INFORMATION REGULATOR (SOUTH AFRICA)

Ensuring protection of your personal information and effective access to information

INFORMATION OFFICER

REGISTRATION CERTIFICATE

Issued by the Information Regulator on 12/06/2024 at 13:08:11

ORGANISATION DETAILS

Organisation Name	**MACADAMIA SERVICES MANAGEMENT COMPANY**
Regulator Registration Number	**2024-011870**
Regulator Registration Date	**2024-06-12**
Organisation Type	**PRIVATE ORGANISATION**
Private Organisation Type	**PRIVATE COMPANY [(PTY) LTD]**
Public Organisation Type	

INFORMATION OFFICER DETAILS

Full Name	Type	Appointment Date
KOK, JACOBUS MARTHINUS	Information Officer	2021-05-11
GOODCHILD, HESTER GERTRUIDA ALIDA GOODCHILD	Deputy Information Officer	2021-05-11

Mr M Mosal

Chief Executive Officer: Information Regulatc

macsm.org
info@macsm.org
+27 13 010 3188
Reg No 2021/599668/07
Portion 13 of Eden Farm 577 JT
Nelspruit, Mpumalanga, 1200

MACADAMIA SERVICES MANAGEMENT COMPANY
REGISTRATION NUMBER: 2021/599668/07

PAIA MANUAL

COMPILED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (PAIA), AS AMENDED BY THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (POPIA), AND THE REGULATIONS RELATING TO PAIA, 2021.

DATE OF COMPILATION: 01/09/2025
DATE OF REVISION: 01/09/2025

© 2026 MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD. All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of MSM except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, info@macsm.org or visit MACSM.ORG. MSM Board: JM Kok (Managing Director), L Doyer, GFJ van Rensburg

Table of Contents

1. LIST OF ACRONYMS AND ABBREVIATIONS 3
2. INTRODUCTION 3
3. PURPOSE OF PAIA MANUAL 3
4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF MSM 4
5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE 5
6. CATEGORIES OF RECORDS OF MSM WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS 7
7. DESCRIPTION OF THE RECORDS OF MSM WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION 7
8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY MSM 7
9. PROCESSING OF PERSONAL INFORMATION 8
10. AVAILABILITY OF THE MANUAL 10
11. PRESCRIBED REQUEST FORMS AND FEES 10
12. REMEDIES 10
13. AVAILABILITY OF GUIDES TO THE PAIA AND POPI ACTS 11
14. UPDATING OF THE MANUAL 11

© 2026 MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD. All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of MSM except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, info@macsm.org **or visit MACSM.ORG. MSM Board: JM Kok (Managing Director), L Doyer, GFJ van Rensburg**

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	**"COO"**	CHIEF OPERATING OFFICER
1.2	**"CIO"**	CHIEF INFORMATION OFFICER
1.3	"**DIO"**	DEPUTY INFORMATION OFFICER
1.4	**"MD"**	MANAGING DIRECTOR AND FOUNDER
1.5	**"MINISTER"**	MINISTER OF JUSTICE AND CORRECTIONAL SERVICES
1.6	**"MSM"**	MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD
1.7	**"PAIA"**	PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 (AS AMENDED)
1.8	**"POPIA"**	PROTECTION OF PERSONAL INFORMATION ACT NO.4 OF 2013
1.9	**"REGULATOR"**	INFORMATION REGULATOR
1.10	**"REPUBLIC"**	REPUBLIC OF SOUTH AFRICA

2. INTRODUCTION

MSM is stimulating demand and progressing the trade of macadamia nuts by including rapidly evolving e-commerce trade and the innovation applied and utilized mostly by prudent traders, to study and access markets through transparent platforms not only disclosing price, volumes and trends, but also all other influences that can be filtered to make informed trade decisions and ease access to a market in order to trade with confidence and expedite the expansion of the macadamia market.

The Promotion of Access to Information Manual ("MANUAL") for MSM provides an outline of the type of records and the personal information it holds and explains how to submit requests for access to these records in terms of PAIA. In addition, it explains how to access, or object to, personal information held by the company, or request corrections of said personal information, in terms of paragraphs 23 and 24 of POPIA.
The PAIA and POPIA give effect to everyone's constitutional right of access to information held by the private sector or public bodies, if and when the record of personal information is required for the exercise or protection of any rights. If a public body lodges a request; the said public body must be acting in the public interest.
Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 5.

