

Eskom Pension and Provident Fund (“EPPF”)

Promotion of Access to Information (“PAIA”) Manual

1 INTRODUCTION

This Manual is compiled in terms of the Promotion of Access to Information Act, No 2 of 2000 and the Promotion of Information Amendment Act 54 of 2002 (“**PAIA**”). PAIA gives effect to the constitutional right of access to information contained in section 32 of the Constitution of the Republic of South Africa.

In terms of PAIA, organisations are required to compile a Manual as a guide to requesters of information. The Manual also serves to indicate the types of records held by the Eskom Pension and Provident Fund and the availability of such records from the EPPF.

In addition, the Manual explains how to access, or object to, or request correction or deletion of, personal information held by the EPPF, in terms of paragraphs 23, 24 and 25 of the Protection of Personal Information Act 4 of 2013 (“**POPIA**”), and the Regulations Relating to the Protection of Personal Information, 2017 (“**POPIA Regulations**”).

This Manual is intended to foster a culture of transparency and accountability within the EPPF by giving effect to the right to access information that is required for the exercising and protection of an individual or organisation’s rights.

This Manual is not exhaustive of, nor does it comprehensively deal with, every procedure provided for in PAIA. Requestors are advised to familiarise themselves with the provisions of PAIA and POPIA before making any requests to the EPPF in terms of these Acts. However, in terms of PAIA paragraph 19, and POPIA Regulations paragraphs 2 and 3, the EPPF will provide such assistance as is required in completing the necessary forms, by parties applying for access to information or personal information.

The EPPF makes no representation and gives no undertaking or warranty that the information in this Manual or any information provided by it to a requestor is complete or accurate, or that such information is fit for any purpose. All users of any such information use such information entirely at their own risk, and the EPPF will not be liable for any loss, expense, liability or claims, howsoever arising, resulting from the use of this Manual or of any information provided by the EPPF or from any error therein.

2 THE ESKOM PENSION AND PROVIDENT FUND (“EPPF”)

The EPPF is a defined benefit pension fund that is registered as a self-administered pension fund in terms of the Pension Funds Act, 24 of 1956 and approved as a pension fund in terms of the Income Tax Act, 58 of 1962. The EPPF is an independent legal entity, which is governed by a Board of Fund (commonly referred to as the “Board of Trustees”).

The EPPF provides retirement fund administration services including retirement, withdrawal and ill-health benefits to its members, and death benefits to the beneficiaries of its members. The membership of the EPPF comprises in-service members, deferred pensioners, and pensioners. In-service members join the EPPF as part of the conditions of service of their participating employers and proceed to become deferred pensioners or pensioners during various life stages. The EPPF pays benefits to qualifying beneficiaries in the event of the passing away of an in-service member, pensioner or deferred pensioner.

The EPPF is governed by a board (also referred to as board of trustees (“the **Board**”), whose duty includes:

- Ensure that proper registers, books and records of the operations of the EPPF are kept, inclusive of proper minutes of all resolutions passed by the Board;
- Ensure that proper control systems are employed by or on behalf of the Board;
- Ensure that adequate and appropriate information is communicated to the members of the EPPF informing them of their rights, benefits and duties in terms of the rules of the EPPF;
- Take all reasonable steps to ensure that contributions are paid timeously to the EPPF in accordance with the Pension Funds Act;
- Obtain expert advice on matters where Board members may lack sufficient expertise; and
- Ensure that the rules and the operation and administration of the EPPF comply with the Pension Funds Act and all other relevant legislation.

The Board delegates the day to day operations of the EPPF to the Executive Management of the EPPF.

3 INFORMATION OFFICER AND CONTACT DETAILS OF EPPF

3.1 The Chief Executive and Principal Officer of the EPPF is the designated Information Officer of the EPPF. He has delegated his PAIA and POPIA duties to the Deputy Information Officer. The contact details for the Deputy Information Officer of the EPPF are as follows:

NAME	CONTACT DETAILS
Mr Ayanda Gaqa Risk and Compliance Head	Telephone no.:011 709 7400 e-mail: Risk&Compliance@epf.co.za .

3.2 The contact details for the Head Office of the EPPF are as follows:

Physical Address Head Office	Isivuno House EPPF Office Park 24 Georgian Crescent East Bryanston East Johannesburg, 2191
Postal address Head Office	Private Bag X50 Bryanston 2021

4 A GUIDE ON HOW TO USE PAIA

4.1 The South African Human Rights Commission (“SAHRC”) is responsible for and has developed a guide in each of the country’s eleven languages, with information on how to use PAIA. This guide is available on the SAHRC website <https://www.sahrc.org.za>.

