

PAIA MANUAL

Please note that a signed copy of our PAIA Manual can be requested via email to: info.officer@moonstoneinfo.com

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Manual Owner	Moonstone Group of Companies / Information Officer
Responsible Business Unit	MCOM, MIR, MSS, MBSE, MSS, ESC

MANUAL STATEMENT

- This manual forms part of the manual owner's internal business processes and procedures.
- Any reference to the "organisation" shall be interpreted to include the "manual owner".
- The organisation's governing body, its employees, volunteers, contractors, suppliers and any other persons acting on behalf of the organisation are required to familiarise themselves with the manual's requirements and undertake to comply with the stated processes and procedures.

MANUAL ADOPTION

By signing this document, I authorise the manual owner's approval and adoption of the processes and procedures outlined herein.

Name & Surname	Hjalmar Francois Otto Bekker
Capacity	Chief Executive Officer
Signature	
Date	10 April 2025

AVAILABILITY OF THE MANUAL

A copy of this Manual is available-

- on Moonstone's [website](#);
- head office of Moonstone for public inspection during normal business hours;
- to any person upon request and upon the payment of a reasonable prescribed fee; and
- to the Information Regulator upon request via email.

A fee for a copy of the Manual, as contemplated in **Annexure "F"**, shall be payable per each A4-size photocopy made.

SUMMARY OF ANNEXURES TO THIS MANUAL

Annexure "A" : Processing of Personal Information

This section sets out the applicable aspects for the processing of personal information.

Annexure "B" : Statutory Records

This section provides a description of the various statutes in terms of which Moonstone is required to maintain records.

Annexure "C" : Availability of Records

This section provides a list of records held by Moonstone along with an indication of whether the record is freely available or only accessible by way of a formal request in terms of the provisions of PAIA. The section also provides a description of the category of data subject(s) to whom the respective records relate along with an indication of the purpose for which the record is being kept. Records that are indicated as "Freely Available" can be accessed by contacting the Deputy Information Officer (see Annexure "G"), without having to follow any formal procedures. Records that are indicated as a "PAIA Request", requires the requester to lodge a formal request as provided for in Annexure "E".

Annexure "D" : Section 10 PAIA Guide

This section provides a description of the guide referred to in Section 10 of PAIA and how you may obtain access to it.

Annexure "E" : Request for Access to Record

This section sets out the procedure required to be followed by a Requestor to obtain access to a record indicated as a "PAIA Request" in Annexure "F".

Annexure “F” : Prescribed Fees

This section sets out the fees that are payable to Moonstone by the Requestor prior to Moonstone processing a request to obtain access to a record held by Moonstone.

Annexure “G” : Contact Details

This section provides Moonstone's postal and street address, phone and fax number, and, if available, the e-mail address of the

Annexure H: Outcome of Request and Of Fees Payable

This section sets out the outcome of request to the Requestor and of the fees payable by the Requestor.

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1 INTRODUCTION

The Promotion of Access to Information Act, 2000 (PAIA) gives effect to section 32 of the Constitution, which provides that everyone has the right to access information held by the State or any other person (or private body), when that information is required for the exercise or protection of any rights.

The purpose of PAIA is to:

- foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information, and to; and
- actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect all of their rights more fully.

Moonstone recognises everyone's right to access to information and is committed to provide access to Moonstone's records where the proper procedural requirements as set out by PAIA and POPIA have been met. Moonstone's PAIA manual is compiled in accordance with section 51 of PAIA.

