

**PROMOTION OF ACCESS TO INFORMATION ACT, 2000
&
THE PROTECTION OF PERSONAL INFORMATION ACT,
2013**

**MANUAL OF
ASPEN PHARMACARE HOLDINGS LIMITED & ITS
SOUTH AFRICAN SUBSIDIARIES**

Prepared in accordance with section 51 of the Promotion of Access to Information Act No. 2 of 2000 (as amended) and the Protection of Personal Information Act No. 4 of 2013

(In this Manual, all references to sections are to the Promotion of Access to Information Act, 2000 unless otherwise specified)

Last updated: May 2021

TABLE OF CONTENTS

| | | |
|-------|------------------------------------------------------------------------------------------------------------------------------------------|----|
| 1. | INTRODUCTION | 3 |
| 2. | SCOPE AND PURPOSE OF THE MANUAL | 3 |
| 3. | ABOUT ASPEN..... | 3 |
| 4. | AVAILABILITY OF THE MANUAL | 3 |
| 5. | CONTACT PERSONS – INFORMATION OFFICERS AND DEPUTY INFORMATION OFFICERS | 3 |
| 6. | HUMAN RIGHTS COMMISSION/ INFORMATION REGULATOR GUIDE | 5 |
| 7. | RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC | 5 |
| 8. | RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION | 5 |
| 9. | RECORDS – CATEGORIES AND SUBJECT OF RECORDS | 5 |
| 10. | ACCESS REQUESTS | 6 |
| 10.1. | ACCESS REQUEST PROCEDURE | 6 |
| 10.2. | GROUND FOR REFUSAL OF ACCESS TO RECORDS | 8 |
| 10.3. | APPEAL AGAINST REFUSAL TO GRANT ACCESS | 8 |
| 11. | PERSONAL INFORMATION | 8 |
| 11.1. | PURPOSE OF PROCESSING..... | 8 |
| 11.2. | CATEGORIES OF DATA SUBJECTS AND INFORMATION | 8 |
| 11.3. | CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED | 9 |
| 11.4. | PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION..... | 9 |
| 11.5. | INFORMATION SECURITY MEASURES | 9 |
| 11.6. | OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION BY A DATA SUBJECT..... | 10 |
| 11.7. | REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION | 10 |
| | ANNEXURE 1 - REQUEST FOR ACCESS TO A RECORD IN RELATION TO PAIA..... | 11 |
| | ANNEXURE 2 - PRESCRIBED FEES IN TERMS OF REGULATION 11 | 16 |
| | ANNEXURE 3 - RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION | 18 |
| | ANNEXURE 4 - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION | 20 |
| | ANNEXURE 5 - REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION..... | 22 |

1. INTRODUCTION

The Promotion of Access to Information Act, No. 2 of 2000 (the “**PAIA**”) seeks to give effect to the constitutional right to access information as contained in section 32 of the Bill of Rights. The PAIA seeks to advance the values of transparency and accountability.

The PAIA establishes certain statutory rights of requesters to access records of a private body if:

- that record is required for the exercise or protection of any rights;
- that requester complies with all the procedural requirements; and
- access is not refused in terms of any ground referred to in the PAIA.

The Protection of Personal Information Act, No. 4 of 2013 (the “**POPI Act**”) seeks to give effect to the constitutional right to privacy as contained in section 14 of the Bill of Rights. The POPI Act seeks to safeguard personal information by regulating the manner in which it may be processed by public and private bodies.

The POPI Act provides that data subjects have the right to have their personal information processed in accordance with the conditions for the lawful processing of personal information, which are set out in the POPI Act.

One of the requirements specified in the PAIA, is the compilation of an information manual that provides information which includes the types and categories of records held by a private body (this relates to PAIA) as well certain information relating to the processing of personal information (this relates to the POPI Act).

The PAIA and the POPI Act are collectively referred to in this document as the “**Acts**”.

2. SCOPE AND PURPOSE OF THE MANUAL

The scope of this manual includes Aspen Pharmacare Holdings Limited (“**Aspen**”) as the holding company of a group of local and offshore companies (the “**Group**”), as well as Aspen’s South African corporate entities Pharmacare Limited trading as Aspen Pharmacare, Fine Chemicals Corporation (Pty) Limited, Aspen SA Operations (Pty) Limited, Aspen Finance (Pty) Limited and other South African subsidiaries which the Acts apply to (collectively referred to as the “**Companies**”).