4.2 Any information or queries related to the guide, or to PAIA or POPIA should be directed to:

PAIA	POPIA
South African Human Rights Commission Research and Documentation Department PAIA Unit Private Bag 2700 Houghton Johannesburg 2041	Information Regulator
29 Princess of Wales Terrace Corner York and St Andrews Street Parktown Johannesburg	SALU Building 316 Thabo Sehume Street Pretoria 0001

PAIA	POPIA
2193	
Telephone number: (011) 484 8300	Telephone number: (012) 406 4818
Fax number: (011) 484 7146/7	Fax number: (086) 500 3351
Website : www.sahrc.org.za	Website : www.justice.gov.za/inforeg
E-mail : PAIA@sahrc.org.za	E-mail : inforeg@justice.gov.za

5 NOTICE IN TERMS OF SECTION 52(2) OF PAIA

- 5.1 The EPPF may, on a voluntary and periodic basis, submit to the Minister a description of categories of records, which are automatically available without a person having to request access in terms of PAIA. The Minister must publish any description so submitted by way of a notice in the Gazette.
- 5.2 The EPPF has not submitted any such description to the Minister for publication in the Gazette. However certain records are freely available on the internet at <https://www.eppf.co.za>.

6 RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION (section 51(1)(d))

- 6.1 All records kept and made available in terms of legislation applicable to the EPPF are available in accordance with the applicable legislation. Legislation includes the following:
- Administration of Estates Act, 66 of 1965
 - Basic Conditions of Employment Act, 75 of 1997
 - Bond Exchange of South Africa (BESA) Rules
 - Broad-Based Black Economic Empowerment Act No. 53 of 2003
 - Civil Proceedings Evidence Act, 25 of 1965
 - Civil Union Act, 17 of 2006
 - Collective Investment Schemes Control Act, 45 of 2002
 - Collective Investment Schemes Control Act, 45 of 2002

- Companies Act, 71 of 2008
- Companies Act, No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993 (COIDA)
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Constitution of the Republic of South Africa, 1996
- Consumer Protection Act, 68 of 2008
- Copyright Act, 98 of 1978
- Copyright Act, 98 of 1978
- Criminal Procedure Act No. 51 of 1977
- Customs and Excise Act, 91 of 1964
- Divorce Act, 70 of 1979
- Electronic Communications and Transactions Act No. 25 of 2002 and regulations thereto
- Electronic Communications and Transactions Act, 25 of 2002
- Employment Equity Act, 55 of 1998
- Eskom Pension and Provident Fund Rules
- Exchange Control Circular No. D427
- Financial Advisory and Intermediaries Services Act, 37 of 2002
- Financial Advisory and Intermediary Services Act No. 52 of 2001 (FAIS)
- Financial Institutions (Protection of Funds) Act, 28 of 2001
- Financial Intelligence Centre Act No. 38 of 2001
- Financial Intelligence Centre Act, 38 of 2001
- Financial Markets Act, No. 19 of 2012
- Financial Sector Code
- Foreign Account Tax Compliance Act of 2009
- Governance Principles for South Africa (King IV)

- Income Tax Act, 58 of 1962
- Information and Communication Technology Sector Code
- Insolvency Act No 24 of 1936
- Labour Relations Act No. 66 of 1995 (LRA)
- Maintenance Act No. 99 of 1998 (MA)
- National Credit Act No. 34 of 2005
- Occupational Health and Safety Act No. 85 of 1993 (OHSA)
- Occupational Health and Safety Act, 85 of 1993
- Pension Funds Act No. 24 of 1956 (PFA) and related PF Circulars
- (with specific emphasis on PF Circular 130)
- Pension Funds Act, 24 of 1956
- Promotion of Access to Information Act 2 of 2000
- Promotion of Information Amendment Act 54 of 2002
- Prevention of Organised Crime, 1998 (POCA)
- Promotion of Access to Information Act No. 2 of 2000 (PAIA)
- Promotion of Administrative Justice Act, 3 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act, 4 of 2000
- Protected Disclosures Act No. 26 of 2000
- Protection from Harassment Act, 2011
- Protection of Personal Information Act, 4 of 2013
- Protection of Personal Information Act Regulations, 2017
- Regulation of Interception of Communication and Provision of Communication
- Related Information Act No.70 of 2002 (RICA) and regulations thereto
- Securities Services Act No. 36 of 2004
- Skills Development Act No. 97 of 1998