2 PURPOSE OF PAIA MANUAL

Nr	This PAIA is useful for a Data Subject to –	Corresponding paragraph:
1.	Check the categories of records held by a subsidiary or subsidiaries of the Moonstone Group ("Moonstone"), which are available without a Person having to submit a formal PAIA request.	5.1 / Annexure "C"
2.	Have a sufficient understanding of how to make a request for access to a record of the Moonstone Group's subsidiary, by providing a description of the Data Subjects on which that subsidiary holds records, and the categories of records held on each Data Subject.	5.1 / Annexures "A" & "C"
3.	Know the description of the records of Moonstone which are available in accordance with any other legislation.	5.1 / Annexure "B"
4.	Access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the Data Subject with the records they intend to access.	5.4 / Annexure "G"
5.	Know the description of the guide on how to use PAIA as updated by the Information Regulator and how to obtain access to it.	5.1 / Annexure "D"
6.	Know if Moonstone will process personal information, the purpose of processing personal information and the description of the categories of Data Subjects and of the information or categories of information relating thereto.	5.1 / Annexure "A"
7.	Know the description of the categories of Data Subjects and the information or categories of information relating thereto.	5.1 / Annexure "C"
8.	Know the recipient or categories of recipients to whom the personal information may be supplied.	5.1 / Annexure "A"
9.	Know if Moonstone has planned to transfer or process personal information outside of the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied.	5.1 / Annexure "A"
10.	Know whether Moonstone has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.	5.1 / Annexure "A"

3 ROLES AND RESPONSIBILITIES IN RESPECT OF THIS MANUAL

The Information Officer and/or the Deputy Information Officer of Moonstone are responsible for:

- Publishing and proper communication of the Manual i.e. creating manual awareness;
- The facilitation of any request for access to information;
- Providing adequate notice and feedback to the Requester;

- Determining whether to grant a request for access to a complete/full record or only part of a record;
- Ensuring that access to a record, where so granted, is provided timeously and in the correct format; and
- Reviewing the manual for accuracy and communicating any amendments.

4 DEFINITIONS

4.1 *Data Subject*

The person to whom Personal Information relates.

4.2 *Deputy Information Officer (DIO)*

The person to whom any power or duty conferred or imposed on an Information Officer by POPIA has been delegated. The DIO is indicated in **Annexure “G”** hereto.

4.3 *Information Officer (IO)*

The head of Moonstone group’s subsidiaries. The IO is indicated in **Annexure “G”** hereto.

4.4 *Information Regulator*

The Regulator established in terms of Section 39 of POPIA.

4.5 *PAIA*

The Promotion of Access to Information Act 2 of 2000, as amended from time to time.

4.6 *Person*

A natural person or a juristic person.

4.7 *Personal Information*

- Information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to: information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- Information relating to the education or the medical, financial, criminal or employment history of the person;
- Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person, the biometric information of the person;
- The personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- The views or opinions of another individual about the person; and the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

4.8 *POPIA*

The Promotion of Personal Information Act 4 of 2013, as amended from time to time.

4.9 *Processing*

Any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use, dissemination by means of transmission, distribution or making available in any other form, or merging, linking, as well as restriction, degradation, erasure or destruction of information.

4.10 Requester

Any person, including, but not limited to public body or an official thereof, making a request for access to a record of Moonstone or a person acting on behalf of such person.