3. PURPOSE OF PAIA MANUAL

3.1 This PAIA Manual is useful for the public to;
3.2 Check the categories of records held by the body which are available without a person having to submit a formal PAIA request.
3.3 Have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject.
3.4 Know how the description of the records of the body which are available in accordance with any other legislation
3.5 Access to the relevant contact details of the IO and DIO who will assist the public with the records they intend to access
3.6 Know the description of the guide to use PAIA, as updated by the Regulator and how to obtain access to it
3.7 Know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto
3.8 Know the description of the categories of data subjects and of the information or categories of information relating thereto
3.9 Know the recipients or categories of recipients to whom the personal information may be supplied

© 2026 MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD. All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of MSM except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, info@macsm.org **or visit MACSM.ORG. MSM Board: JM Kok (Managing Director), L Doyer, GFJ van Rensburg**

3.10 Know if the body has planned to transfer or process personal information outside the Republic and the recipients or categories of recipients to whom the personal information may be supplied

3.11 Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF MSM

4.1 CHIEF INFORMATION OFFICER

NAME: COBUS KOK
TEL: +27 13 010 3188
E-MAIL: cobus@macsm.org

4.2 DEPUTY INFORMATION OFFICER

NAME: HESTER GOODCHILD
TEL: +27 13 243 2044
E-MAIL: h.goodchild@lucromid.co.za

4.3 ACCESS TO INFORMATION GENERAL CONTACTS

TEL: +27 13 010 3188
E-MAIL: info@macsm.org

4.4 NATIONAL OFFICE

PHYSICAL ADDRESS: PORTION 13 OF EDEN FARM
577 JT
MBOMBELA
SOUTH AFRICA
1200

TEL: +27 13 010 3188
E-MAIL: INFO@MACSM.ORG
WEBSITE: www.macsm.org

4.5 PAIA REQUESTS (FORM 2) SUBMISSION:

EMAIL: legal@macsm.org
PHYSICAL DELIVERY: PORTION 13 OF EDEN FARM 577 JT, MBOMBELA, 1200 (MARK FAO: INFORMATION OFFICER)

MSM HAS REGISTERED ITS INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER WITH THE INFORMATION REGULATOR VIA THE ESERVICES PORTAL.

© 2026 MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD. All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of MSM except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, info@macsm.org or visit MACSM.ORG. MSM Board: JM Kok (Managing Director), L Doyer, GFJ van Rensburg

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

5.1 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.

5.2 The Guide is available in each of the official languages and in braille.

5.3 The afore said Guide contains the description of;

5.3.1 The objects of PAIA and POPIA;

5.3.2 The postal and street address, phone and fax number and, if available, electronic mail address of

5.3.2.1 The Information Officer of every private body, and;

5.3.2.2 Every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA[1] and section 56 of POPIA[2];

5.3.3 The manner and form of a request for-

5.3.3.1 Access to a record of a public body contemplating in section 11[3]and;

5.3.3.2 Access to a record of a private body contemplated in section 50[4];

5.3.4 The assistance available from the IO of a public body in terms of PAIA and POPIA;

5.3.5 The assistance available from the Regulator in terms of PAIA and POPIA;

5.3.6 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-

5.3.6.1 An internal appeal;

5.3.6.2 A complaint to the Regulator; and

5.3.6.3 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;

---

[1] Section 17(1) of PAIA- For the purpose of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible of its records.

[2] Section 56(a) of POPIA- Each public and private body must make provision, in manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA

[3] Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all 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 of this Part.

[4] Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

a. That record is required for the exercise or protection of any rights:
b. That person complies with the procedural requirements in PAIA relating to a request for access to that record; and
c. Access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

© 2026 MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD. All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of MSM except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, info@macsm.org **or visit MACSM.ORG. MSM Board: JM Kok (Managing Director), L Doyer, GFJ van Rensburg**

5.3.7 the provision of sections 14[5] and 51[6] requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

5.3.8 The provisions of sections 15[7] and 52[8] providing for the voluntary disclosure of categories of records by a public body, respectively;

5.3.9 the notices issued in terms of sections 22[9] and 54[10] regarding fees to be paid in relation to requests for access; and

5.3.10 the regulations made in terms of section 92[11].

5.4 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.

5.5 The Guide can also be obtained –

5.5.1 upon request to the Information Officer;

5.5.2 from the website of the Regulator (https://inforegulator.org.za/paia/)

5.6 A copy of the guide is also available in the following official language, for public inspection during normal office hours-

5.6.1 English

---

[5] Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available the manual containing information listed in paragraph 4 above.

