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PAIA MANUAL

MJ KACHELHOFFER JNR INC t/a VASCO MEDICAL CENTRE

Prepared in terms of section 51 of the
Promotion of Access to Information Act 2 of 2000

DATE OF COMPILATION: 01/01/2022

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1. INTRODUCTION

The Promotion of Access to Information Act, 2 of 2000 (“PAIA”) provides the legislative framework to promote transparency and access to information. Section 32 of the Constitution guarantees everyone the right of access to any information held by the state or another person that is required for the exercise or protection of any rights. This manual is compiled in terms of Section 51 of PAIA and outlines how to request access to records held by MJ KACHELHOFFER JNR Inc. and the applicable procedures.

2. LIST OF ACRONYMS AND ABBREVIATIONS

“CEO”	Chief Executive Officer
“IO”	Information Officer;
“Minister”	Minister of Justice and Correctional Services
“PAIA”	Promotion of Access to Information Act No. 2 of 2000
“POPIA”	Protection of Personal Information Act No.4 of 2013
“Regulator”	Information Regulator; and
“Republic”	Republic of South Africa

3. PURPOSE OF PAIA MANUAL

The purpose of this manual is to:

- Describe the categories of records held by MJ KACHELHOFFER JNR Inc.
- Explain the procedure for requesting access to such records;
- Provide the details of the Information Officer and Deputy;
- Clarify the applicable legislation and records automatically available.

This PAIA Manual is useful for the public to-

- 3.1. check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 3.2. have a sufficient understanding of how to make a request for access to a record of the business, by providing a description of the subjects on which the business holds records and the categories of records held on each subject;
- 3.3. know the description of the records of the business which are available in accordance with any other legislation; access all the relevant contact details of the Information Officer and Deputy
- 3.4. Information Officer who will assist the public with the records they intend to access;

- 3.5.** know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.6.** know if the business will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.7.** know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8.** know the recipients or categories of recipients to whom the personal information may be supplied;
- 3.9.** know if the business has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.10.** know whether the business has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. THE GUIDE AS DESCRIBED IN SECTION

The Information Regulator, in terms of Section 10(1) of the Promotion of Access to Information Act (PAIA), as amended, has compiled a comprehensive guide on exercising rights under PAIA and the Protection of Personal Information Act (POPIA). This guide is intended to assist individuals in understanding and exercising their rights under these laws. It is available in all official South African languages, including braille, and is designed to be easily comprehensible.

4.1. Contents of the Guide

- Rights under PAIA and POPIA
- How to request access to records, including:
 - o Public body records (Section 11(1) of PAIA)
 - o Private body records (Section 50(1) of PAIA)
- Assistance available from Information Officers and the Information Regulator
- Legal remedies for access refusal or other rights infringements, such as:
 - o Lodging internal appeals (where applicable)
 - o Filing complaints with the Information Regulator
 - o Approaching competent courts for relief

- Provisions related to public and private body PAIA manuals, including Sections 14 and 51
- Voluntary disclosure provisions under Sections 15 and 52
- Notices and regulations relating to fees, forms, and procedural matters issued under Sections 22, 54, and 92 of PAIA

4.2. South African Human Rights Commission (SAHRC) Guide

In terms of Section 10 of PAIA, the SAHRC has compiled a guide to assist requesters in understanding their rights and the process of requesting information. This guide is available in all official languages and can be accessed through:

Website: www.sahrc.org.za

Postal Address: Private Bag X2700, Houghton, 2041

Phone: +27 11 877 3600

Fax: +27 11 403 0625

4.3. Contact Information

For further assistance, the guide can be obtained or queries directed to the following:

Information Regulator

JD House, 27 Stiemens Street, Braamfontein, Johannesburg

P.O. Box 31533, Braamfontein, 2017

Tel: 010 023 5200

Email: infoereg@justice.gov.za

Deputy Information Officer – PAIA

Dr Shanelle van der Berg

Contact: Mokgadi Nyuswa

Tel: 011 877 3628 / 011 877 3803

Email: PAIA@sahrc.org.za / mnyuswa@sahrc.org.za

Physical address: Forum 3, Braampark Office Park, 33 Hoofd Street, Braamfontein

Postal address: Private Bag 2700, Houghton, 2041

The guide is a valuable resource for understanding PAIA and POPIA rights and accessing records in a lawful and informed manner.