This document serves as the Companies’ information manual and provides reference to the records held by the Companies as well as the personal information processed by the Companies from time to time.

3. ABOUT ASPEN

Aspen is a global supplier of specialty and branded pharmaceuticals with an extensive basket of products that provide treatment for a broad spectrum of acute and chronic conditions experienced through all stages of life. Further general information on Aspen, its operations and activities can be obtained from its website at www.aspenpharma.com.

4. AVAILABILITY OF THE MANUAL

This manual is available for inspection on the Aspen website at www.aspenpharma.com and during normal business hours at the office of the Company Secretary of Aspen, at Aspen Place, 9 Rydall Vale Park, Douglas Saunders Drive, La Lucia Ridge Office Park, Durban.

5. CONTACT PERSONS – INFORMATION OFFICERS AND DEPUTY INFORMATION OFFICERS - SECTION 51 (1)(A)(I) AND SECTION 56 OF POPI ACT

The responsibility for the administration of, and compliance with the Acts has been delegated as set out below. Requests pursuant to the provisions of the Acts should be directed as follows:

ASPEN PHARMACARE HOLDINGS LIMITED:

| | | |
|----------------------------------------|---|---------------------------------------------------------------------------------------------|
| Information Officer (authorised) | : | Reginald Haman |
| Deputy Information Officer | : | Riaan Verster |
| Postal address | : | P O Box 25125, Gateway, 4321 (KwaZulu Natal – South Africa) |
| Street address | : | Aspen Place, 9 Rydall Vale Park, Douglas Saunders Drive, La Lucia Ridge Office Park, Durban |
| Business phone | : | + 27 (0)31 580 8624 |
| E-mail address for submitting requests | : | rverster@aspENpharma.com |

PHARMACARE LIMITED T/A ASPEN PHARMACARE:

| | | |
|----------------------------------------|---|-----------------------------------------------------------|
| Information Officer | : | Richelle Crots |
| Deputy Information Officer | : | Angela van Hoffen |
| Postal address | : | P O Box 1587, Gallo Manor, 2052 (Gauteng – South Africa) |
| Street address | : | Healthcare Park, Woodlands Drive, Woodmead, Sandton, 2052 |
| Business phone | : | + 27 (0)11 239 3000 |
| E-mail address for submitting requests | : | AVanHoffen@aspENpharma.com |

ASPEN SA OPERATIONS (PTY) LIMITED:

| | | |
|----------------------------------------|---|-------------------------------------------------------------|
| Information Officer | : | Grant Swart |
| Deputy Information Officer | : | Claire Chree |
| Postal address | : | P O Box 4002, Korsten, 6014 (Port Elizabeth – South Africa) |
| Street address | : | 7 Fairclough Road, Korsten, Port Elizabeth |
| Business phone | : | + 27 (0)41 407 2111 |
| E-mail address for submitting requests | : | cChree@aspENpharma.com |

FINE CHEMICALS CORPORATION (PTY) LIMITED:

| | | |
|----------------------------------------|---|---------------------------------------------------------|
| Information Officer | : | Andre van der Walt |
| Deputy Information Officer | : | Claire Chree |
| Postal address | : | P O Box 253, Eppindust, 7475 (Cape Town – South Africa) |
| Street address | : | 15 Hawkins Avenue, Epping 1, Cape Town |
| Business phone | : | + 27 (0)21 530 8100 |
| E-mail address for submitting requests | : | cChree@aspENpharma.com |

ASPEN FINANCE (PTY) LIMITED:

| | | |
|----------------------------------------|---|----------------------------------------------------------|
| Information Officer | : | Michael Shuttleworth |
| Deputy Information Officer | : | Karen Baldwin |
| Postal address | : | P O Box 1587, Gallo Manor, 2052 (Gauteng – South Africa) |
| Street address | : | Building 8, Healthcare Park, Woodlands Drive, Woodmead |
| Business phone | : | + 27 (0)11 239 3000 |
| E-mail address for submitting requests | : | KBaldwin@aspENpharma.com |

6. HUMAN RIGHTS COMMISSION / INFORMATION REGULATOR GUIDE - SECTION 51(1) (B) (I)

A Guide has been compiled in terms of Section 10 of the PAIA by the Human Rights Commission. It contains information required by a person wishing to exercise any right contemplated by the PAIA. It is available in all of the official languages.