[6] Section 51 (1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

[7] Section 15(1) of PAIA- the information officer of a public body, must make available in the prescribed manner a decision of the categories of records of the public body that are automatically available without a person having to request access

[8] Section 52(1) of PAIA- the head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

[9] Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

[10]Section 54(1)of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

[11]Section 92(1) of PAIA provides that- "The Minister may, by notice in the Gazette, make regulations regarding-

a) Any matter which is required or permitted by this Act to be prescribed;
b) Any matter relating to the fees contemplated in sections 22 and54;
c) Any notice required by this Act;
d) Uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
e) Any administrative or procedural matter necessary to give effect to the provisions of this Act

© 2026 MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD. All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of MSM except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, info@macsm.org **or visit MACSM.ORG. MSM Board: JM Kok (Managing Director), L Doyer, GFJ van Rensburg**

6. CATEGORIES OF RECORDS OF MSM WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following categories are available without a formal request (section 52 PAIA). Copies may attract reproduction/postage fees per Annexure B.

DEPARTMENTAL RECORDS	SUBJECT
Product and Company Information	Current Product Information
	Launches and Events Information
	Company Contact Information and Profile
	Media releases
	White Papers and Guidance Notes

7. DESCRIPTION OF THE RECORDS OF MSM WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

DEPARTMENTAL RECORDS	SUBJECT
Sales and Marketing	Product Marketing Brochures
	Marketing Records
Financial and Regulatory	Financial and Tax Regulatory Reports
Employee	Occupational Health and Safety
	Employee Equity Reports
	Training and Skills Development Reports

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY MSM

SUBJECTS ON WHICH THE BODY HOLDS RECORDS	CATEGORIES OF RECORDS
Strategic Documents, Plans, Proposals	Annual Reports
	Strategic Plan
	Annual Performance Plan
	Name and contact Details
Human Resources	HR Policies and Procedures
	Advertised Posts
	Employee Records
	ID Numbers
	Name and Contact Details
	Employment History
	Race and Ethnic Origin
Finance	Financial and Banking Details
	Revenue Management
	Payments, Deductions, Loans, Bonuses, Leave etc.
SCM	Financial and Banking Details
	Supplier Invoices and Payments
Training	Logistical Arrangements
	Names and contact Details
	Portfolio of Evidence

© 2026 MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD. All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of MSM except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, info@macsm.org **or visit MACSM.ORG. MSM Board: JM Kok (Managing Director), L Doyer, GFJ van Rensburg**

9. PROCESSING OF PERSONAL INFORMATION

MSM takes the privacy and protection of personal information very seriously and will only process personal information in accordance with the current South African POPI Act. Accordingly, the relevant personal information, privacy principles and other information relating to the processing thereof – including, but not limited to the collection, handling, transfer, sharing. Correction, storage, archiving and deletion – will be applied to any personal information processed by MSM.

9.1 PURPOSE OF PROCESSING PERSONAL INFORMATION

We process personal information for a variety of purposes, including but not limited the following:

- To provide or manage any information, products and/or services requested by data subjects;
- To help us identify data subjects when the contact MSM;
- To maintain customer records;
- For recruitment purposes;
- For employment purposes;
- For general administration, financial and tax purposes;
- For legal or contractual purposes;
- For health and safety purposes;
- To transact with our suppliers and business partners;
- To help us improve the quality of our products and services
- To help us detect and prevent fraud and money laundering;
- To identify other products and services which might be of interest to data subjects and inform them about our products and services.

9.2 DESCRIPTION OF THE CATEGORIES OF DATA SUBJECTS AND OF THE INFORMATION OR CATEGORIES OF INFORMATION RELATING THERETO

Categories of data subjects and personal information processed by MSM include the following:

CATEGORIES OF DATA SUBJECTS	PERSONAL INFORMATION THAT MY BE PROCESSED
Customer and potential customers	Customer personal information
	Customer contracts, information and warranties
MSM business partners	Partner personal information
Suppliers	Supplier personal information
	Personal information of supplier representatives
Employees	Employee personal information
	Employee medical information
	Employee contracts
	Employee performance records
	Payroll records
	Surveillance records
	Health and Safety records
	Training records
	Employment history records
Job Applicants	Curriculum Vitae and Application forms

9.3 THE RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED

MSM may share the personal information of our data subjects for any of the purposes outlined in Section 9.1, with the following:

- Our authorised MSM divisions;

© 2026 MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD. All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of MSM except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, info@macsm.org or visit MACSM.ORG. MSM Board: JM Kok (Managing Director), L Doyer, GFJ van Rensburg

- Our carefully selected business partners who provide products and services under one of our brands;
- Our service providers and agents who perform services on our behalf.

