



JOHANNESBURG GBSC

PAIA / POPIA Manual

Hogan Lovells Services (South Africa) Limited

TABLE OF CONTENTS

1.	INTRODUCTION	1
2.	PURPOSE	2
3.	SCOPE	2
4.	GLOSSARY OF ABBREVIATIONS AND DEFINITIONS	2
5.	CONTACT DETAILS	3
6.	GUIDE ON HOW TO USE POPIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	4
7.	RECORDS OF HOGAN LOVELLS	5
8.	THE PROTECTION OF PERSONAL INFORMATION ACT	8
9.	ACCESS TO RECORDS AND PROCEDURE	11
10.	FORM OF REQUEST	11
11.	FEES	12
12.	GROUND FOR REFUSAL	13
13.	REMEDIES AVAILABLE WHEN AN INSTITUTION REFUSES A REQUEST FOR INFORMATION	13
14.	AVAILABILITY OF THE MANUAL	14
15.	DOCUMENT VERSION CONTROL	14
16.	ANNEXURE A: FEES	15
17.	ANNEXURE B: FORMS	17

1. INTRODUCTION

1.1 Introduction to Hogan Lovells Services (South Africa) Limited

Hogan Lovells (as defined below) became a top 10 global legal services provider on 1 May 2010 through an unprecedented combination of two firms with international credentials, U.S.-based firm Hogan & Hartson and European-based firm Lovells. Modern-day Hogan Lovells carries on the tradition of excellence established by our founders and further builds on their legacy.

The firm's first Global Business Services Centre is located in Johannesburg, Sandton, the business capital of South Africa. Established in 2014, the Hogan Lovells Johannesburg GBSC is home to a growing team of business services professionals, who provide business support for over 2,500 lawyers located in more than 45 offices worldwide.

1.2 Introduction to this Manual

Data protection laws exist to ensure that organisations like Hogan Lovells manage the personal information they hold in a fair and lawful way, and in a manner that respects and safeguards the rights of individuals. Hogan Lovells recognises that a large proportion of its business is based upon the careful use and safeguarding of information which belongs to its staff, clients and contacts. These individuals and organisations must be confident that Hogan Lovells can handle their information in a responsible and secure manner and in accordance with data protection laws.

This manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 and section 23 of the Protection of Personal Information Act 4 of 2013 and their respective regulations issued thereunder.

Section 32(1)(a) of the Constitution of the Republic of South Africa of 1996 (hereinafter referred to as 'the Constitution') provides that everyone has a right of access to any information held by the state and any information held by another person that is required for the exercise or protection of any rights.

The Promotion of Access to Information Act 2 of 2000 (hereinafter referred to as 'PAIA') is the national legislation which was enacted to give effect to the constitutional right of access to information. PAIA was signed into law on 2 February 2000 and came into operation on 9 March 2001, with the exception of sections 10, 14, 15 and 51, which came into operation on 15 February 2002.

The Protection of Personal Information Act 4 of 2013 (hereinafter referred to as 'POPIA') was enacted to give right to the Constitutional right to privacy and to promote the protection of personal information processed by public and privacy bodies. POPIA was signed into law on 19 November 2013 and became fully enforceable from 1 July 2021.

2. PURPOSE

This Manual (as defined below) is compiled not only to comply with the provisions of PAIA and POPIA, but is also intended to:

- foster a culture of transparency and accountability, and
- actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights.

The Manual will enable you to identify what types of information we have and how you can request access to this information.

This Manual may be amended from time to time. The latest version of the manual is available on our website and at our offices in terms of paragraph 14.

A Requester (as defined below) is invited to contact the Information Officer (as defined below) should they require any assistance in respect of the use or content of this Manual.

Hogan Lovells reserves the right to modify this Manual at any time. Please periodically review this Manual so that you know what personal information we collect, how we use it, and with whom we may share it.