5. AVAILABILITY OF THE MANUAL

5.1. This manual is available:

- On the website: <https://thysgoodwood.wixsite.com/website>
- On request via email to drthysgoodwood@gmail.com

5.2. To the Information Regulator upon request (*A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.*)

6. TYPES OF RECORDS AVAILABLE

6.1. All records kept and made available in terms of legislation applicable to any of the business as it applies to the specific environment in which the business operates, are available in accordance with the said legislation.

THE LEGISLATION APPLICABLE
• Basic Conditions of Employment Act, 75 of 1997 • Companies Act, 71 of 2008 • Consumer Protection Act, 68 of 2008 • Collective Investment Schemes Control Act, 45 of 2002 • Compensation for Occupational Injuries and Diseases Act, 130 of 1993 • Credit Rating Services Act, 24 of 2012 • Customs and Excise Act, 91 of 1964 • Employment Equity Act, 55 of 1998 • Electronic Communications and Transactions Act, 25 of 2002 • Financial Advisory and Intermediaries Services Act, 37 of 2002 • Financial Institutions (Protection of Funds) Act, 28 of 2001 • Financial Intelligence Centre Act, 38 of 2001 • Financial Markets Act, 19 of 2012 • Financial Sector Regulation Act, 9 of 2017 • Financial Services Ombud Schemes Act, 37 of 2004 • Financial Services Board Act, 97 of 1990 • Financial Supervision of the Road Accident Fund Act, 8 of 1993 • Friendly Societies Act, 25 of 1956 • Health Professions Act, 56 of 1974

- Income Tax Act, 58 of 1962
- Insurance Act, 18 of 2017
- Labour Relations Act, 66 of 1995
- Long-term Insurance Act, 52 of 1998
- National Health Act, 61 of 2003
- Occupational Health and Safety Act, 85 of 1993
- Pension Funds Act, 24 of 1956
- Protection of Personal Information Act, 4 of 2013
- Regulation of Interception of Communications and Provision of Communication-Related Information Act, 70 of 2002
- Short-term Insurance Act, 53 of 1998
- Skills Development Act, 97 of 1998
- Skills Development Levies Act, 9 of 1999
- Unemployment Contributions Act, 63 of 2001
- Unemployment Insurance Act, 30 of 1966
- Value Added Tax Act, 89 of 1991
- Copyright Act, 98 of 1978

6.2. Categories available without request:

- Privacy Policy
- PAIA Manual
- Contact details

6.3. Available on request:

6.3.1. Appointment logs

These logs may include details such as appointment dates, times, and services provided, as recorded by the private body.

6.3.2. Employee personnel files

Personnel refers to anyone working for or providing services to the private body, including directors, permanent, temporary, part-time, and contract workers.

Personal records encompass those provided by personnel or third parties, employment conditions and related contracts, internal evaluations and records, and any correspondence concerning personnel.

6.3.3. Client related records

Client records pertain to any individual or entity receiving services from the private body and include documents provided by or to third parties, records generated internally about the client (e.g., transactional records), and records related to MJ KACHELHOFFER JNR Inc.. These records may encompass financial and operational data, databases, IT, marketing materials, internal correspondence, product/service information, statutory compliance documents, and internal policies. Additionally, records include those held by the private body pertaining to other parties, such as financial records, correspondence, contractual documents, records provided by the other party, and records third parties have provided about contractors and suppliers. Records may also include personnel or client-related information held by external parties.

6.3.4. Client medical records

Client medical records include information collected during consultations, such as medical history, treatment plans, test results, and notes. These records are securely stored and may be accessed upon request, subject to confidentiality and data protection requirements.

6.3.5. Statutory company documents

Statutory company documents refer to official records such as incorporation documents, registration certificates, shareholder agreements, and records required for compliance with company law. These may be provided on request in accordance with access rights.

6.3.6. Practice policies and procedures of records

This includes documentation of the practice's internal policies and operational procedures, such as guidelines for record management, data protection, and service delivery. Relevant records may be shared upon request, depending on their applicability and confidentiality status.

7. COMPANY CONTACT DETAILS

Information Officer: Dr. Thys Kachelhoffer

Tel: 021 592 1282

Email: drthysgoodwood@gmail.com

Website: <https://thysgoodwood.wixsite.com/website>

Postal Address: 83 Vasco, Boulevard, Goodwood, Cape Town, 7460.