- Skills Development Levies Act No. 9 of 1999 (SDLA)
- STRATE Rules
- The Prevention and Combating of Corrupt Activities Act No. 12 of 2004
- The Regulation of Interception of Communications and Provisions of Communication
- -Related Information Act No. 70 of 2002
- The Securities Transfer Act No. 25 of 2007
- The Securities Transfer Tax Administration Act No. 26 of 2007
- The Transfer Duty Act No. 40 of 1949
- Tobacco Products Control Act No. 83 of 1993
- Trade Marks Act, 194 of 1993
- Trademarks Act, 194 of 1994
- Unemployment Insurance Act No. 63 of 2001
- Unemployment Insurance Act, 63 of 2001
- Unemployment Insurance Contributions Act No. 4 of 2002
- Value Added Tax Act, 89 of 1991

6.2 The following records are available in terms of the Pension Funds Act, 1956:

PENSION FUNDS ACT, 24 OF 1956	
SECTION	PROVISION
Section 35(1)(a) and (b)	EPPF shall deliver to any member on demand by such member, and on payment of such sum as may be determined by the rules of the EPPF, a copy of any of the following documents: <ul style="list-style-type: none"> i. the Rules of the Fund; ii. the last revenue account and the last balance sheet of EPPF prepared in terms of section 15(1) of the Pension Funds Act, 1956.
Section 35(2)	Any member shall be entitled to inspect without charge at the registered office the EPPF, a copy of any of the following documents and make extracts therefrom: <ul style="list-style-type: none"> i. the Rules of the Fund; ii. the last revenue account and the last balance sheet of the EPPF prepared in terms of section 15 (1) of the Pension Funds Act, 1956;

PENSION FUNDS ACT, 24 OF 1956	
SECTION	PROVISION
	<ul style="list-style-type: none"> iii. the last report (if any) by a valuator prepared in terms of section 16 of the Pension Funds Act, 1956; iv. the last statement (if any) and report thereon prepared in terms of section 17 of the Pension Funds Act, 1956; v. any scheme which is being carried out by the EPPF in accordance with the provisions of section 18 of the Pension Funds Act, 1956.
Section 22(1)	Any person may, upon payment of the prescribed fees, inspect any document referred to in section 35 of the Pension Funds Act, 1956 at the office of the Registrar of Pension Funds and make a copy thereof or take extracts therefrom, or obtain from the Registrar a copy thereof or extract therefrom.
Section 22(2)	The Registrar shall without charge furnish any applicant therefor with particulars of the address of the registered office and the name of the principal officer of the EPPF.
Section 15K(13)	Any member of the public may obtain a copy of the record of the proceedings of the Tribunal relating to the determination of a matter before it, including the apportionment of actuarial surplus and any evidence given, from the Registrar on payment of a fee determined by the Registrar.
Section 30L	Any member of the public may obtain a readable copy of the record of the proceedings relating to the adjudication of a complaint and the evidence given on payment of a fee determined by the Adjudicator.

7 EPPF RECORDS

7.1 The following table contains a description of the subjects on which EPPF holds records and the categories of records held on each subject:

SUBJECT	DESCRIPTION	
Financial matters	<ul style="list-style-type: none"> i. Cashbooks and reconciliations to bank ii. General Ledgers iii. Trial Balances iv. Annual financial statements v. Audit files with working papers vi. Tax, VAT and PAYE records vii. Bank statements of fund bank accounts viii. Deposit slips ix. Asset register x. Supplier records xi. Nedbank Business Bank Form: Maintenance Request Form xii. Standard Bank Form: Domestic Banking– add/amend or delete operator xiii. ABSA Bank Form: Application for overseas payment (Swift) xiv. Nedbank Bank Form: Application for transactional, current account(s) 	
Operational matters	<ul style="list-style-type: none"> i. Copies of signed Rules and amendments ii. Minute books including resolutions iii. Trustee registers iv. Agendas for all meeting to be held (if applicable secretarial services are performed) v. Investment manager mandates or policies of insurance depending on the nature of the investment vi. Copies of statements detailing the asset values for a Fund vii. Copies of communication sent to members of the funds in respect of specific events e.g. Trustees' reports, changes to death benefit structure, changes to fund structure etc. viii. Copy of service agreement between fund and Administrator 	