3. SCOPE

This manual applies to the following companies:

Company	Registration Number
Hogan Lovells Services (South Africa) Limited	2014/047495/10

4. GLOSSARY OF ABBREVIATIONS AND DEFINITIONS

This section includes definitions for all terms used within this Manual, including acronyms where applicable. The definitions provided in this Manual are solely for the purpose of this Manual and are not to be taken as applicable to PAIA. Capitalised terms used in this Manual have the meanings ascribed thereto in section 1 of POPIA (as defined below) and PAIA as the context specifically required, unless otherwise defined herein.

Term	Acronym	Definition
Hogan Lovells	HL	Hogan Lovells Services (South Africa) Limited (registration number 2014/047495/10), a professional company which renders business services to Hogan Lovells International LLP and Hogan Lovells US LLP.
Client	--	Any natural (i.e. an individual) or juristic (e.g. a company, fund, or other legally recognised entity) person that receives services from Hogan Lovells International or Hogan Lovells LLP.
Correspondence	--	Written and electronic communication exchanged between two or more parties.

Deputy Information Officer	DIO	The designated Deputy Information Officer as described in this manual, responsible for discharging the duties and responsibilities assigned to the Deputy Information Officer as prescribed in terms of PAIA and POPIA
Employee	--	Includes all permanent staff members, temporary staff, and third party contractors (independent and brokered) who work for Hogan Lovells.
Information Officer	IO	The designated Information Officer/s or head of the body, as described in this manual, responsible for discharging the duties and responsibilities assigned to the Information Officer as prescribed in terms of PAIA and POPIA.
Manual		This manual, together with all annexures thereto as amended from time to time and made available on Hogan Lovells' website.
Organisation	--	Hogan Lovells.
Other Requester	--	Any requester other than a personal requester.
PAIA	--	Promotion of Access to Information Act No. 2 of 2000, as amended or replaced from time to time, together with any regulations published thereunder.
Personal Requester	--	A requester who is seeking to access a record containing personal information about themselves.
POPIA	--	Protection of Personal Information Act No. 4 of 2013, as amended or replaced from time to time, together with any regulations published thereunder.
Requester	--	Any person or entity making a request for access to a record that is under the control of Hogan Lovells.
South African Human Rights Commission	SAHRC	The South African Human Rights Commission.
Third Party	--	Any natural or juristic person other than the Requester, or, such party acting on behalf of the Requester, or Hogan Lovells itself.

5. CONTACT DETAILS

5.1 The Information Officer (Head of Body)

IO: Marinda van Wyk
 Phone Number: +27 (11) 055 2413
 Email: gbscjohannesburg.informationofficer@hoganlovells.com
 Postal Address: Postnet Suite # Hogan Lovells, P/Bag 9924, Sandton, 2146
 Physical Address: 140 West Street, Sandton, Johannesburg, 2196

5.2 The Deputy Information Officers

DIO: Olivia de Bruyn
Phone Number: +27 (11) 055 2419
Email: gbscjohannesburg.informationofficer@hoganlovells.com

DIO: Kimberley Mastilo
Phone Number: +27 (11) 080 5562
Email: gbscjohannesburg.informationofficer@hoganlovells.com

Postal Address: Postnet Suite # Hogan Lovells, P/Bag 9924, Sandton, 2146
Physical Address: 140 West Street, Sandton, Johannesburg, 2196

5.3 General Information

Name of Private Body: Hogan Lovells Services (South Africa) Limited
Registration Number: 2014/047495/10
Postal Address: Postnet Suite # Hogan Lovells, P/Bag 9924, Sandton, 2146
Physical Address: 140 West Street, Sandton, Johannesburg, 2196
Phone Number: +27 (11) 052 6100
Website: www.hoganlovells.com

6. GUIDE ON HOW TO USE POPIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

PAIA grants a Requester access to records of a private body, if the record is required for the exercise or protection of any rights, specifically around access to personal information rights as described in POPIA. If a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of PAIA or POPIA must be made in accordance with the prescribed procedures and forms, at the prescribed rates which are set out herein.