The Guide is available for inspection, *inter alia*, at the office of the offices of the Human Rights Commission at Braampark Forum 3, 33 Hoofd Street, Braamfontein, South Africa and on its website at www.sahrc.org.za.

The Information Regulator is required to update (and make available) the Guide to include information required by persons wishing to exercise any right contemplated in the POPI Act.

The updated Guide will be available from the Information Regulator in the manner prescribed.

7. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC - SECTION 51(1)(B)(II)

No notice has been published pursuant to Section 51(1)(b)(ii), regarding the categories of records which are automatically available without having to request access in terms of PAIA.

8. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION - SECTION 51(1) (B) (III)

Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Records are available in terms of the legislation detailed in **Annexure 3** to this manual (as amended from time to time); however, due to the number of laws applicable to the Companies, the list of legislation may not be exhaustive.

Note that the information will only be provided in accordance with the requirements stipulated in the relevant pieces of legislation. If a requester believes that a right to access to a record exists in terms of the legislation above, or any other legislation, the requester is required to indicate what legislative right the request is based on, to allow the relevant Information Officer / Deputy Information the opportunity to consider the request in light thereof.

9. RECORDS – CATEGORIES AND SUBJECT OF RECORDS - SECTION 51(1) (B) (IV)

The information contained in this section is intended to identify the main categories of records held by the Companies and to help the requester to gain a better understanding of the main business activities of the Companies. Further assistance in identifying the records held by the Companies is obtainable from the relevant Information Officer / Deputy Information Officer.

Records to which access will be provided in accordance with the PAIA (subject to the restrictions and right of refusal to access provided for in the PAIA) are available in respect of the following (non-exhaustive) aspects of the Companies' businesses and operations:

COMPANY RECORDS

- Documents of incorporation;
- Memorandum and Articles of Association or Memorandum of Incorporation (as applicable);
- Records relating to the appointment of directors / auditor / secretary;
- Public officer and other officers; and
- Share Register and other statutory registers.

FINANCIAL RECORDS

- Annual Financial Statements;
- Tax Returns;
- Accounting Records;
- Banking Records;
- Bank Statements;
- Paid Cheques;
- Electronic banking records;
- Asset Register;
- Rental Agreements; and
- Invoices.

INCOME TAX RECORDS

- PAYE Records;
- Documents issued to employees for income tax purposes;
- Records of payments made to SARS on behalf of employees;
- All other statutory compliances:
 - VAT;
 - Skills Development Levies;
 - UIF; and
 - Workmen's Compensation.

PERSONNEL / EMPLOYEE DOCUMENTS AND RECORDS

- Employment contracts;
- Employment Equity Plan;
- Medical Aid records;
- Pension Fund records;
- Disciplinary records;
- Salary records;
- SETA records;
- Disciplinary code;
- Leave records;
- Training records; and
- Training Manuals.

SAFETY, HEALTH AND ENVIRONMENT (SHE) RECORDS

- SHE Policy; and
- Mandatory SHE Records.

10. ACCESS REQUESTS

10.1. ACCESS REQUEST PROCEDURE - SECTION 53

10.1.1. COMPLETION OF ACCESS REQUEST FORM

To facilitate a timely response to requests for access, all requesters should take note of the following when completing the Access Request Form:

- The Access Request Form, attached as **Annexure 1** hereto, must be completed.
- Proof of identity is required to authenticate the identity of the requester – in addition to the Access Request Form, requesters will be required to supply a certified copy of their identification document or a valid passport document, or if a legal entity, a certified copy of the Company Registration Certificate.
- Type or print in BLOCK LETTERS an answer to every question.
- If a question does not apply, state “N/A” in response to that question.
- If there is nothing to disclose in reply to a particular question state “NIL” in response to that question.
- If there is insufficient space on the printed form, additional information may be provided of an additional attached folio.
- When the use of an additional folio is required, precede each answer with the applicable title.