4.11 Request for access

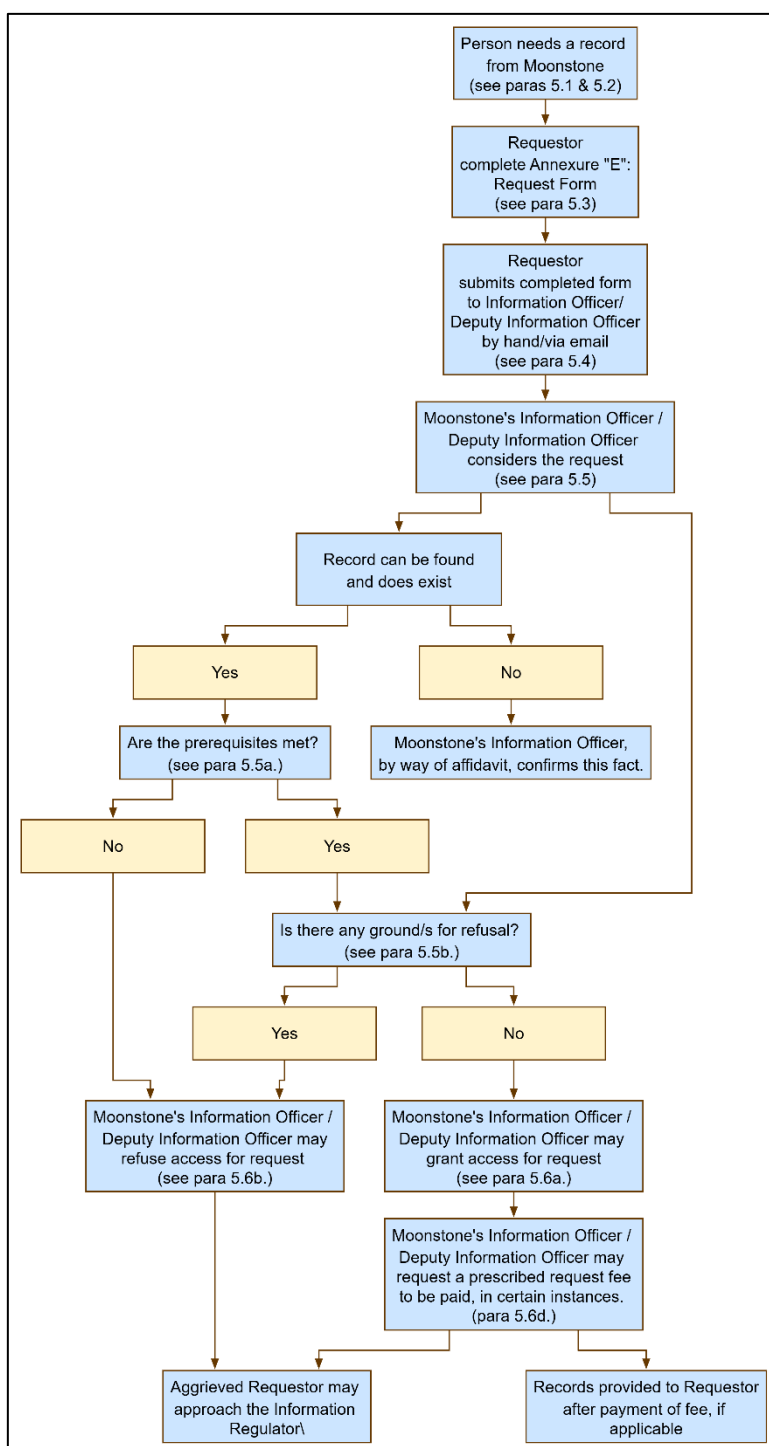
A request for access to a record of Moonstone in terms of section 50 of PAIA.

4.12 Record

Any recorded information regardless of the form or medium, in the possession or under the control of Moonstone irrespective of whether or not it was created by Moonstone.

5 PAIA REQUESTS

The process can be set out as follows:



5.1 What information may be requested

Any recorded information of or in relation to Moonstone –

- Regardless of the form or medium;
- In the possession or under the control of Moonstone; and
- Whether or not it was created by Moonstone ("Record"),

may be requested.

As a responsible party, Moonstone processes information for specific purposes and is, in some instances, required to maintain records and information in terms of legislation.

A summary of Moonstone's Processing activities in respect of Personal Information is contained in **Annexure "A"** hereto.

The statutory records kept by Moonstone is contained in **Annexure "B"** hereto.

The categories of records kept as well as the related subject matter is contained in **Annexure "C"** hereto.

If any person is unsure as to how to use PAIA, they can consult **Annexure "D"** hereto for more information on PAIA itself.

5.2 Who may submit a request

Any natural or juristic person, including but not limited to, a public body or an official thereof, as well as a person acting on behalf of such person (Requestor) may submit a request.

Section 50 of PAIA affords the Requestor the right to gain access to any record of any private body, such as Moonstone, provided that:

- The record is required for the exercise or protection of any rights;
- The person complies with the procedural requirement in PAIA relating to a request for access to the record; and
- Access to the records is not refused in terms of any grounds for refusal as contained in PAIA.

This request includes a request for access to a records containing personal information about the Requestor or the person on whose behalf it is made.

Where a public body requests access to the records of any private body, such as Moonstone, for the exercise or protection of any rights, other than its rights, must be acting in public interest.

5.3 Format of a request

A Request is made by completing **Annexure "E"** as comprehensively as possible.

The Requestor should take note thereof that the Information Officer or Deputy Officer may request the Requestor to pay the prescribed request fee at a later stage. The prescribed request fees are set out in **Annexure "F"** hereto.

5.4 Manner of submission of a request

The Requestor must submit the completed Request to the Information Officer or Deputy Information Officer via email or by hand to the email and/or physical addresses as indicated in **Annexure "G"**.