The Information 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, the office of the Regulator, during normal working hours.

The Guide can also be obtained:

- Upon request to the Information Officer utilizing the [prescribed form](#) in terms of Regulation 5 of the PAIA regulations;
- From the website of the Regulator, being <https://www.inforegulator.org.za>.

Any queries or information in relation to the Guide should be directed to the Information Regulator:

Regulatory Body	The Information Regulator (SA)
Address	JD House 27 Stiemens Street Braamfontein, Johannesburg

	2001 P.O. Box 31533 Braamfontein, Johannesburg 2017
Phone Number	010 023 5200
Website	https://info regulator.org.za
Email	enquiries@info regulator.org.za

7. RECORDS OF HOGAN LOVELLS

This section includes references to the records that may be accessed by request from Hogan Lovells.

7.1 Information automatically available from Hogan Lovells

No notice has been published in terms of section 52 of PAIA.

Hogan Lovells' website is automatically available and freely accessible to anyone who has access to the internet. The website contains various categories of information relating to the firm, including areas of expertise; legal services; specialist fields; editorials; literature; careers; directors' résumés and contact details.

7.2 Employee Records – as described in Section 8.2

7.3 Client Related Records – as described in Section 8.2

7.4 Records Relating to Hogan Lovells

This section of the Manual sets out the categories and descriptions of records held by Hogan Lovells. These records are not automatically available and can be accessed in accordance with a request in terms of PAIA. The inclusion of any category of records should not be taken to mean that records falling within that category will be made available under PAIA. In particular, certain grounds of refusal as set out in PAIA may be applicable to a request for such records.

	Categories of Record	Description of Record
7.4.1	Public and investor relations	a. Media releases
7.4.2	Financial matters	a. Financial statements
		b. Tax, VAT, and PAYE records (company and employees)
		c. Accounting and banking records
		d. Invoices in respect of creditors and debtors of HL
		e. Asset register

		f. Management accounts
		g. Payroll records
7.4.3	Company records	a. Statutory records not available at CIPC
		b. Minutes and related meeting information
		c. Records of executive, board and shareholder decisions taken and related documentation
		d. Documents of incorporation
		e. Trademark information, copyrights and designs
		f. General contract information
7.4.4	Marketing	a. Market information
		b. Public customer information
		c. Performance and billing records
		d. Marketing strategies
		e. Customer databases
		f. Brand-related information
		g. Marketing agreements
7.4.5	Human resources	a. Employee or staff records (including <i>inter alia</i> letters of appointment, performance appraisals, remuneration, leave register, disciplinary warnings)
		b. Employment contracts
		c. Policies and procedures (including criteria for promotions, recruitment policy)
		d. Health and safety records
		e. Employment equity plan
		f. Training / learning and development records
		g. Pension fund rules & records
		h. Medical aid records
		i. Skills development plan
		j. Organisational structure
7.4.6	Information technology	a. Project plans
		b. Policies and procedure

		c. Disaster recovery
		d. IT governance records
		e. Licensing and procurement
		f. EMSYS usage statistics
		g. Records regarding computer systems and programmes held by HL
7.4.7	HL Clients	a. Client documentation in terms of Financial Intelligence Centre Act No. 38 of 2001
		b. Correspondence with clients
		c. Agreements with clients of HL
		d. Files relating to client matters
		e. Records regarding legal proceedings involving clients at HL
		f. Research conducted on behalf of clients at HL
		g. Other information relating to, or held on behalf of HL clients
7.4.8	Library information	a. Electronic and hard copy publications of books, periodicals, circulars, and legislation
7.4.9	Miscellaneous	a. Agreements with suppliers of HL
		b. Delivery and collection records
		c. Internal correspondence
		d. Correspondence of HL, including internal and external memoranda

These records include, but are not limited to, the records which pertain to Hogan Lovells' own affairs.