Please note that the successful completion and submission of an Access Request Form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the PAIA.

If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

10.1.2. SUBMISSION OF ACCESS REQUEST FORM

The completed Access Request Form, together with a certified copy of the requester’s identity document, must be addressed to the relevant Information Officer / Deputy Information Officer and submitted via the contact details stated in paragraph 5. as indicated above.

An initial **request fee of R57.50 (including VAT)** is payable on submission of the Access Request Form.

10.1.3. PAYMENT OF FEES

Payment details can be obtained from the relevant Information Officer / Deputy Information Officer indicated above and 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 via the contact details stated in paragraph 5.

If the request for access is successful an **access fee** may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the **Prescribed Fees** as set out in **Annexure 2** hereto. The access fee must be paid prior to access being given to the requested record.

10.1.4. NOTIFICATION

The relevant Information Officer / Deputy Information Officer will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

This 30 (thirty) day period may be extended for a further period of not more than 30 (thirty) days, if the request is for a large volume of information, or the request requires a search for information held at other offices of one or more of the Companies and the information cannot reasonably be obtained within the original 30 (thirty) day period. The requester will be notified in writing should an extension be sought.

10.2. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS (CHAPTER 4)

The main grounds for refusal of a request for information are:

- Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that party;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party;
 - Information disclosed by a third party to any of the Companies if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement – the provisions of the PAIA to apply in relation to the rights of the relevant third parties;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which could be regarded as privileged in legal proceedings;
- The commercial activities of the Companies, which may include:
 - Trade secrets of the Companies; and
 - Financial, commercial, scientific or technical information which, if disclosed, would likely cause harm to the financial or commercial interests of the Companies.

10.3. APPEAL AGAINST REFUSAL TO GRANT ACCESS

If a requester is aggrieved by the refusal of the relevant Information Officer / Deputy Information Officer to grant a request for a record, the requester may, upon notification of the relevant Information Officer's / Deputy Information Officer's decision (or upon deemed refusal in terms of Section 58 of the PAIA), lodge a complaint to the Information Regulator or apply to court for appropriate relief within the timeframes as prescribed by the PAIA.

11. PERSONAL INFORMATION

11.1. PURPOSE OF PROCESSING - SECTION 51(1) (C) (I)

The purpose for which personal information is processed by the Companies will depend on the nature of the information. In general, personal information is processed by the Companies for business administration purposes, including:

- to carry out actions for the conclusion or performance of a contract;
- to comply with obligations imposed by law;
- to protect the legitimate interests of the data subjects; or
- where it is necessary for pursuing the legitimate interests of the Companies.

The above list is non-exhaustive.

11.2. CATEGORIES OF DATA SUBJECTS AND INFORMATION - SECTION 51(1) (C) (II)

The Companies process personal information relating to the following categories of data subjects and information:

CATEGORIES OF DATA SUBJECTS

- Personnel / employees;
- Consultants;
- Contractors;
- Customers;
- Investors;
- Patients;
- Service providers;
- Suppliers;
- Other third parties with whom the Companies conduct business.

The above list is non-exhaustive.

CATEGORIES OF INFORMATION

- In respect of natural persons may include: name, identifying number (identity or passport number), date of birth, citizenship, age, gender, race, marital status, language, telephone number(s), email address(es), physical and postal addresses, income tax number, banking information, disability information, employment history, background checks, fingerprints, CVs, education history, remuneration and benefit information, details related to employee performance and disciplinary procedures.
- In respect of juristic persons may include: name, registration number, tax information, contact details, physical and postal addresses, FICA documentation, BEE certificates, payment details (including bank accounts), invoices and contractual agreements.

The above lists are non-exhaustive.

11.3. CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED - SECTION 51(1)(C)(III)

The categories of recipients to whom the Companies may supply the personal information will depend on the nature of the information. In general, such categories of recipients would include:

- Other companies in the Group;
- Service providers;
- Medical aid, pension or provident funds;
- Auditing and accounting bodies (internal and external);
- Third parties with whom the Companies have contracted for the retention of data;
- Relevant authorities, government departments, statutory bodies or regulators;
- A court, administrative or judicial forum, arbitration or statutory commission making a request in terms of the applicable laws or rules.