5.5 Consideration of request

Once received by the Information Officer or Deputy Information Officer, they may consider the request for access to information.

a. Prerequisites

The Information Officer and/or Deputy Information Officer may only provide access to any record held by Moonstone to a Requester if:

- The record is required for the exercise or protection of any right;
- The Requester complies with the procedural requirements relating to a request for access to that record;; and
- Access to that record is not refused in terms of any of the grounds for refusal listed below.

b. Grounds for Refusal

The Information Officer and/or Deputy Information Officer must assess whether there are any grounds for refusing a request for access.

Where any grounds for refusal are found, a request for access will not be granted (subject to the provision below) and the Information Officer and/or Deputy Information Officer must complete **Annexure “H”** and make the completed Annexure available to the Requestor.

However, despite finding any grounds for refusal, access to the record(s) will be provided where:

- the disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with the law or imminent and serious public or environmental risk; and
- the public interest in disclosing record, will clearly outweigh the harm contemplated in the provision in question.

If a request for access is made with regards to a record containing information that would justify a ground for refusal, every part of the record which

- does not contain; and
- can reasonably be severed from any part that contains,

any such information must, despite any other provision of PAIA, also be disclosed

The grounds for refusal, or absence thereof, are set out below:

A: Mandatory Protection of privacy of a Third Party who is a Natural Person	
Grounds for Refusal:	No Grounds for Refusal:
The disclosure would involve the unreasonable disclosure of personal information about a third party that is a natural person (including a deceased individual).	<ul style="list-style-type: none"> ▪ The record consists of information that concerns an individual who has already consented in writing to its disclosure to the requester concerned. ▪ The record consists of information that is already publicly available. ▪ The record consists of information that was given to Moonstone by the individual to whom it relates and the individual was informed by or on behalf of Moonstone, before it is given, that the information belongs to a class of information that would or might be made available to the public. ▪ The record consists of information about an individual's physical or mental health, or well-being, who is under the care of the requester and who is under the age of 18; or incapable of understanding the nature of the request, and if giving access would be in the individual's best interest. ▪ The record consists of information about an individual who is deceased and the requester is the individual's next of kin or making the with the written consent of the individual's next of kin. ▪ The record consists of information about an individual who is or was an official of Moonstone and which relates to the position or functions of the individual, including, but not limited to the title, work address, work phone number, the classification, salary scale or remuneration and responsibilities of the position held or services performed by the individual and the name of the individual on a record prepare by the individual in the course of employment.

B: Mandatory Protection of Commercial Information of a Third Party	
Grounds for Refusal	No Grounds for Refusal
<ul style="list-style-type: none"> ▪ The record consists of information that contains trade secrets of a third party. ▪ The record consists of information that contains financial, commercial, scientific or technical information, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party. ▪ The record consists of information supplied in confidence by a third party, the disclosure of which could reasonably be expected to put that third party at a disadvantage in contractual or other negotiations or to prejudice that third party in commercial competition. 	<ul style="list-style-type: none"> ▪ The record consists of information about a third party who has consented who has already consented in writing to its disclosure to the requester concerned. ▪ The record consists of information about the results of any product or environmental testing or other investigation supplied by a third party or the results of any such testing or investigation carried out by or on behalf of a third party and its disclosure would reveal a serious public safety or environmental risk (the results of any product or environmental testing or other investigation do not include the results of preliminary testing or other investigation conducted for the purpose of developing methods of testing or other investigation).

C: Mandatory Protection of certain Confidential Information of a Third Party
Grounds for Refusal
The record consists of information the disclosure of which would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement.

D: Mandatory Protection of Safety of Individuals and Protection of Property
Grounds for Refusal
<ul style="list-style-type: none"> ▪ The record consists of information that if disclosed could reasonably be expected to endanger the life or physical safety of an individual. ▪ The record consists of information that if disclosed would likely prejudice or impair the security of a building, a structure or system, a computer or communication system, a means of transport, any other property. ▪ The record consists of information that if disclosed would likely prejudice or impair the security of methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme, the safety of the public, or any part of the public, or the security of property.

E: Mandatory Protection of Records privileged from Production in Legal Proceedings
Grounds for Refusal
The record consists of information privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege.