7.5 Other Records

Hogan Lovells may possess records pertaining to other parties, including without limitation Clients, contractors, suppliers, subsidiary or holding or sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Hogan Lovells.

Such records held by Hogan Lovells pertaining to other parties, include without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers.

7.6 **Records Kept by Hogan Lovells in Accordance with Other Legislation**

(Information required under section 51(1)(d) of PAIA)

Hogan Lovells is required by statute to retain certain records and hold certain information in terms of the legislation listed hereunder. A Requester may request access to information which is available in terms of other legislation. We hold records for the purposes of PAIA in terms of the following main laws, among others:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 61 of 1973 (repealed, save for Chapter 14)
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Currency and Exchanges Act No. 9 of 1933
- Credit Agreements Act No. 75 of 1980 (repealed)
- Electronic Communications and Transaction Act No. 25 of 2002
- Employment Equity Act 55 of 1998
- Finance Act 35 of 2000
- Financial Intelligence Centre Act No. 38 of 2001
- Income Tax Act 58 of 1962 (Section 75) (repealed)
- Income Tax Act 95 of 1967
- Labour Relations Act No. 66 of 1995
- Medical Schemes Act No. 131 of 1998
- Occupational Health and Safety Act No. 85 of 1993
- Pension Funds Act No. 24 of 1956
- Promotion of Access to information Act No. 2 of 2000
- Protection of Personal Information Act No. 4 of 2013
- Regulation of Interception of Communications and Provision of Communication-Related Information Act No. 70 of 2002
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- Tax on Retirement Funds Act No. 38 of 1996
- Unemployment Insurance Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

Records kept in terms of the above legislation may, in certain instances (and insofar as the information contained therein is of a public nature) be available for inspection without a person having to request access thereto in terms of PAIA.

8. **THE PROTECTION OF PERSONAL INFORMATION ACT**

Chapter 3 of POPIA provides for the minimum conditions for lawful processing of personal information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.

8.1 **Why does Hogan Lovells process personal information?**

As a global business services centre, Hogan Lovells uses personal information primarily for the purposes of providing business support to our global network of lawyers, which include the following functions: finance, marketing and business development, compliance, conflicts, information technology, human resources, legal operations analysis and

operations. This processing is also done on behalf our corporate and individual Clients. This processing also applies to personal information which is processed prior to contractual arrangements being concluded (e.g. new business, customer quotes, and general customer service activities).

Personal information is also used in our employment processes (recruitment, employee contracts, employment equity, corporate benefits, remuneration, disciplinary action, performance management, training, etc.) and our procurement processes (tenders, due diligence, risk management, onboarding, service level evaluations, etc.).

We may use elements of personal information in some of our standard business operations, including audits, market research, statistical analysis, service development, or other legitimate business purposes aligned with our business functions and activities.

Hogan Lovells also processes personal information in order to comply with our legal obligations under any statutory or regulatory requirements, or for the purposes of law enforcement, investigations, court proceedings, financial crimes, market conduct, or other matters which may be required in the public interest.

8.2 What personal information does Hogan Lovells process?

Hogan Lovells processes information about the following categories of data subject, including but not limited to:

Category of data subjects	Types of information processed
Individuals (Clients)	Name, surname, South African identity number or other identifying number (e.g. passport), date of birth, age, marital status, citizenship, telephone numbers, email address, physical and postal addresses, income tax number, financial information, banking information including account numbers, FICA documentation.
Entities (Corporate clients)	Entity name, registration number, tax-related information, contact details for representatives, banking information including account numbers, FICA documentation.
Directors	Identity numbers, names, FICA documentation.
Employees, potential employees, new recruitments	Name, surname, South African identity number or other identifying number, contact details, physical and postal address, date of birth, age, marital status, race, disability information, employment history, criminal background checks, fingerprints, CVs, education history, banking details, income tax reference number, remuneration and benefit information, health information, details related to employee performance, disciplinary procedure information.

