fee for reproduction of the information requested will be charged by BIOVAC.

11.4. When a public body requests access to a record of a private body for the exercise or protection of any rights, other than its rights :

11.4.1. It must be acting in the public interest.

11.4.2. It must fulfill the requirements of procedural compliance.

11.4.3. Must ensure the record is required for the exercise or protection of a right.

11.4.4. No grounds for refusal must exist.

12. AUTOMATIC AVAILABILITY OF CERTAIN RECORDS

12.1. As envisaged in terms of Section 51(1)(c) of PAIA, records lodged in terms of Government requirements with various statutory bodies, including the Registrar of Companies, are automatically available. These are records that Biovac will provide to a requester without them needing to file a request/completing the required forms.

12.2. These type of automatically available records are available at the Information Regulator, on Biovac's website, and for inspection at the Biovac offices (during normal working hours).

12.3. The records which are kept comprise the following main categories:

GENERAL	The general records comprise the following main categories: <ul style="list-style-type: none">• Contracts and Agreements• General Correspondence• General Administration Records
FINANCE	The Accounting records comprise the following main categories: <ul style="list-style-type: none">• Accounting Records• General Correspondence• Management Reports• Transactional Records• VAT Records• Tax Records• Consolidation Records• Technical Records• Departmental Administration Records
CORPORATE COMMUNICATIONS	The Corporate Communications records comprise the following main categories:

	<ul style="list-style-type: none"> • Press Releases / Statements
COMPANY SECRETARIAL	<p>The Company Secretarial records comprise the following main categories:</p> <ul style="list-style-type: none"> • General Correspondence • Share Registers • Statutory Records • Shareholders Agreements • Registration with statutory bodies
HUMAN RESOURCES DEPARTMENT	<p>Human Resource records comprise the following main categories:</p> <ul style="list-style-type: none"> • Contractual Agreements • Employee Records • Employment Equity Records • Employee Benefit Records • Labour Relations Records • General Correspondence • General Company and HR Policies and Procedures • Training Records • Pension Records • Statutory Records • PAYE Records
INFORMATION TECHNOLOGY	<p>The IT records comprise the following main categories:</p> <ul style="list-style-type: none"> • General Correspondence • Contracts and Agreements • Operational Records <p>IT Infrastructure Layouts and Diagrams</p> <ul style="list-style-type: none"> • Asset Registers • IT Acceptable Use Policies • General Correspondence • General Administration Records <p>Audit Reports and Audit Findings</p>
SAFETY AND INSURANCE RECORDS	<ul style="list-style-type: none"> • General correspondence • Insurance policies and procedures • Statutory records • Assets and motor vehicle records

	<ul style="list-style-type: none"> • Employee related insurance • Property related insurance
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13. PROCESSING OF PERSONAL INFORMATION

13.1. Biovac collects Personal Information or other Data for a variety of reasons, including but not limited to:

13.1.1. meeting our responsibilities to customers, employees and other natural or juristic persons.

13.1.2. Ensure the business suits the needs of the public.

13.2. **Personal Information may be received from or provided to:**

- any regulatory authorities such as, South Africa Health Products Regulatory Authority ("SAHPRA"), The South African National Accreditation Systems ("SANAS"), the South African Bureau of Standards ("SABS") and Medicines Pricing Committee, as well as the National Department of Health;
- Biovac parent company and other Biovac subsidiaries or group companies.
- comply with any regulation passed under the relevant legislation, or any legal process.
- protect and defend Biovac's rights and property (including Biovac's intellectual property).
- third party service providers in order to uphold contractual obligations or service customers.

13.3. **Categories of Data Subjects**

- Biovac personnel/ employees
- Third Party business Partners
- Consultants
- Suppliers
- Customers
- Patients

- Contractors
- Services providers

The above list is not exhaustive.

13.4. **Categories of Personal Information**

- In respect of natural persons: Name, ID numbers, date of birth, citizenship, age, race, marital status, telephone number, email addresses, physical and postal addresses, income tax number, banking details, disability information, employment history, background checks, CVs, fingerprints, academic history, remuneration and benefit information.
- In respect of juristic persons: name, registration number, tax information, contact details, physical and postal address, FICA documentation, BEE certificates, payment details (bank details), invoices and contractual agreements.
- The above list is not exhaustive.

13.5. **Planned Transborder Information Flows**

- Biovac will only transfer personal information across South African borders if the relevant business transactions or situation requires transborder processing and will do so only in accordance with section 72 of POPIA.
- Biovac will take steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the POPIA.
- We will take steps to ensure that operators that process personal information in jurisdictions outside of South Africa, apply adequate safeguards as outlined in POPIA.