F: Commercial Information of Moonstone	
Grounds for Refusal	No Grounds for Refusal
<ul style="list-style-type: none"> • The record consists of information that contains trade secrets of Moonstone. ▪ The record consists of information that contains financial, commercial, scientific or technical information, other than trade secrets, of Moonstone, the disclosure of which would likely cause harm to the commercial or financial interests of Moonstone. ▪ The record consists of information, the disclosure of which, could reasonably be expected to put Moonstone at a disadvantage in contractual or other negotiations or prejudice Moonstone in commercial competition. ▪ The record is a computer program as defined in section 1(1) of the Copyright Act (Act 98 of 1978), owned by Moonstone, except insofar as it is required to give access to a record to which access is granted in terms of PAIA. 	<p>The record consists of information about the results of any product or environmental testing or other investigation supplied by Moonstone or the results of any such testing or investigation carried out by or on behalf of Moonstone and its disclosure would reveal a serious public safety or environmental risk (the results of any product or environmental testing or other investigation do not include the results of preliminary testing or other investigation conducted for the purpose of developing methods of testing or other investigation).</p>

G: Mandatory Protection of Research Information of a Third Party and Moonstone
Grounds for Refusal
<ul style="list-style-type: none"> ▪ The record consists of information that contains information about research being or to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose the third party, a person that is or will be carrying out the research on behalf of the third party, or the subject matter of the research to serious disadvantage. ▪ The record consists of information that contains information about research being or to be carried out by or on behalf of Moonstone, the disclosure of which would be likely to expose Moonstone, a person that is or will be carrying out the research on behalf of Moonstone, or the subject matter of the research to serious disadvantage.

5.6 Outcome of request for access and fee payable

Once the Information Officer / Deputy Information Officer has considered the request for access, they must decide on the outcome and notify the Requestor thereof as soon as reasonably possible, but in any event within 30 (thirty) days.

a. Granted access for requests

If the request for access is **granted**, the notice must state:

- The access fee (if any) to be paid upon access;
- The form in which access will be given; and
- That the Requester may lodge a complaint with the Information Regulator or an application with a court against the access fee to be paid or the form of access granted, and the procedure, including the period allowed, for lodging a complaint with the Information Regulator or the application.

b. Refused access for request

If the request for access is **refused**, the notice must:

- State adequate reasons for the refusal, including the relevant provision of PAIA that was relied on;
- Exclude, from any such reasons, any reference to the content of the records'; and

- State that the Requester may lodge a complaint with the Information Regulator or an application with a court against the refusal of the request, and the procedure (including the period) for lodging a complaint with the Information Regulator or the application.

c. Undiscoverable record

Should all reasonable steps have been taken to find a record requested, and there are reasonable grounds for believing that the record:

- Is in Moonstone's possession, but cannot be found; or
- Simply does not exist,

the Information Officer must, by way of affidavit or affirmation, notify the Requester that it is not possible to provide access to that record. The affidavit or affirmation must provide full account of all steps taken to find the record in question or to determine whether the record exists, as the case may be, including all communication with every person who conducted the search on behalf of the Information Officer.

d. Fee payable

Where a request for access has been received the Information Officer and/or Deputy Information Officer will notify the Requester of receipt and the prescribed fee (if any) that is payable prior to processing the request. Refer to **Annexure "F"** for a full breakdown of fees payable. Personal Requesters will not be charged a request fee.

ANNEXURE “A”: PROCESSING OF PERSONAL INFORMATION

1. Purpose of Processing Personal Information

The purpose for which Moonstone processes information is set out in the Privacy Notices of our respective subsidiaries. The Privacy Notices can be accessed [here](#).

2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients (and includes “Organisations”)	Name, address, registration numbers or identity numbers, employment status and bank details, and/or any other information or documentation as set out in the appropriate Privacy Notice .
Service Providers (and includes “Organisation”)	Names, registration number, VAT numbers, address, trade secrets, bank details and/or any other information or documentation as set out in the appropriate Privacy Notice .
Employees	Names, address, qualifications, gender and race, and/or any other information or documentation as set out in the appropriate Privacy Notice .

3. The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

Please see the appropriate [Privacy Notice](#) for more information.