Consultants / contractors	This will be dependent on the nature of the services provided to Hogan Lovells but may include any of the details in the categories for Employees and/or Service providers.
Service providers, including outsourced or hosted services, auditors, etc.	Company registration details, identity numbers, BEE certificates, tax clearance, income tax and VAT registration details, payment information including bank account numbers, invoices, contractual agreements, addresses, contact details.

8.3 Who are the recipients of personal information?

- Personal information may be shared by various Hogan Lovells entities for the purposes of providing services to corporate clients, individual clients and our own employees.
- We also provide some personal information to third parties to fulfil our contractual obligations, or for any other legal obligations we might have.
- Brokers, advisors, consultants, intermediaries and other administrators.
- Retirement funds and their trustees and Principal Officers.
- Medical aid companies.
- Insurers.
- Recruitment organisations may collect personal information on our behalf.
- Regulators and law enforcement agencies.
- The South African Revenue Service (SARS).

8.4 Planned transborder flows of information

Hogan Lovells and its affiliated entities have operations in 26 countries around the globe. Details are available on its website. The number of countries will change from time to time as its business develops.

Where Hogan Lovells processes personal information of clients, employees or other data subjects on behalf of its affiliated entities, that personal information will first be received by Hogan Lovells in the Republic of South Africa for processing, following which it will be transferred back to the country of origin. Where Hogan Lovells processes personal information independently for the purposes of its own business (such as information regarding its employees), that information may be transferred from South Africa to Hogan Lovells' affiliated entities worldwide where this is necessary for the purposes of co-operation between Hogan Lovells and those entities. All operations of these entities worldwide are required to abide by the Hogan Lovells Privacy Policy as well as the Intragroup Data Transfer Agreement, and other procedures and guidelines for privacy and data protection, including any statutory or regulatory requirements in the relevant jurisdictions.

We also make use of hosted services provided by third parties. These operations may be hosted in various countries resulting in the transfer of personal information. In general, we try to ensure that these service providers are located in jurisdictions with strong data protection legislation, such as the European Union or the United Kingdom. Where this is not possible, data protection requirements are enforced by means of contractual agreement. Insofar as transfer of personal information is relevant, Hogan Lovells complies with the conditions as set out in section 72 of POPIA.

8.5 Information security

Hogan Lovells strives to uphold strong global practices and standards as it pertains to information security, and we strive to have appropriate, reasonable and adequate measures in place to ensure information security is managed appropriately. We contractually require that any service provider who handles your personal information on our behalf do the same.

9. ACCESS TO RECORDS AND PROCEDURE

Records held by Hogan Lovells may be accessed by the Requester only once the prerequisite requirements for access have been met.

9.1 Who may request information?

Any person who requires information for the exercise or protection of any rights may request information from a private body. Section 50 of PAIA states that a Requester must be given access to any record of a private body if:

- that record is required for the exercise or protection of any rights,
- that person complies with the procedural requirements in PAIA relating to a request for access to that record, and
- access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4, Part 3 of PAIA.

9.2 Two types of requesters

(a) Personal Requester

Hogan Lovells will voluntarily provide the requested information or give access to any record about the Requester's personal information without the Requester having to pay an access fee except if the request is over burdensome in which case, we will communicate with the Requester. However, the prescribed fee for reproduction of the information requested will be charged.

(b) Other Requester

This Requester (other than a Personal Requester) is entitled to request access to information on third party or parties. However, Hogan Lovells is not obliged to voluntarily grant access, and such a request may be denied. The Requester must fulfil the prerequisite requirements for access in terms of PAIA and POPIA, including the payment of a request and access fee.