Physical Address: 83 Vasco Boulevard, Goodwood, Cape Town, 7460.

8. INTRODUCTION TO THE COMPANY AND TYPE OF BUSINESS

Type of business and type of clients

Dr. Thys Kachelhoffer, is a registered generalist medical practitioner offering comprehensive medical consultations to individuals and the public. Services include clinical assessments, preventative care, treatment, and medical education. They manage confidential health information in compliance with POPIA, ensuring the privacy and confidentiality of all patient and employee data.

Enterprise name: MJ KACHLEHOFFER JNR INC

Business registration number: 2182/365487/21

Enterprise type: INCORPORATED

9. PROCESSING OF PERSONAL INFORMATION

- 9.1.** MJ KACHELHOFFER JNR INC operates under a range of South African legislation that governs the collection, retention, and disclosure of information for specific purposes like providing medical diagnoses, treatment, and ongoing care, processing medical aid claims and communicating with other healthcare providers for referrals.

9.2. Data Retention Policy

MJ KACHELHOFFER JNR Inc. retains different records according to legal or ethical requirements:

Type of Record	Retention Period
Medical Records (Patients)	Minimum 6 years from last consultation (per National Health Act)
Employee Records	Minimum 5 years after employment ends (per BCEA)
Financial / Tax Records	5 years (per Income Tax Act)
PAIA / POPIA Requests	3 years (for audit/compliance trail)

The legislation includes, but is not limited to:

- Health Professions Act, 56 of 1974
- National Health Act, 61 of 2003
- Protection of Personal Information Act (POPIA), 4 of 2013
- Promotion of Access to Information Act (PAIA), 2 of 2000
- Companies Act, 71 of 2008
- Income Tax Act, 58 of 1962
- Basic Conditions of Employment Act, 75 of 1997
- Employment Equity Act, 55 of 1998

9.3. In accordance with these statutes, Dr. Thys Kachelhoffer may be:

- Required to make certain categories of information publicly available.
- Permitted to disclose information under regulated conditions.
- Prohibited from disclosing information protected by confidentiality, privilege, or legal restriction.

9.4. Purpose of processing personal information:

- Delivery of medical, clinical, and health-related services
- Appointment scheduling and communication with patients
- Maintenance of health records in line with ethical and legal standards

- Billing, insurance communication, financial administration and complying with tax laws
- Human resources and employment administration
- Legal compliance and reporting

9.5. All requests for information must be assessed with regard to the relevant legal framework, and any access granted or refused must comply with the provisions of PAIA and POPIA, particularly Section 51(1)(c) of PAIA and Sections 18 and 19 of POPIA.

9.6. Recipients or categories of recipients to whom personal information may be supplied:

- Cloud-based services such as data storage, network, email and security services;
- Cloud-based applications such as Human Resource or Marketing solutions;
- Third-party organizations providing health-related services;
- Third-party organizations engaged for common commercial purpose, such as service provision, joint ventures, or collective bid responses;
- Credit reference, used in the normal course of business; and
- Government organizations such as South African Revenue Services, as required for legal purposes.

9.7. Dr. Thys Kachelhoffer may disclose personal information to the following categories of recipients:

Data Subject Category	Type of Information Processed
Patients	Contact details, ID number, medical history, consultation records, treatment plans, health-related correspondence
Employees	Personal details (ID, DOB, contact), employment history, payroll, demographic data (race, gender, marital status), performance records
Contractors and Service Providers	Contact details, registration documents, tax and banking information, contract history
Suppliers	Business and financial records, registration and VAT information, contact persons
Website Users / Enquirers	Name, email, messages sent via website forms, IP address and technical data (if applicable)

Regulatory Bodies / SARS	Any legally required documents related to compliance
Medical Partners (Labs, Pharmacies, Other Practitioners)	Patient identifiers and relevant medical referrals or results

9.8. We respect the privacy of your personal information and ensure that it is not shared with third parties for marketing or promotional purposes without your explicit, informed consent. You retain the right to opt in or out of any marketing communication at any time

9.9. There are no planned transborder flows of personal information at this time.

10. GENERAL DESCRIPTION OF INFORMATION SECURITY MEASURES

10.1. To protect the integrity and confidentiality of the personal information processed, the following safeguards have been implemented:

- Physical access controls to practice premises
- Incident response plan in case of data breach
- Password-protected digital systems with user authentication
- Encrypted backups and secure cloud infrastructure
- Anti-malware, firewall, and antivirus software deployed on all devices
- Confidential paper-based records stored securely and destroyed in accordance with POPIA principles
- Regular staff training on privacy, confidentiality, and ethical data handling

10.2. Where external service providers process personal information on behalf of the practice, they are contractually bound to apply security measures equivalent to those used by Dr. Thys Kachelhoffer.