4. Planned transborder flows of personal information

If we transfer your personal information outside of South Africa, we will apply the necessary safeguards which include confirming whether the receiving country has the proper data protection laws or ensuring that there is a binding agreement between parties. Details regarding the safeguarding can be obtained by contacting us directly.

5. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

We employ data protection measures, access control measures, network security measures and end-point protection measures. We conduct regular updated and user authentication. We also provide security awareness training to our employees and ensure that maintain our incident response plans. We further conduct regular security audits to identify vulnerabilities and ensure compliance with industry standards.

ANNEXURE “B”: STATUTORY RECORDS

Moonstone maintains statutory records and information in terms of the following legislation:

Administration of Estates Act	<input type="checkbox"/>
Arbitration Act	<input checked="" type="checkbox"/>
Auditing Professions Act	<input checked="" type="checkbox"/>
Basic Conditions of Employment Act	<input checked="" type="checkbox"/>
Closed Corporations Act	<input type="checkbox"/>
Collective Investment Schemes Control Act	<input checked="" type="checkbox"/>
Companies Act	<input checked="" type="checkbox"/>
Compensation of Occupational Injuries & Diseases Act	<input checked="" type="checkbox"/>
Consumer Protection Act	<input checked="" type="checkbox"/>
Copyright Act	<input checked="" type="checkbox"/>
Customs and Excise Act	<input type="checkbox"/>
Electronic Communications and Transactions Act	<input checked="" type="checkbox"/>
Employment Equity Act	<input checked="" type="checkbox"/>
Financial Advisory & Intermediary Services Act	<input checked="" type="checkbox"/>
Financial Institutions (Protection of Funds) Act	<input type="checkbox"/>
Financial Intelligence Centre Act	<input checked="" type="checkbox"/>
Friendly Societies Act	<input type="checkbox"/>
Income Tax Act	<input checked="" type="checkbox"/>
Insolvency Act	<input type="checkbox"/>
Labour Relations Act	<input checked="" type="checkbox"/>
Long-term Insurance Act	<input checked="" type="checkbox"/>
Medical Schemes Act	<input checked="" type="checkbox"/>
National Credit Act	<input checked="" type="checkbox"/>
Occupational Health and Safety Act	<input checked="" type="checkbox"/>
Patents Act	<input type="checkbox"/>
Pension Funds Act	<input checked="" type="checkbox"/>
Prevention of Organised Crime Act	<input checked="" type="checkbox"/>
Prevention and Combatting of Corrupt Activities Act	<input checked="" type="checkbox"/>
Promotion of Equality and Prevention of Unfair Discrimination Act	<input checked="" type="checkbox"/>
Protection of Constitutional Democracy against Terrorist and related Activities Act	<input checked="" type="checkbox"/>
Short-term Insurance Act	<input checked="" type="checkbox"/>
Skills Development Act	<input checked="" type="checkbox"/>
Trademarks Act	<input type="checkbox"/>
Unemployment Insurance Act	<input checked="" type="checkbox"/>
Value Added Tax Act	<input checked="" type="checkbox"/>

ANNEXURE “C”: AVAILABLE RECORDS

Moonstone maintains the following categories of records and related subject matter. The status of the record's availability, the purpose for its processing and the relevant data subject category to who the record relates are set out below:

Category:	Record:	Availability:	Purpose:	Data Subject:
Public Affairs	Public Product Information	Freely Available	Convey Public Information	Organisation
	Public Corporate Records	Freely Available	Convey Public Information	Organisation
	Media Releases	Freely Available	Convey Public Information	Organisation
	Published Newsletters	Freely Available	Convey Public Information	Organisation
	Magazine Articles	Freely Available	Convey Public Information	Organisation
Regulatory & Administrative	Permits, Licenses or Authorities	Freely Available	Statutory Requirement	Organisation
	Health & Safety Plan	PAIA Request	Statutory Requirement	Organisation
	Memorandum of Incorporation	PAIA Request	Statutory Requirement	Organisation
	Minutes of Board or Directors Meetings	PAIA Request	Statutory Requirement	Organisation
	Register of Members	PAIA Request	Statutory Requirement	Organisation
	Register of Board of Directors	PAIA Request	Statutory Requirement	Organisation
	Internal correspondence (e-mails/memos)	PAIA Request	Internal Communications	Employees
	Insurance Policies held by organisation	PAIA Request	Risk Management	Organisation
Human Resources	Employment Applications	PAIA Request	Internal Referencing	Employees
	Employment Contracts	PAIA Request	Contractual Agreement	Employees
	Personal Information of Employees	PAIA Request	Internal Referencing	Employees
	Employment Equity Plan	PAIA Request	Statutory Requirement	Organisation
	Medical Aid Records	PAIA Request	Internal Referencing	Employees
	Disciplinary Records	PAIA Request	Statutory Requirement	Employees
	Performance Management Records	PAIA Request	Internal Referencing	Employees
	Salary Records	PAIA Request	Internal Referencing	Employees
	Employee Benefit Records	PAIA Request	Internal Referencing	Employees
	PAYE Records	PAIA Request	Statutory Requirement	Employees
	Seta Records	PAIA Request	Statutory Requirement	Employees
	Disciplinary Code	PAIA Request	Statutory Requirement	Organisation
	Leave Records	PAIA Request	Internal Referencing	Employees
	Training Records	PAIA Request	Internal Referencing	Employees
	Training Manual	PAIA Request	Internal Referencing	Organisation
Financial	Financial Statements	PAIA Request	Internal Referencing	Organisation
	Financial and Tax Records	PAIA Request	Statutory Requirement	Organisation
	Asset Register	PAIA Request	Internal Referencing	Organisation
	Management Accounts and Reports	PAIA Request	Internal Referencing	Organisation
	Vouchers, Cash Books and Ledgers	PAIA Request	Internal Referencing	Organisation
	Banking Records and Statements	PAIA Request	Internal Referencing	Organisation
	Electronic Banking Records	PAIA Request	Internal Referencing	Organisation
	Market Information	PAIA Request	Internal Referencing	Organisation

Marketing	Product Brochures	PAIA Request	Internal Referencing	Organisation
	Advertisements	PAIA Request	Internal Referencing	Organisation
	Field Records	PAIA Request	Internal Referencing	Organisation
	Performance Records	PAIA Request	Internal Referencing	Organisation
	Product / Service Sales Records	PAIA Request	Internal Referencing	Organisation
	Marketing Strategies	PAIA Request	Internal Referencing	Organisation
Client Customer	Customer / Client Database	PAIA Request	Internal Referencing	Customers
	Customer / Client agreements	PAIA Request	Internal Referencing	Customers
	Customer / Client Files	PAIA Request	Internal Referencing	Customers
	Customer / Client Instructions	PAIA Request	Internal Communications	Customers
	Customer / Client Correspondence	PAIA Request	External Communications	Customers
Third Party	Rental agreements	PAIA Request	Contractual Agreement	Third Party
	Franchise agreements	PAIA Request	Contractual Agreement	Third Party
	Non-disclosure agreements	PAIA Request	Risk Management	Third Party
	Letters of Intent	PAIA Request	Contractual Agreement	Third Party
	Supplier Contracts	PAIA Request	Contractual Agreement	Third Party

ANNEXURE “D”: SECTION PAIA GUIDE

The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised [Guide on how to use PAIA \(“Guide”\)](#), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

The Guide is available in each of the official languages and in braille. We have linked the English version above.

The aforesaid Guide contains the description of-

- the objects of PAIA and POPIA;
- the postal and street address, phone and fax number and, if available, electronic mail address of-
 - o the Information Officer of every public body, and
 - o every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA ;
- the manner and form of a request for-
 - o access to a record of a public body contemplated in section 11 ; and
 - o access to a record of a private body contemplated in section 50 ;
- the assistance available from the IO of a public body in terms of PAIA and POPIA;
- the assistance available from the Regulator in terms of PAIA and POPIA;
- all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - o an internal appeal;
 - o a complaint to the Regulator; and
 - o an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- the regulations made in terms of section 92 .

Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

The Guide can also be obtained-

- upon request to the Information Officer;
- from the website of the Regulator (<https://info regulator.org.za/>).

PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. Where a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of PAIA shall be made in accordance with the prescribed procedures at the rates provided.