10. FORM OF REQUEST

To facilitate the processing of a request, the Requester should:

- Use the prescribed Form attached to this Manual as Form 2 in Annexure B. Hogan Lovells will utilize Form 3 in Annexure B to respond to a request for access.
- For POPIA-related requests to object to the processing of personal information, correct or delete personal information, the request must be made in writing on the applicable prescribed Form A (objection) or Form B (correction or deletion), which are attached to this Manual in Annexure B.
- Address the request to the Information Officer at the address, fax number or electronic mail address as set out in this Manual.
- Provide sufficient details to enable Hogan Lovells to identify:

- The record or records requested;
- The identity of the Requester and such person acting on behalf of the Requester where applicable;
- The form of access required;
- The telephone number, postal address or fax number or email address of the Requester in the Republic of South Africa;
- Whether the Requester wishes to be informed of the decision in any other manner (in addition to a written reply), in which case the Requester should state that manner and the particulars thereof; and
- The right which the Requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

Hogan Lovells will process the request within 30 days, unless the request contains considerations that are of such a nature that an extension of the 30-day time limit is necessitated.

Where an extension of the 30-day time limit is required, the Requester will be notified, together with reasons explaining why such extension is necessitated.

The Requester will be informed whether access is granted or denied. If, in addition, a Requester who requires the reasons for the decision in any other manner must state the manner and the particulars so required.

If a request is made on behalf of another person, then the Requester must submit proof of the capacity in which the Requester is making the request to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

The Requester must pay the prescribed fee before any further processing can take place.

Third Parties

If the request pertains to a third party, the Information Officer shall be obliged to take all reasonable steps to inform that third party of the request within 21 days of receipt of the request. The third party may within 21 days thereafter either make representation to Hogan Lovells as to why the request should be refused, or grant written consent to disclosure. Hogan Lovells shall notify the third party of both the decision taken and of their right to appeal against the decision by way of application to court within 30 days after the notice.

11. FEES

PAIA provides for two types of fees, namely:

- A request fee, which will be a standard non-refundable administration fee, payable prior to the request being considered; and
- An access fee, payable when access is granted, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

When the request is received, the Information Officer will by notice using the prescribed form attached to this Manual as Form 3 in Annexure B, require the Requester, excluding a

Personal Requester, to pay the prescribed request fee (if any) before further processing of the request.

If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the PAIA regulations for this purpose, the Information Officer will notify the Requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Information Officer will withhold a record until the Requester has paid the fees as indicated to the Requester in the prescribed form attached to this Manual as Form 3 in Annexure B.

If a deposit has been paid for a request for access, which is refused, then the Information Officer concerned will repay the deposit to the Requester.

Further details on prescribed fees are available in 'Annexure A: Fees' at the end of this manual.

12. **GROUND FOR REFUSAL**

In terms of Part 3, Chapter 4 of PAIA Hogan Lovells may and in certain instances must refuse access to records on the grounds set out in PAIA. The grounds include:

- 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;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which would be regarded as privileged in legal proceedings;
- The research information of Hogan Lovells or a third party, if its disclosure would place the research at a serious disadvantage;
- The commercial activities of Hogan Lovells, which may include, without limitation:
 - trade secrets of Hogan Lovells;
 - the disclosure of financial, commercial, scientific or technical information which could likely cause harm to the financial or commercial interests of Hogan Lovells;
 - information which, if disclosed could put Hogan Lovells at a disadvantage in negotiations or commercial competition; and
 - a computer program which is owned by Hogan Lovells, and which is protected by copyright; and
- Requests for information that are clearly not legitimate, trivial, or nuisance, or which involve an unreasonable diversion of resources must be refused.

13. **REMEDIES AVAILABLE WHEN AN INSTITUTION REFUSES A REQUEST FOR INFORMATION**

Should the requester be dissatisfied with the Information Officer's decision to refuse access, that person may within 30 days after notification of the refusal apply to a Court for the appropriate relief.