11. UPDATING OF THE MANUAL

The head of MJ KACHELHOFFER JNR INC will review and update this manual regularly to ensure that it reflects current practices, legislative developments, and any material changes in the operations or information processing activities of the business.

Issued by: Dr. Thys Kachelhoffer

Title: Chief Information Officer

12. REQUEST TO ACCESS INFORMATION AND RECORDS

12.1. Your right of access to information

Under the Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act (POPIA), you have the right to request access to the records of Dr. Nicole Chilimigras Inc. if the information is necessary to exercise or protect your legal rights, your request complies with the procedures outlined in this manual, and there are no legal grounds to refuse access. In addition, data subjects are entitled to various rights under POPIA, including access to their personal information, correction of inaccuracies, erasure of data under lawful grounds, objection to processing (especially for direct marketing or without consent), withdrawal of consent at any time (without affecting prior lawful processing), and lodging complaints with the Information Regulator for violations of their data rights. All requests will be assessed in compliance with applicable legislation to protect confidentiality and ensure lawful processing.

12.2. Facilitation of Data Subject Rights

MJ KACHELHOFFER JNR Inc. ensures data subjects can exercise their rights under POPIA through clear forms for access and correction (Appendices 2 and 3), timely responses within 30 days, a transparent complaints procedure, and an appointed Information Officer to handle POPIA-related requests. Upon receiving a request, we will respond within 30 days in one of the following ways: request additional details if the application is incomplete; require a deposit for searches exceeding six hours; or provide a fee estimate for personal information requests under Section 23 of POPIA, potentially requiring a deposit. If access is denied, reasons will be provided, and deposits (excluding the request fee) refunded. If a record cannot be located, an affidavit detailing search efforts will be issued, and notification provided if the record is later found. For partial access requests, access will be granted to all permissible parts of the record.

12.3. Personal requester

A Personal Requester is a requester who is seeking access to a record containing Personal Information about the Requester themselves. Access will be granted by Dr. Thys Kachelhoffer subject to applicable legislation and the provisions of the Promotion of Access to Information Act (PAIA), 2 of 2000, read with relevant sections of the Protection of Personal Information Act (POPIA), 4 of 2013.

12.4. Other requester

If a person other than the Personal Requester is seeking access to a record containing Personal Information, then Dr. Thys Kachelhoffer is not obliged to grant access to such record unless the requester satisfies the procedural and substantive requirements under PAIA, including demonstrating that the requested information is required for the exercise or protection of a right in terms of **Section 50(1)** of PAIA.

12.5. The procedures to request access to records are as follows:

- A requester must complete and sign the prescribed Form C and include proof of payment of the required fee (only applicable to Other Requesters).
- The completed request may be submitted via email, post, or hand delivery to the Information Officer at the contact details provided.
- If the requester is unable to complete the form due to illiteracy or disability, they may make the request orally, as per Section 18(3) of PAIA.
- If the request is made on behalf of another person, proof of authority or mandate must be provided to the satisfaction of the Information Officer.
- All information provided must be true, complete, and detailed enough to enable identification of:
 - the requester's identity
 - their contact details
 - the specific record(s) requested
 - the preferred form of access
- As provided under Section 53(2) of PAIA, the requester must also clearly state which right they seek to exercise or protect and explain why the requested record is necessary to exercise or protect that right.
- Dr. Thys Kachelhoffer will respond to the request within 30 (thirty) calendar days of receipt, as required by Section 56(1) of PAIA, unless extended under permitted conditions.
- The requester will be informed in writing whether access is granted or denied and, if denied, reasons will be provided in terms of Section 56(3).
- If the requester seeks access in a specific manner, this must be clearly indicated in the form and, where reasonable, such access will be accommodated.