13.6. **Employee Personal Information may be received from or provided to:**

- Pension/ provident funds and/or their trustees
- Medical aid funds
- Recruitment companies
- Credit bureau

13.7. **Our Security Practices**

Biovac is committed to protecting the integrity and confidentiality of Personal Information in its possession or under its control and has taken appropriate technical and organisational measures to prevent, loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or processing of Personal Information.

13.8. **Organisational Measures**

- Biovac has created and implemented various policies, procedures and guidelines to protect Personal Information in its possession.
- Where third parties are required to process any Personal Information in relation to the purposes set out in this Manual and for other legal requirements, we ensure that they are contractually bound to apply the appropriate security practices.

13.9. **Technical Measures to safeguard Personal Information**

13.9.1. The following has been implemented for the purpose of safeguarding personal information:

13.9.1.1. Anti-virus

13.9.1.2. Firewall

13.9.1.3. Security information and event manager (SIEM)

14. ACCESS, RESTRICTION, DELETION OR CORRECTION OF PERSONAL INFORMATION

14.1. Biovac has developed and implemented related policies and procedures that provides and gives effect to compliance of the conditions for lawful processing of Personal Information under Chapter 3 of the POPIA.

14.2. A Data Subject may at any time contact Biovac's Information Officer and may in accordance with the various policies and procedures request access, object to processing of their Personal Information or request to his/her/its Personal Information to be corrected or deleted. Refer to the relevant Appendix B and C.

15. REQUEST PROCEDURE

15.1. The completed Access Request Form (Appendix A) must be submitted via e-mail or post and must be addressed to the relevant Information Officer as envisaged in Section 8 above. This procedural requirement is in line with Section 53 of PAIA.

15.2. The **requester**:

- must provide sufficient detail on the request form to allow the Information Officer to identify the record and the requester.
- should indicate which form of access is required.
- Should specify a postal address or fax number of the requester in the
- Should specify if they wish to be informed of the decision on the request in any other manner (in addition to a written reply), state the manner and ensure the necessary particulars to be so informed.
- must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [53(2)(d)].

15.3. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer [53(2)(f)] and follow the same process as stated in paragraph 13.2 above.

15.4. If a person is unable to complete the Request form (Appendix A) due to illiteracy or disability, such a person may make the request orally. The Information Officer must then complete the prescribed form on behalf of the requester and provide a copy to the Requester.

16. FEES

16.1. Section 22 of PAIA, read together with Regulation 8 of the PAIA Regulations, provides for 2 (two) types of fees:

- A **request fee**, which will be a standard fee [refer to Regulation 4 of the PAIA

Regulations] and an

- **Access fee** [refer to Regulations 5 and 7 of the PAIA Regulations], which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs where applicable.

16.2. A requester who requires access to a record containing Personal Information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee.

16.3. When a request is received by the Information Officer of BIOVAC, the Information Officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any) before further processing of the request.

16.4. If a search for the record is necessary and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the Regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

16.5. The fee that the requester must pay to a private body is currently R50,00. The requester may lodge an application to the court against the tender or payment of the request fees [54(3)(b)].

16.6. After the Information Officer has made a decision on the request, the requester must be notified in the required form.

16.7. The Information Officer shall withhold a record until the requester has paid the fee or fees as indicated. A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required more than the prescribed hours to search for and prepare the record for disclosure including planning to make it available in the request form [54(6)].

16.8. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer shall repay the deposit to the requester. Payment details can be obtained from the relevant Information Officer (as per Section 8 above). Payment can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit

card payments are accepted). Proof of payment must be supplied.

17. NOTIFICATION

17.1. Requests will be evaluated, and the requester notified within 30 (thirty) days of receipt of the relevant completed Request for Access to a Record Form (Appendix A).

Notifications may include:

17.1.1. Notification of Extension Period (if required).

17.1.2. Payment of Deposit (if applicable)

17.2. The requester may be notified whether a deposit is required. The notice will state:

17.2.1. The amount of the deposit payable (if applicable); and

17.2.2. That the requester may lodge an application with a court against the payment of the deposit and the procedure, including the period, for lodging the application.

17.3. If access is refused to the requested record, the full deposit will be refunded to the requester.

18. DECISION ON REQUEST

18.1. If the request for access to a record is **successful**, the requester will be notified of the following:

- The amount of the access fee payable upon gaining access to the record (if any); an indication of the form in which the access will be granted.
- Notice that the requester may lodge an application with a court against the payment of the access fee and the procedure, including the period, for lodging the application.

16.2 If the request for access to a record is **not successful**, the requester will be notified of the following:

- Adequate reasons for the refusal and
- That the requester has the remedies available.

19. GROUNDS FOR REFUSAL

19.1. Grounds on which BIOVAC may refuse access include:

- Disclosure of the record (containing trade secrets, commercial, scientific, technical

or any other confidential information) would harm the commercial or financial interests of BIOVAC.