14. **AVAILABILITY OF THE MANUAL**

This Manual is available in electronic and hard copies in English for inspection by the general public upon request, during office hours and free of charge, at the offices of Hogan Lovells. Copies of the Manual may be made, subject to the prescribed fees.

The Manual is available to the Information Regulator upon request.

The Manual is available on the Hogan Lovells' website referred to above.

15. **DOCUMENT VERSION CONTROL**

Manual Name	Hogan Lovells PAIA Manual
Manual Owner	Information Officer
Approval	Senior Counsel
Effective Date	1 July 2021
Last Approved Date	20 October 2023
Version	V2.1
Last review date	1 November 2023
Next review Date	1 November 2024
Distribution	Public
Location	Sandton, Johannesburg, South Africa

Version History (will be left blank if first version):

Version	Date	Revision Author	Summary of changes
V1.0	2021-03-15	Kimberley Mastilo	First draft
V1.1	2021-06-21	Kimberley Mastilo	Updated for external approval
V1.2	2021-06-30	Quentin Archer	Updated for publishing
V1.3	2022-11-22	Kimberley Mastilo	Update IO and DIO
V2	2023-10-20	Kimberley Mastilo	Update forms and minor amendments
V2.1	2023-11-01	Kimberley Mastilo	Minor amendments

16. **ANNEXURE A: FEES**

The applicable fees for reproduction are:

The request fee payable by every Requester	R140.00
For every photocopy of an A4-size page or part thereof	R2.00
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R2.00
For a copy in a computer-readable form on:	
(i) flash drive	R40.00
(ii) compact disc provided by Requester	R40.00
(iii) compact disc provided by Hogan Lovells	R60.00
A transcription of visual images, for an A4-size page or part thereof	Service to be outsourced. Will depend on quote from service provider.
For a copy of visual images	
A transcription of an audio record, for an A4-size page or part thereof	R24.00
For a copy of an audio record on:	
(i) flash drive	R40.00
(ii) compact disc provided by Requester	R40.00
(iii) compact disc provided by Hogan Lovells	R60.00
To search for a record that must be disclosed, or part of an hour reasonably required for such search, excluding the first hour, reasonably required for such search and preparation.	R145.00/hour
To not exceed a total cost of	R435.00

Where a copy of a record needs to be posted, the actual postal fee is payable. Any actual expenses incurred will be charged for emails or other electronic transfer.

Access fees

An access fee is payable in all instances where access is granted, unless payment of an access fee is specially excluded in terms of PAIA or an exclusion is determined by the Minister in terms of Section 54 (8).

Deposits

Where Hogan Lovells receives a request for access to information on a person other than that Requester and the Information Officer upon receipt of the request is of the opinion that

the preparation of the required record of disclosure will take more than six hours, a deposit is payable by the Requester.

The amount of the deposit is equal to one-third of the amount of the applicable access fee.

17. ANNEXURE B: FORMS

17.1 [Request Form: Form 2](#)

**REQUEST FOR ACCESS TO RECORD OF A PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act 2 of 2000)
[Regulation 7]**

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: The Information Officer

 (Address)

E-mail address:

Fax number:

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 (<i>when made on behalf of another person</i>)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (<i>if applicable</i>):			
Identity Number			

Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
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 public/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:	

FEEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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 <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Article I. Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(State Rank, Name and Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

17.2 [Outcome of Request Form: Form 3](#)

OUTCOME OF REQUEST AND OF FEES PAYABLE
(Section 53(1) of the Promotion of Access to Information Act 2 of 2000)
[Regulation 8]

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 public/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.	
---	--

O R

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

Denied, for the following reasons:

--

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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
For a transcription of visual images per A4-size page	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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• 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 <i>(calculated on one third of total amount per request)</i>	
-----------------	--	---	--

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

17.3 Objection Form: Form A

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 2(1)]

Note:

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

Reference Number.....

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

17.4 Request Form: Form B

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

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

Note:

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

Reference Number.....

Mark the appropriate box with an "x".

Request for:

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

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

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