SUBJECT	DESCRIPTION	
	<ul style="list-style-type: none"> ix. Correspondence to the trustees in respect of fund matters x. Correspondence to members / pensioners, where applicable xi. Fund statutory valuation reports xii. Confirmation as to appointment of Principal Officer and Actuary of Fund xiii. Copies of Pension Fund Adjudicator complaints lodged xiv. Certain communication with SARS and FSB xv. Procurement Policy and Procedure xvi. General contact documentation xvii. Trade mark information 	
Member related records	<ul style="list-style-type: none"> i. New entrant data ii. Personal information form iii. Contribution records iv. Beneficiary nomination forms (in service members) v. Beneficiary nomination forms (deferred pensioners) vi. Changes to personal information form vii. Statement of member fund value viii. Additional benefit / surplus / calculations 	
Investment information	<ul style="list-style-type: none"> i. Investment contracts and insurance policies regarding investments ii. Investment manager agreements or policies of insurance depending on the nature of the insurance iii. Agreements with other service providers, namely brokers, risk system provider, research systems, investment data systems and investment consultants (manager selectors) services. iv. Asset allocation v. EPPF performance vi. EPPF interest rates vii. EPPF investment strategy 	
Claims (Withdrawals, Retirement, Death and Disability)	<ul style="list-style-type: none"> i. Claim Notification Forms ii. Calculations (where available), or computerized statement of claim value iii. Tax Application (where applicable) iv. Tax Directive (where applicable) 	

SUBJECT	DESCRIPTION	
	<ul style="list-style-type: none"> v. IT 88 notifications vi. Tax Certificate (Duplicate – where applicable) vii. Client / member payment instruction (where applicable) viii. Section 37D deduction instruction (where applicable) ix. Copy of any other court order against benefits x. Payment letter xi. Copy of cheque (or cheque/EFT payment reference) xii. Trustees' Resolution – Disposal of benefit (deaths only) xiii. Insurance received – statement by insurer (deaths only) xiv. Copy of death certificate xv. Statement by Employer (disability only) xvi. Statement by Employee (disability only) xvii. Acceptance / Declination Letter (disability only) 	
Section 14 Transfers / Liquidations	<ul style="list-style-type: none"> i. Calculations ii. Option forms (where applicable) iii. Tax application forms (where applicable) iv. Tax directives (where applicable) v. Tax certificates (duplicate – where applicable) vi. Payment letter (liquidations only) vii. Copy of section 14 application lodged (transferor fund) viii. Copy of section 14(1)(e) certificate (transferee and transferor funds) 	
Housing Loans (excludes transactions where Fund has merely stood guarantee for the loan)	<ul style="list-style-type: none"> i. Application form ii. Contribution records iii. Finalised / settled claims record / calculation iv. Partial settlement as a result of default – claim forms and approval for this payment 	
Funeral Benefit Claims	<ul style="list-style-type: none"> i. Claim form ii. Copy of death certificate iii. Payment letter 	

SUBJECT	DESCRIPTION	
Disability	<ul style="list-style-type: none"> i. Medical Reviews – correspondence (where applicable) ii. COCD (certificate of continued disability) iii. Escalator notification iv. Payment / Benefit confirmation letter v. Recovery Documentation vi. Letter of Suspension / Reinstatement from underwriter 	
Human resources	<ul style="list-style-type: none"> i. Employee records ii. Personal records provided by employees iii. Records provided by a third party relating to employees iv. Employment contracts v. Recruitment records vi. Policies and Procedures vii. Health and safety records viii. Skills development and training records and material ix. Employment Equity Plan x. Correspondence relating to employees 	
Information technology	<ul style="list-style-type: none"> i. Policies and procedures ii. Disaster Recovery Plan iii. IT Governance records iv. Licensing and procurement v. Electronic access records vi. Databases vii. Automated audit trails 	
Legal and Company Secretariat	<ul style="list-style-type: none"> i. Contracts ii. Company Secretarial records iii. Trustee records 	
Risk and Compliance	<ul style="list-style-type: none"> i. Policies and procedures ii. Risk assessments iii. Compliance records 	
Facilities	<ul style="list-style-type: none"> i. Physical and electronic access and surveillance records 	
Records held by officials of EPPF	<ul style="list-style-type: none"> i. Internal correspondence and emails ii. General administration iii. Travel records 	

8 PROCESSING OF PERSONAL INFORMATION

The EPPF processes personal information in accordance with the current South African privacy legislation (POPIA). In terms of our Privacy Policy, the EPPF will ensure that all processing conditions of POPIA are complied with at the time of processing of personal information. Personal information of both natural and juristic persons is processed by the EPPF.