- The record is privileged from production in legal proceedings unless the legal privilege has been waived.
- Protecting personal information that BIOVAC holds about a third party (who is a natural person or a deceased person) which would equate to unreasonable disclosure of Personal Information of that party.
- Protecting commercial information that BIOVAC holds about a third party (for example trade secrets: financial, commercial, scientific or technical information that may harm the commercial or financial interests of the organisation or the third party).
- Disclosure of the record would result in a breach of duty of confidence owed to a third party in terms of an agreement.
- Disclosure would endanger the life or physical safety of an individual.
- Disclosure would prejudice or impair the security of property or means of transport.
- Disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme.
- Disclosure of the record would prejudice or impair the protection of the safety of the public.
- Disclosure of the record would put BIOVAC at a disadvantage in contractual or other negotiations or prejudice it in commercial competition.
- The record is a computer program.
- The record contains information about research being carried out or about to be carried out on behalf of a third party or BIOVAC.

20. RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

If BIOVAC has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

21. REMEDIES AVAILABLE WHEN A REQUEST IS REFUSED

21.1. External Remedies only:

- A requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, may apply to a Court for relief, or the Information Regulator
- A third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.
- For purposes of PAIA, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development, and which is presided over by a designated Magistrate.

22. UPDATING OF THE MANUAL

Biovac shall update the Manual as directed by the Information Regulator, or when the Company deems it necessary.

APPENDIX A

REQUEST FOR ACCESS TO RECORD OF BIOVAC

(Section 53(1) of the promotion of Access to Information Act, Act No. 2 of 2000)

(Regulation 10)

A. PARTICULARS OF THE INFORMATION OFFICER

Chief Financial Officer

Craig Mitchell

craigm@biovac.co.za

+ 27 21 514 5003

Golf Park 4, Unit 2A, Ground floor, Raapenberg road, Mowbray, Cape Town

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

Full names and surname:	
Identity number:	
Postal address:	
Fax number:	
Telephone number:	
E-mail address:	
Capacity in which request is made, when made on behalf of another person:	

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:	
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Identity number:	
Postal address:	
Fax number:	
Telephone number:	

D. PARTICULARS OF RECORD REQUESTED

*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.
The requester must sign all the additional pages.*

Description of record or relevant part of the record:	
Reference number, if available:	
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:

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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

Disability:	Form in which record is required:
Mark the appropriate box with an [X]	
NOTE:	
<p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

1.If the record is in written or printed form:					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record		
2. 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 the 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* (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

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

In which language would you prefer the record?

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.

G. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

Requesters will be notified in writing whether your request has been approved/denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence by marking [X]:

Fax	Postal Address	Electronic communication

Please specify below if there is another manner in which you would like to be informed:

H. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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.

Indicate which right is to be exercised or protected, by requesting the said record:

Explain why the record requested is required for the exercise or protection of the aforementioned right:

Signed at..... This..... day of20.....

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

APPENDIX B

REQUEST FOR CORRECTION OR DELETION OF PERSONAL DATA

Section 24 (1) of POPIA and regulation 3 of the POPIA Regulations stipulates that a Data Subject may request for their Personal Information to be corrected/deleted as held by Biovac . Generally the request will be handled free of charge, but if it shows to be manifestly unfounded, excessive, or repetitive, a reasonable fee based on the administrative cost of providing the information will be charged.

Note:

1. Affidavits or other documentary evidence in support of the request must be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page

Please fill out the details below and we will get back to you 30 calendar days upon receipt of a fully completed form, proof of identity and other required documents, if applicable. The aforementioned documentation should be sent to the following address: **Information Officer**
_____ **Cape Town, South Africa**

DETAILS OF THE PERSON REQUESTING AMENDMENT, CORRECTION OR ERASURE	
Full Name	
Address	
Date of Birth	
E-mail	
Contact Details	
YOUR ROLE (tick the relevant box)	
<input type="checkbox"/>	I am the Data Subject

<input type="checkbox"/>	I am not the Data Subject, though I am acting on behalf of the Data Subject by virtue of a power of attorney.
<input type="checkbox"/>	I am not the Data Subject, but I am acting on behalf of a Data Subject as a parent or legal guardian.
PROOF OF IDENTITY AND AUTHORITY SUBMITTED	
<input type="checkbox"/>	Identity Document
<input type="checkbox"/>	Passport
<input type="checkbox"/>	Driving License
<input type="checkbox"/>	Power of Attorney
AMENDMENT	
<input type="checkbox"/>	I want to amend my personal data (proof of identity must be provided).
<input type="checkbox"/>	I want to amend personal data concerning a Data Subject that I am acting on behalf of (proof of identity of the representative, a power of attorneys and proof of identity of the Data Subject must be provided).
<input type="checkbox"/>	I want to amend personal data concerning a Data Subject that I am a parent/legal guardian (proof of identity or evidence of parent or legal guardian must be provided).
<input type="checkbox"/>	I want to amend personal data concerning a Data Subject to whom I am acting on behalf of (proof of identity of the representative, power of attorney and proof of identity of the Data Subject must be provided).
Type of personal data to be amended:	
Describe the amendment:	
CORRECTION	
<input type="checkbox"/>	I want to correct my personal data (proof must be provided).
<input type="checkbox"/>	I want to correct personal data concerning a data subject that I am acting on behalf of (proof of identity of the representative, a power of attorney and proof of identity of the data subject must be provided).