ANNEXURE "E": REQUEST FOR ACCESS TO A RECORD**NOTE:**

1. Proof of identity must be attached by the Requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: Mark with an "X"

Moonstone Information Refinery <input type="checkbox"/>	Moonstone Compliance <input type="checkbox"/>	Moonstone Business School of Excellence <input type="checkbox"/>
Moonstone Software Solutions <input type="checkbox"/>	Moonstone Business Solutions <input type="checkbox"/>	Executive Short Courses <input type="checkbox"/>

The Information Officer

25 Quantum Street

Technopark

Stellenbosch

E-mail address: Info.officer@moonstoneinfo.com

Mark with an "X"

☐ Request is made in my own name☐ Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel.:		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			
Street Address			

E-mail Address			
Contact Numbers	Tel.		Facsimile
	Cellular		

PARTICULARS OF RECORD REQUESTED

Provide full details of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

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

TYPE OF RECORD

(Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	A request fee must be paid before the request is considered.
b)	You will be notified of the amount of the access fee to be paid.
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	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer/

Deputy Information Officer

ANNEXURE “F”: PRESCRIBED FEES

The following applies to requests (other than personal requests):

- A requester is required to pay a preliminary request fee before a request will be processed.
- If the preparation of the record requested requires more than the prescribed hours (six), an additional deposit shall be paid (of not more than one third of the access fee which would be payable if the request was granted).
- A requestor may lodge an application with a court against the tender / payment of the request fee and/or deposit.
- Records may be withheld until the fees have been paid.

No.	Description	Fee
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00
3.	Printed copy of an A4 size page	R2.00
4.	For a copy in a computer-readable form on:	
	i. Flash drive (to be provided by requester)	R40.00
	ii. Compact disc:	
	- If provided by requestor	R40.00
	- If provided to the requestor	R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	
8.	Copy of an audio record on:	
	i. Flash drive (to be provided by requester)	R40.00
	ii. Compact disc:	
	- If provided by requestor	R40.00
	- If provided to the requestor	R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R145.00
	To not exceed a total cost of:	R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request to items 2-8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any

ANNEXURE “G”: CONTACT DETAILS**A. Organisation Contact Details**

Postal address:	25 Quantum Street, Technopark, Stellenbosch, 7600
Street address:	25 Quantum Street, Technopark, Stellenbosch, 7600
Phone number:	021 883 8000
Email address:	Info.officer@moonstoneinfo.com

B. Head of Organisation

Full names & surname:	Hjalmar Francois Otto Bekker
Email address:	Info.officer@moonstoneinfo.com
Phone number:	021 883 8000

C. Deputy Information Officer

Full names & surname	Marili Orffer
Email address:	Info.officer@moonstoneinfo.com
Phone number:	021 883 8000

D. Business Type

Moonstone conducts its main type of business in the following sector(s):	
Agriculture	
Mining and Quarrying	<input type="checkbox"/>
Manufacturing	<input type="checkbox"/>
Electricity, Gas & Water	<input type="checkbox"/>
Construction	<input type="checkbox"/>
Retail & Motor Trade and Repair Services	<input type="checkbox"/>
Wholesale Trade, Commercial Agents & Allied Services	<input type="checkbox"/>
Catering, Accommodation & Other Trade	<input type="checkbox"/>
Finance & Business Services	<input checked="" type="checkbox"/>
Community, Special & Personal Services	<input type="checkbox"/>
If other, please specify:	<input checked="" type="checkbox"/>
Compliance Services; Higher Education; Software solutions	

ANNEXURE “H”: OUTCOME OF REQUEST AND OF FEES PAYABLE

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO:

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR**2. You requested:**

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	

Kindly note that your request has been:

Approved ☐

Rejected ☐

Reasons for rejection:

--

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive			
• To be provided by the requestor	R40.00		
(ii) Compact disc	R40.00		
• If provided by the requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-sizepage	Service to be outsourced. Will depend on the quotation of the service provider.		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive			
• To be provided by Requestor	R40.00		
(ii) Compact disc			
• If provided by Requestor	R40.00		
• If provided to the Requestor	R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):Yes ☐No ☐

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____
Type of account: _____
Account number: _____
Branch Code: _____
Reference Nr: _____
Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information Officer/Deputy Information Officer