8.1 The Purpose of Processing Personal Information by the EPPF

The EPPF processes personal information for several purposes, including the following:

- For pension funds administration purposes;
- For processing and maintaining member and beneficiary records;
- For processing member and beneficiary claims and withdrawals;
- For pension fund investment purposes;
- For administering disability benefits;
- For detecting and preventing fraud and money laundering;
- For recovering debts;
- For monitoring access, maintaining and securing Fund premises, offices and facilities;
- For transacting with suppliers and third parties, including Eskom Holdings Soc. Limited;
- For health and safety purposes;
- For financial, administration and taxation purposes;
- For legal, contractual and company secretarial purposes; and,
- For recruitment and employment purposes.

8.2 Categories of Data Subjects and Personal Information Processed by the EPPF

Categories of data subjects and personal information processed by the EPPF includes the following:

CATEGORIES OF DATA SUBJECTS	PERSONAL INFORMATION PROCESSED
Trustees	<ul style="list-style-type: none">• Trustee personal information• Trustee correspondence and emails
Members, Pensioners and Beneficiaries	<ul style="list-style-type: none">• Personal information• Banking details• Tax information

CATEGORIES OF DATA SUBJECTS	PERSONAL INFORMATION PROCESSED
	<ul style="list-style-type: none"> • Fund values • Medical information and disability information (where applicable) • Claim and withdrawal details • Housing loan details • Beneficiary information • Correspondence and emails
Children of Members	<ul style="list-style-type: none"> • Child's personal information processed • Child's medical information and disability information (where applicable)
Suppliers	<ul style="list-style-type: none"> • Supplier personal information • Supplier contracts • Supplier banking details • Supplier VAT information • Supplier vetting and monitoring records • Supplier tenders and proposals • Personal information of supplier representatives
Employees	<ul style="list-style-type: none"> • Employee personal information • Employee medical information • Employee disability information • Employee biometric information • Employee Pension and Provident Fund Information • Employee banking details • Employee tax and financial information • Employee contract information • Employee beneficiary information • Employee vehicle registration • Employee performance records • Payroll records • Health and safety records • Training records • Employment history • Employee correspondence and emails • Physical and electronic access records

CATEGORIES OF DATA SUBJECTS	PERSONAL INFORMATION PROCESSED
	<ul style="list-style-type: none"> • Surveillance records
Adult family members of employees	<ul style="list-style-type: none"> • Personal information processed • Medical information and disability information (where applicable) • Personal information acquired for processing travel documents
Children of employees	<ul style="list-style-type: none"> • Child's personal information processed • Child's medical information and disability information (where applicable) • Child's information acquired for processing travel documents
Job applicants	<ul style="list-style-type: none"> • Curriculum vitae and application forms • Results of psychometric assessments • Interview notes • Results of criminal checks • Results of background checks
Visitors to the premises	<ul style="list-style-type: none"> • Physical access records • Surveillance records • Electronic access records (including scanned fingerprint and car license disc)

8.3 Recipients or Categories of Recipients with whom Personal Information is Shared

8.3.1 The EPPF may share personal information with third parties for the purposes outlined in Section 8.1. Recipients of the personal information of EPPF data subjects include the following:

- Eskom Holdings SOC Limited.
- Other service providers (“Operators”) that process personal information on behalf of the EPPF.

8.3.2 The EPPF may share personal information with third parties if one or more of the following applies:

- We are required to do so in terms of a law or a contract with the data subject;
- or

- For the purposes of existing or future legal proceedings; or
- This is required to provide services and benefits; and manage personal information processed on behalf of data subjects; or
- We have obtained consent from the data subject, or a competent person where the data subject is a child, to do so; or
- The recipient processes personal information on our behalf; or
- To disclose personal information to government authorities if we are required to do so by law; or
- To assist in the detection of fraud and money-laundering.

8.3.3 The EPPF will implement reasonable technical and organisational security measures, and monitoring processes, to protect personal information processed by the EPPF and its Operators.