The above list is non-exhaustive.

11.4. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION - SECTION 51(1)(C)(IV)

The Companies envisage that they may transfer personal information to third parties or other companies in the Group, who are situated in a foreign country and such transfers would be subject to the relevant provisions of the POPI Act.

11.5. INFORMATION SECURITY MEASURES - SECTION 51(1)(C)(V)

The Companies strive to take appropriate, reasonable technical and organisational measures to secure the integrity and confidentiality of personal information in their possession or under their control.

11.6. OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION BY A DATA SUBJECT REGULATION 2 – POPI REGULATIONS

A data subject may at any time object to the processing of his / her / its personal information (as contemplated in Section 11(3)(a) of the POPI Act) in the prescribed form attached to this manual as Appendix 4, subject to exceptions contained in the POPI Act.

11.7. REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION – REGULATION 3 – POPI REGULATIONS

A Data Subject may request that his / her / its personal information be corrected or deleted (as contemplated in Section 24 of the POPI Act) in the prescribed form attached as Appendix 5.

ANNEXURE 1

REQUEST FOR ACCESS TO A RECORD IN RELATION TO PAIA

REQUEST FOR ACCESS TO A RECORD OF PRIVATE BODY – FORM C

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

[Regulation 10]

1. PARTICULARS OF PRIVATE BODY

Requests can be submitted either via conventional mail, e-mail or fax and should be addressed to the Information Officer as indicated below:

ASPEN PHARMACARE HOLDINGS LIMITED:

| | | |
|----------------------------|---|---------------------------------------------------------------------------------------------|
| Information Officer | : | Reginald Haman |
| Deputy Information Officer | : | Riaan Verster |
| Postal address | : | P O Box 25125, Gateway, 4321 (KwaZulu Natal – South Africa) |
| Street address | : | Aspen Place, 9 Rydall Vale Park, Douglas Saunders Drive, La Lucia Ridge Office Park, Durban |
| Business phone | : | + 27 (0)31 580 8624 |
| E-mail address | : | rverster@aspenpharma.com / informationrequests@aspenpharma.com |

PHARMACARE LIMITED T/A ASPEN PHARMACARE:

| | | |
|----------------------------|---|-----------------------------------------------------------|
| Information Officer | : | Richelle Crots |
| Deputy Information Officer | : | Angela van Hoffen |
| Postal address | : | P O Box 1587, Gallo Manor, 2052 (Gauteng – South Africa) |
| Street address | : | Healthcare Park, Woodlands Drive, Woodmead, Sandton, 2052 |
| Business phone | : | + 27 (0)11 239 3000 |
| E-mail address | : | AVanHoffen@aspenpharma.com |

ASPEN SA OPERATIONS (PTY) LIMITED:

| | | |
|----------------------------|---|-------------------------------------------------------------|
| Information Officer | : | Grant Swart |
| Deputy Information Officer | : | Claire Chree |
| Postal address | : | P O Box 4002, Korsten, 6014 (Port Elizabeth – South Africa) |
| Street address | : | 7 Fairclough Road, Korsten, Port Elizabeth |
| Business phone | : | + 27 (0)41 407 2111 |
| E-mail address | : | cChree@aspenpharma.com |

FINE CHEMICALS CORPORATION (PTY) LIMITED:

| | | |
|----------------------------|---|---------------------------------------------------------|
| Information Officer | : | Andre van der Walt |
| Deputy Information Officer | : | Claire Chree |
| Postal address | : | P O Box 253, Eppindust, 7475 (Cape Town – South Africa) |
| Street address | : | 15 Hawkins Avenue, Epping 1, Cape Town |
| Business phone | : | + 27 (0)21 530 8100 |
| E-mail address | : | cChree@aspENpharma.com |

ASPEN FINANCE (PTY) LIMITED:

| | | |
|----------------------------|---|----------------------------------------------------------|
| Information Officer | : | Michael Shuttleworth |
| Deputy Information Officer | : | Karen Baldwin |
| Postal address | : | P O Box 1587, Gallo Manor, 2052 (Gauteng – South Africa) |
| Street address | : | Building 8, Healthcare Park, Woodlands Drive, Woodmead |
| Business phone | : | + 27 (0)11 239 3000 |
| E-mail address | : | KBaldwin@aspENpharma.com |