<input type="checkbox"/>	I wish to correct personal data concerning a data subject to whom I am a parent or legal guardian (proof of identity and evidence of parental responsibility or legal guardianship must be provided).
Type of personal data to be amended:	
Describe the amendment:	
ERASE	
<input type="checkbox"/>	I want to erase my personal data (proof of identity must be provided).
<input type="checkbox"/>	I want to erase personal data concerning a data subject that I am acting on behalf of (proof of identity of the representative, a power of attorney and proof of identity of the data subject must be provided).
<input type="checkbox"/>	I want to erase personal data concerning a data subject to whom I am a parent or legal guardian (proof of identity and evidence of parental responsibility or legal guardianship must be provided).
Describe the type of personal data to be erased:	

By signing this form, you confirm that the information you have provided is correct to the best of your knowledge and that you are the person to whom it relates or that you are legally entitled to act on behalf of such person. You understand that it may be necessary to obtain further information in order to comply with this request.

Signature: _____

Date: _____

APPENDIX C

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

*Objection to the Processing of Personal Information in Terms of Section 11(3) Of the Protection
Of Personal Information Act, 2013 (Act No. 4 Of 2013)*

Regulations Relating to The Protection of Personal Information, 2017, Regulation 2(1)

DETAILS OF DATA SUBJECT	
Full Name (Name and Surname)	
Address (residential, postal, or business)	
Date of Birth	
E-mail	
Contact Details (Phone number)	
Fax number	
DETAILS OF RESPONSIBLE PARTY	
Name and Surname of Responsible Person (natural person), Private or Public Body	
Address (residential, postal, or business)	
Phone number	
Fax Number	
E-mail	
Reasons for Objection (Please provide full details)	

Note:

- If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- Affidavits or other documentary affidavit to support the objection needs to be attached. The aforementioned documentation should be sent to the following address: Information Officer **Craig Mitchell, Golf Park 4, Unit 2A, Ground floor, Raapenberg road, Mowbray, Cape Town, South Africa.**

Signed at this day of20.....

.....

Signature of data subject (applicant)

APPENDIX D

FEES IN RESPECT OF PRIVATE BODIES

(Part III of Regulation 187 published in the Government Gazette on the 15 February 2002)

1. The **request fee** payable by every requester other than a personal requester is **R50.00** (*Regulation 11(2)*).
2. Requesters are required to pay fees for accessing records, which include fees associated

with search, preparation reproduction of the requested documents. The breakdown is as follows:

Description	Fees to be Charged
Copy per A4 page or part thereof.	R1.10
Printing per A4 page or part thereof.	R0.75
Copy on a CD.	R7.50
Transcription of visual images per A4 page	R40.00
Copy of a visual image	R60.00
Transcription of an audio recording per A4 page or part thereof.	R20.00
Copy of an audio recording.	R30.00
Search and preparation of the record for disclosure.	R30.00 Per hour of part thereof, excluding the first hour, reasonably required for the search and preparation.

Postage fees have to be paid by the requester for the delivery of their records in the case of private bodies.

3. A **deposit** is payable if, in the opinion of the information officer, the search and preparation of a record would require more than the hours prescribed for this purpose. The following applies:
 - 3.1. Six hours as the hours to be exceeded before a deposit is payable; and
 - 3.2. One third of the access fee is payable as a deposit by the requester.
4. The **actual postage** is payable when a copy of a record must be posted to a requester.
5. The fees for reproduction payable for access to the categories of records of BIOVAC that are automatically available without a person having to request access in terms of the Act, are as follows:

Description	Fees to be Charged
For every photocopy of an A4-size page or part thereof	R1.10
For every printed copy of an A4-size page or part	R0.75

thereof held on a computer or in electronic or machine-readable form	
For a copy in a computer-readable form on - (i) floppy disc (ii) compact disc	R7.50 R70.00
(i) For a transcription of a visual images, for an A4- size page or part thereof (ii) For a copy of visual images	R40.00 R60.00
(i) For a transcription of an audio record, for an A4-size page or part thereof. (ii) For a copy of an audio record.	R20,00 R30.00