8.3.4 The EPPF will not share personal information with third parties overseas unless one or more of the following applies:

- The data subject has provided his or her consent; or
- The third party is located in a foreign country with adequate data protection legislation; or
- The transfer is necessary for the performance of a contract.
- Children's information may not be transferred trans-border without the written consent of the parent or guardian.

We will take steps to ensure that operators that process personal information in jurisdictions outside South Africa, apply adequate security safeguards as per 8.3.3.

9 PROCEDURE FOR REQUESTS

9.1 In terms of PAIA, the following persons may request access to records held by the EPPF:

9.1.1 a person requesting information about him/herself;

- 9.1.2 an agent requesting information on behalf of someone else;
 - 9.1.3 a third party requesting information about someone else; or
 - 9.1.4 a public body requesting information for the exercise or protection of its rights or in the public interest.
- 9.2 For requests to access information or personal information, the request must be made in writing on the prescribed **Form C** which is attached to this Manual as Annexure **A**.
- 9.3 For POPIA-related requests to object to the processing of personal information, correct or delete personal information, the request must be made in writing on the applicable prescribed **Form 1** (objection) or **Form 2** (correction or deletion), which are attached to this Manual as Annexure **B**.
- 9.4 The request form must be addressed to the Information Officer using the contact details set out in clause 3.1 above.
- 9.5 The request must contain the name and contact details of the requester and it must provide sufficient details to enable the EPPF to identify the record requested. The requestor should also indicate the form in which access to the record is requested.
- 9.6 Where the request is made on behalf of another person, the requestor must submit proof, in the form of an affidavit or letter of consent, of the capacity in which the requestor is making the request to the satisfaction of the EPPF's Deputy Information Officer. In the case of personal information, we may take additional steps to confirm the identity of the affected data subject.

10 **PAYMENT OF FEES**

- 10.1 A request fee is payable for a request for access to information or records held by EPPF and proof of such payment must be sent to the Information Officer together with the request. Once the EPPF has decided to grant the requested access to information, access fees may be imposed by the EPPF to the requester.
- 10.2 The schedule of all fees payable for PAIA requests and related access to requested information is attached to this manual as Annexure **C**.

- 10.3 Bank deposit is the only accepted payment method for PAIA requests using EPPF banking details to be provided on request.
- 10.4 A request is only received once a completed form and the prescribed request fee have been received by the Information Officer.
- 10.5 Upon receipt of the request for access to information or records held by EPPF, the EPPF shall endeavour to consider and provide a response to each request within the prescribed thirty (30) days. When necessary, the EPPF may request a further thirty (30) day time extension from the requester in order to finalise the request.
- 10.6 The EPPF may refuse access where requests are clearly frivolous and/or vexatious.

11 DECISION OF THE EPPF

- 11.1 As prescribed in section 25 of PAIA, the EPPF shall decide whether to grant the requested access to information and inform the requester accordingly.
- 11.2 Requests may be refused based on the following grounds, as set out in PAIA:
- 11.2.1 mandatory protection of the privacy of a third party who is a natural or juristic person;
 - 11.2.2 mandatory protection of the commercial information of a third party;
 - 11.2.3 mandatory protection of certain confidential information of a third party;
 - 11.2.4 mandatory protection of records privileged from production in legal proceedings;
 - 11.2.5 protection of the commercial information of the EPPF; or
 - 11.2.6 mandatory protection of the research information of a third party and of the EPPF.
- 11.3 The requester shall be notified of the EPPF's decision, in the most reasonable manner possible.
- 11.4 If the request for access to information is refused by the EPPF, the requester shall be provided with written reasons for such refusal.

12 RIGHT TO CHALLENGE DECISION

- 12.1 The EPPF is not a public body referred to in paragraph (a) of the definition of “public body” in section 1 of the PAIA. Therefore, no internal appeal lies against the decision of the EPPF regarding access to information.
- 12.2 If a requester does not agree with the decision of the EPPF, the requester may apply, within 180 days of being advised of the Information Officer’s decision, to the High Court having jurisdiction, for an appropriate order; or to the Information Regulator.
- 12.3 A requester may also seek relief from any court with appropriate jurisdiction in respect of the following decisions of the Information Officer:
- 12.3.1 the amount of fees required to be paid; and/or
 - 12.3.2 the extension of the period within which the information will be provided.
- 12.4 Notice of Appeal, Form B, in terms of Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) [Regulation 8], can be found on the website of the Information Regulator www.justice.gov.za/infoereg.