2A. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD (REQUESTER)

- (a) *The particulars of the person who requests access to the record must be given below.*
 (b) *The address and/or fax number in the Republic to which the information is to be sent must be given.*
 (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname : _____

Identity number : _____

Postal address : _____

Fax number : _____ Telephone number : _____

email address : _____

Capacity in which request is made, when made on behalf of another person:

2B. PARTICULARS OF REQUESTER (IF A LEGAL ENTITY)

- (a) *The particulars of the entity that 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.*

Name of entity : _____

Registration number :

Postal address : _____

Fax number : _____ Telephone number : _____

email address : _____

Capacity in which request is made:

3. 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 : _____

4. PARTICULARS OF RECORD

- (a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- (b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Description of record or relevant part of the record: _____

2. Reference number, if available: _____

3. Any further particulars of record: _____

5. FEES

| | |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (a) | A request for access to a record will be processed only after a non-refundable request fee of R57.50 (including VAT) has been paid. |
| (b) | |
| (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: _____ _____ _____ |

6. FORM OF ACCESS TO RECORDS

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required. | |
| Disability: | Form in which record is required: |
| Mark the appropriate box with an X . NOTES: (a) Compliance with your request in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access to the record, if any, will be determined by the form in which access is requested. | |

| | | | |
|---------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 1. | If the record is in written or printed form: | | |
| | <input type="checkbox"/> copy of record* | <input type="checkbox"/> inspection of record | |
| 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 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 soundtrack (audio CD) | <input type="checkbox"/> transcription of soundtrack* (written or printed documents) | |
| 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* (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? | | | |
| | | | YES |
| | | | NO |
| Postage is payable | | | |

7. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

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

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

8. 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 2

PRESCRIBED FEES IN TERMS OF REGULATION 11

PRESCRIBED FEES FOR REPRODUCTION OF RECORDS

PLEASE NOTE THAT ALL AMOUNTS LISTED ARE INCLUSIVE OF VALUED-ADDED TAX

(Section 54(7) of the Promotion of Access to Information, Act No. 2 of 2000)

[Regulation 11(1)]

| | | |
|-----|---------------------------------------------------------------------------------------------------------------------------|--------|
| (a) | For every photocopy of an A4-size page or part thereof | R1.27 |
| (b) | For every printed copy of an A4-size page or part thereof held on a computer or in an electronic or machine-readable form | R0.86 |
| (c) | For a copy in a computer-readable form on compact disc | R80.50 |
| (d) | (i) For a transcription of visual images, for an A4-size page or part thereof | R46.00 |
| | (ii) For a copy of visual images | R69.00 |
| (e) | (i) For a transcription of an audio record, for an A4-size page or part thereof | R23.00 |
| | (ii) For a copy of an audio record | R34.50 |

PRESCRIBED FEES FOR ACCESS OF RECORDS

PLEASE NOTE THAT ALL AMOUNTS LISTED ARE INCLUSIVE OF VALUED-ADDED TAX

(Section 54(7) of the Promotion of Access to Information, Act No. 2 of 2000)

[Regulation 11(3)]

| | | |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| (a) | For every photocopy of an A4-size page or part thereof | R1.27 |
| (b) | For every printed copy of an A4-size page or part thereof held on a computer or in an electronic or machine-readable form | R0.86 |
| (c) | For a copy in a computer-readable form on compact disc | R80.50 |
| (d) | (i) For a transcription of visual images, for an A4-size page or part thereof | R46.00 |
| | (ii) For a copy of visual images | R69.00 |
| (e) | (i) For a transcription of an audio record, for an A4-size page or part thereof | R23.00 |
| | (ii) For a copy of an audio record | R34.50 |
| (f) | To search for and prepare the record for disclosure or part thereof - R34.50 for each hour or part thereof reasonably required for such search and preparation | |
| (g) | Six hours of searching to be exceeded before a deposit is payable | |

- (h) One third of the access fee is payable as a deposit by the requester
- (i) The actual postage fee is payable when a copy of a record must be posted to a requester

ANNEXURE 3

RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION - SECTION 51(1)(b)(iii)

Records are available in terms of the following legislation, as amended from time to time:

Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act 19 of 2006
Administrative Adjudication of Road Traffic Offences Act 46 of 1998 (and Amendment Bill)
Advertising on Roads and Ribbon Development Act 21 of 1940
Basic Conditions of Employment Act 75 of 1997 (and Amendment Act)
Broad-Based Black Economic Empowerment Act 53 of 2003 (and Amendment Act and Regulations)
Broad-Based Black Economic Empowerment Revised Codes of Good Practice 2014
Companies Act 71 of 2008
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Competition Act 89 of 1998
Consumer Protection Act 68 of 2008
Copyright Act 98 of 1978
Counterfeit Goods Act 37 of 1997
Currency and Exchanges Act 9 of 1933
Customs and Excise Act 91 of 1964
Customs and Excise Amendment Act 32 of 2014
Customs Control Act 31 of 2014
Customs Duty Act 30 of 2014
Designs Act 195 of 1993
Drugs and Drug Trafficking Act 140 of 1992
Electronic Communications and Transactions Act 25 of 2002
Employment Equity Act 55 of 1998
Employment Services Act 4 of 2014
Employment Tax Incentive Act 26 of 2013
Environment Conservation Act 73 of 1989
Environmental Legislation – Other:

- Atmospheric Pollution Prevention Act No. 45 of 1965
- National Environmental Management: Biodiversity Act No.10 of 2004
- National Environmental Management: Protected Areas Act No. 57 of 2003
- National Heritage Resources Act No. 25 of 1999

Financial Intelligence Centre Act 38 of 2001 (and Amendment Act)
Financial Markets Act 19 of 2012
Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972 (and Regulations Relating to Miscellaneous Additives in Foodstuffs)
Hazardous Substances Act 15 of 1973
Income Tax Act 58 of 1962
JSE Listings Requirements
King Report IV
Labour Relations Act 66 of 1995 (and Amendment Act)
Medicines and Related Substances Act 101 of 1965 (and Amendment Act and Regulations)
Merchandise Marks Act 17 of 1941
National Credit Act 34 of 2005
National Environmental Management Act 107 of 1998 (and Amendment Acts)
National Environmental Management: Air Quality Act 39 of 2004 (and Amendment Act)
National Environmental Management: Waste Act 59 of 2008 (and Amendment Act)
National Health Act 61 of 2003
National Minimum Wage Act 9 of 2018
National Water Act 36 of 1998 (and Amendment Act)
Occupational Health and Safety Act 85 of 1993
Patents Act 57 of 1978
Pension Funds Act 24 of 1956
Pharmacy Act 53 of 1974
Prevention and Combating of Corrupt Activities Act 12 of 2004
Prevention of Organised Crime Act 121 of 1998
Promotion of Access to Information Act 2 of 2000

Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
Protected Disclosures Act 26 of 2000 (and Amendment Bill)
Protection of Personal Information Act 4 of 2013
Public Finance Management Act 1 of 1999
Regulations on Interception of Communications and the Provisions of Communication Related to Information Act 70 of 2002
Skills Development Act 97 of 1998
Skills Development Levies Act 9 of 1999
State Tender Board Act 86 of 1999
Tax Administration Act 28 of 2011
Trade Marks Act 194 of 1993
Unemployment Insurance Contributions Act 4 of 2002
Value-Added Tax Act 89 of 1991

PLEASE NOTE:

Whilst all reasonable endeavours have been made to provide a complete list of applicable legislation above, it is possible that the above list may be incomplete. Wherever it comes to the Companies' attention that existing or new legislation allows a requester access on a basis other than that set out in the PAIA, the above list will be updated.

ANNEXURE 4

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, 2018
 [Regulation 2]

Note:

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

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

| |
|--|
| |
| |
| |
| |
| |
| |
| |
| |

Signed at this day of20.....

.....
Signature of data subject/designated person

ANNEXURE 5

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, 2018
 [Regulation 3]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may 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.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Request for:

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

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

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

| | |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fax number/ E-mail address: | |
| C | INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED |
| | |
| | |
| | |
| | |
| | |
| | |
| D | REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i> |
| | |
| | |
| | |
| | |
| | |
| | |

Signed at this day of20.....

.....
Signature of data subject/ designated person