12.6. Fees Payable

In accordance with the PAIA Regulations and Section 54 of the Act:

- A non-refundable request fee (plus VAT) is payable when submitting any formal access request, unless the record relates to the requester's own personal information.
- If the time needed to locate and prepare the record exceeds 6 hours, a deposit (not exceeding one-third of the estimated access fee) may be required.
- The balance of the access fee must be paid before access is granted.
- A requester may apply to court to challenge the reasonableness of any fees or deposits, as allowed under Section 78(2) of PAIA.
- No access will be granted until the full fee is paid.
- A full schedule of fees is included in the appendix of this manual.

12.7. Grounds for refusal of access

In accordance with Chapter 4 of the Promotion of Access to Information Act (PAIA), access to information may be refused under specific circumstances to protect the rights of individuals, third parties, and the public. These grounds aim to safeguard personal privacy, preserve confidentiality, maintain public safety, and ensure the efficient use of resources. Where appropriate, only the portion of a record to which no ground for refusal applies will be disclosed.

A request for access to a record may be refused on one or more of the following grounds:

- **Protection of Third-Party Privacy (Section 63):**
Access may be denied if the requested record contains personal information about a third party, including a deceased person, and disclosure would be unreasonable unless the requester obtains written consent from that individual or their lawful representative.
- **Confidential Commercial, Scientific, or Technical Information (Section 64):**
Records containing trade secrets, financial, commercial, scientific, or technical information of a third party may not be disclosed if doing so would harm the commercial or competitive interests of that party, unless they provide consent.
- **Confidential Information under Agreement (Section 65):**
If a record contains confidential information of a third party and is protected by a

contractual confidentiality agreement, access will be refused unless the third party consents to its disclosure.

- **Endangerment to Safety or Property (Section 66):**

Records may be withheld if disclosure could reasonably be expected to endanger the life or physical safety of an individual or compromise the security of buildings, infrastructure, computer systems, or information networks.

- **Legal Privilege (Section 67):**

Records that are privileged in legal proceedings, such as attorney-client communications or litigation strategy documents, will not be disclosed unless the privilege is waived.

- **Protection of Public Interest and Public Safety (Section 68):**

Access may be refused if disclosure would likely prejudice the defence, security, or international relations of the Republic, or if it would substantially frustrate an investigation or audit conducted by a public body.

- **Records Already Publicly Available (Section 70(a)):**

If the requested information is already available in the public domain or accessible by other means (e.g., a government publication), the request may be denied under PAIA.

- **Frivolous, Vexatious, or Unreasonably Burdensome Requests (Section 70(b)–(c)):**

Requests that are manifestly frivolous or vexatious, or which involve an unreasonable diversion of administrative resources, may be refused.

- **Personal Information Without Sufficient Identity Proof:**

Requests for personal information may be denied if the requester fails to provide adequate proof of identity or legal entitlement to access the information.

12.8. Remedies if access is refused

If access is denied, the requester may:

- Apply to court within 180 days of notification
- Legal relief may be pursued in accordance with Sections 56(3)(c) and 78 of PAIA
- Lodge a complaint with the Information Regulator under Section 74 of PAIA

Notification and remedies:

If a request for access is refused, the requester will be informed in writing of:

- The reason(s) for the refusal, citing the relevant section(s) of PAIA;
- Their right to lodge an internal appeal (where applicable) or seek judicial review.
- The procedure to follow should they wish to exercise these rights, including timeframes and applicable forms.

This ensures that refusal decisions remain transparent and subject to oversight, in accordance with PAIA's intention to promote access to information wherever possible.

12.9. Records not found

If, after reasonable and diligent search, the requested record cannot be found or does not exist, Section 23 of PAIA allows the Information Officer to issue a sworn affidavit confirming the attempts made to locate it. This affidavit serves as sufficient explanation under the Act.

13. DEALING WITH SPECIAL PERSONAL INFORMATION

MJ KACHELHOFFER JNR INC acknowledges that all processing of Special Personal Information, as defined in the Protection of Personal Information Act (POPIA), must be conducted strictly in accordance with the law. This includes information related to a data subject's health, sex life, biometric data, criminal behaviour, religious or philosophical beliefs, trade union membership, and political persuasion.