13 AVAILABILITY OF THE MANUAL

- 13.1 The EPPF PAIA manual is available in electronic and hard copies in English,
- 13.2 The hard copies are also made available at the EPPF’s reception areas, information centres and in every department and division of the EPPF.
- 13.3 An electronic version of the manual is available on the EPPF website (www.eppf.co.za).

14 UPDATING OF MANUAL

This manual will be reviewed and updated, if necessary, on a periodic basis but no less than once each year.

ANNEXURE A

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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

[Regulation 10]

A. Particulars of private body

Postal Address:

Private Bag X50
Bryanston
2021

Physical Address:

Isivuno House
EPPF Office Park
24 Georgian Crescent East
Bryanston East
Johannesburg
2191

Telephone no.: 011 709 7400

e-mail: Risk&Compliance@eppf.co.za

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:

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Postal address:

Telephone number: (.....) Fax 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:

.....
.....

Identity number:

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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.***

a. Description of record or relevant part of the record:

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.....
.....

b. Reference number, if available:

.....

c. Any further particulars of record:

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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 below, state your disability and indicate in which form the record is required.

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

1. If the record is in written or printed form:					
	copy of record*		inspection of record		
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	view the images		copy of the images*	transcription of the images*	
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*	copy in computer readable form* (stiffy or compact disc)	

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

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.***

a. Indicate which right is to be exercised or protected:

.....
.....
.....
.....

b. 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 20....

.....
**SIGNATURE OF REQUESTER /PERSON
ON WHOSE BEHALF REQUEST IS MADE**

ANNEXURE B

FORM 1

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)]

Note:

- 1. Affidavits or other documentary evidence in support of the objection 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.*

Reference Number.....

A	DETAILS OF DATA SUBJECT
Name and surname of data subject:	
Residential, postal or business address:	
Contact number(s):	
FAX number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party <i>(if the responsible party is a natural person):</i>	
Residential, postal or business address:	
Contact number(s):	
FAX number:	
E-mail address:	
Name of public or private body <i>(if the responsible party is not a natural person):</i>	

Business address:	
Contact number(s):	
FAX number:	
E-mail address:	
C	REASONS FOR OBJECTION (Please provide detailed reasons for the objection)

Signed at this day of20.....

Signature of data subject (applicant)

FORM 2

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

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 3(2)]**

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.

Reference Number.....

Mark the appropriate box with an "x".

Request for:

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

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

A	DETAILS OF DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
Contact number(s):	
FAX number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party <i>(if the responsible party is a natural person):</i>	
Residential, postal or business address:	

Contact number(s):	
FAX number:	
E-mail address:	
Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
Contact number(s):	
FAX number:	
E-mail address:	
C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT / *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)

* Delete whichever is not applicable

Signed at this day of20.....

.....
Signature of Data subject

ANNEXURE C

PRESCRIBED FEES

1. PAIA sets out two (2) types of fees, namely, a request fee and an access fee, that are required to be paid prior to the EPPF processing the request for access to a record.
2. A personal requestor, that is a requestor who requests access to a record containing personal information about him/herself, is not required to pay the request fee. Any other requestor will be required to pay the request fee.
3. The access fee in respect of the search, preparation and disclosure of records does not apply to the personal record of a requestor.
4. A request fee of R50.00 is payable up front where a requestor submits a request for access to information other than for personal information relating to the requestor himself/ herself.
5. Where a copy of the record needs to be posted the actual postal fee is payable.
6. Where the EPPF receives a request for access to information regarding a person other than the requestor him/herself and the Information Officer is of the opinion that the preparation of the required record will take more than six (6) hours, a deposit of one third (1/3) of the amount of the applicable access fee will be payable.
7. The applicable fees which will be payable upfront are:

ITEM	RAND
Photocopy of A4-size page or part thereof	R 1.10
Printed copy of A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.75
Copy in computer-readable form on stiffer disc	R 7.50
Copy in computer-readable form on compact disc	R 70.00
Transcription of visual images, for an A4-size page or part thereof	R 40.00
Copy of visual images	R 60.00
Transcription of an audio record, for A4-size page or part thereof	R 20.00

ITEM	RAND
Copy of an audio record	R 30.00
Search for and preparation of the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation	R 30.00