The following table outlines the categories of special personal information and the conditions under which processing is permitted:

Category of special personal information	Conditions for processing
Religious or Philosophical Beliefs	Must be kept confidential
Trade Union Membership	May be processed, with consent, by the union or its federation to which the data subject belongs to achieve their objectives.
Political Persuasion	Must be kept confidential
Health or Sexual Life	Must be kept confidential. May be processed, with consent, by medical practitioners, healthcare institutions, insurers, medical aids, schools, and employers as needed for treatment, compliance with legal duties, or employee support.
Biometric Information	May be processed, with consent, for identity verification or access control in secure systems, provided proper safeguards are in place.
Criminal Behaviour	May be processed by legally authorised entities or where the responsible party lawfully obtained the information for legitimate purposes. Will be discussed with the person involved and handled on a case-by-case manner.

14. APPENDICES

Appendix 1 –	List of Fees Payable
Appendix 2 –	Request for Information
Appendix 3 –	Appendix 7 form for requesting the correction or deletion of personal information, or the destruction of records

ADDENDUM

Form 01 –	Regulation 3
Form 01 –	Regulation 2
Form 02 –	Regulation 7
Form 03 –	Regulation 8
Form 04 –	Regulation 9
Form 05 –	Regulation 10
Form 13 –	Regulation 14(1)

Appendix 1 – List of fees payable for access to records

The following fees are in line with the Promotion of Access to Information Act (PAIA) for private bodies.

Description	Fee (ZAR)
Request fee (payable on submission of request)	R50.00
Photocopy or printed black & white copy of A4-size page	R1.40 per page
Printed copy of A4-size page from a computer	R2.50 per page
Copy in a computer-readable form (flash drive, CD, etc.)	R100.00 per device
Transcription of visual images (e.g., videos)	As per quotation from service provider
Copy of visual images	As per quotation from service provider
Transcription of an audio record	R500 per A4-size page or part thereof
Copy of an audio record	R100.00
Postage, email or delivery	Actual expense incurred
Access fee (if applicable, based on time to search/prepare)	R30.00 per hour or part thereof

Note: Request fees do not apply to personal information requests.

Appendix 2 – PAIA Request for Access to Records Form

Particulars of the person requesting access to the record

Surname:	
First names:	
Preferred name (if different to legal name):	
Pronouns:	
Title:	
Identity/ passport number:	
Postal address:	
Phone or cell phone number:	
Fax number:	
Email address:	
Capacity in which request is made (if made on behalf of another person):	

Particulars of person on whose behalf request is made

Surname:	
First names:	
Preferred name (if different to legal name):	
Pronouns:	
Title:	
Identity/ passport number:	

Particulars of record

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

Any further particulars of the record:	
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Form of access required

Tick appropriate box that applies:

If the record is in written or printed form:	☐ Copy ☐ Inspection
If the record consists of visual images:	☐ View ☐ Copy ☐ Transcription
If the record consists of recorded words or sound/ audio:	☐ Copy ☐ Transcription
If the record is held in computer-readable form:	☐ Printed Copy ☐ Electronic Copy
Do you wish the copy/transcription to be posted to you?	☐ Yes ☐ No
Do you wish the copy/transcription to be emailed to you as an encrypted file?	☐ Yes ☐ No

Fee exemption

If you qualify for exemption of the payment of any fee, please state the reason:

Reason:	
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Notice of decision regarding request for access

Preferred manner of notification:	☐ Email ☐ Phone call
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Declaration

I declare that the information provided is true and correct and that I am entitled to make this request.

Signed at: _____ on this _____ day of _____ 20____

Signature of requester: _____

Requester name: _____

Signature of person on whose behalf the request is made (if applicable): _____

Appendix 2 – form for requesting the correction or deletion of personal information, or the destruction of record

Particulars of the data subject

Surname:	
First names:	
Preferred name (if different to legal name):	
Pronouns:	
Title:	
Identity/ passport number:	
Postal address:	
Contact number:	
Email address:	

Details of the personal information to be corrected / deleted / destroyed

Description of the personal information:	
Reason for correction/ deletion/ destruction:	

Action requested

- ☐ Correction of the personal information
- ☐ Deletion of the personal information
- ☐ Destruction of the record of personal information

Preferred manner of correction / deletion / destruction

Details:	
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Declaration

I declare that the information provided is true and correct and that I am entitled to make this request.

Signed at: _____ on this _____ day of _____ 20____

Signature of data subject or authorised representative: _____