We do not share the personal information of our data subjects with any third parties, except if:

- We are obliged to provide such information for legal or regulatory purposes;
- We are required to do so for purposes of existing or future legal proceedings;
- We are selling one or more of our businesses to someone to whom we may transfer our rights under any customer agreement we have with the data subject;
- We are involved in the prevention of fraud, loss, bribery or corruption;
- They perform services and process personal information on our behalf;
- This is required to provide or manage any information, products and/or services to data subjects; or
- Needed to help us improve the quality of our products and services.

We will send notifications or communications to our data subjects if we are obliged by law, or in terms of our contractual relationship with them.

We will only disclose personal information to government authorities if we are required to do so by law.

Our employees and our suppliers are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

9.4 INFORMATION SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

Reasonable technical and organisational measures have been implemented for the protection of personal information processed by MSM and its operators. In terms of the POPI ACT, operators are third parties that process personal information on behalf of MSM.

We continuously implement and monitor technical and organisational security measures to protect the personal information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss or destruction.

We will take steps to ensure that operators that process personal information on behalf of MSM apply adequate safeguards as outlined above.

9.5 PLANNED TRANS BORDER FLOWS OF PERSONAL INFORMATION

We will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing and will do so only in accordance with South African legislative requirements, or if the data subject consents to transfer of their personal information to third parties in foreign countries.

We will take steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information, in terms of the POPI ACT.

We will take steps to ensure that operators that process personal information in jurisdiction outside of South Africa, apply adequate safeguards as outlined in Section9.4.

© 2026 MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD. All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of MSM except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, info@macsm.org **or visit MACSM.ORG. MSM Board: JM Kok (Managing Director), L Doyer, GFJ van Rensburg**

9.6 PERSONAL INFORMATION RECEIVED FROM THIRD PARTIES

When we receive personal information from a third party on behalf of a data subject, we require confirmation that they have written consent from the data subject that they are aware of the contents of this PAIA manual and the MSM Privacy Policy, and do not have any objection to our processing their information in accordance with this policy.

10. AVAILABILITY OF THE MANUAL

A copy of the manual is available - This manual is published on the Company website at http://www.macsm.org or alternatively, a copy may be requested from **Cobus Kok**, (see contact details in section 4.)

11. PRESCRIBED REQUEST FORMS AND FEES

Prescribed forms and fees are published on the Company website or, alternatively, copies can be requested from the Information Officer (see contact details in section 4.) or you can download the form here: https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf

Prescribed forms and fees can also be found by contacting the company directly.

If a requester cannot complete Form 2 due to illiteracy or disability, the Information Officer must complete it on their behalf and provide a copy.

No request fee is payable by a personal requester (a person seeking access to records containing their own personal information).

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

i. A requester (other than a personal requester) must pay the prescribed request fee of R140.00 before processing.
ii. If the preparation of the record requested requires more than the prescribed six hour (six), a deposit shall be paid, (of no more than one third of the access fee which would be payable if the request were granted.)
iii. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
iv. Records may be withheld until the fees have been paid.
v. The details fee structure is available on the website of the Company, at the following address: http://www.macsm.org

12. REMEDIES

The company does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 4, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator, for relief. If access is refused or not responded to, a complaint may be lodged with the Information Regulator using PAIA Form 5 (Regulation 10), or proceedings may be instituted in court.

© 2026 MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD. All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of MSM except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, info@macsm.org or visit MACSM.ORG. MSM Board: JM Kok (Managing Director), L Doyer, GFJ van Rensburg

13. AVAILABILITY OF GUIDES TO THE PAIA AND POPI ACTS

PAIA AND POPI ACT
Physical: Woodmead North Office Park
54 Maxwell Drive
Woodmead, Johannesburg
2191

Tel: 010 023 5200

General enquiries: enquiries@inforegulator.org.za
PAIA complaints (Form 5): PAIAComplaints@inforegulator.org.za
Website: https://inforegulator.org.za/paia/

Information Regulator (South Africa)
Postal: P.O. Box 31533
Braamfontein, Johannesburg
2017

Toll-free: 0800 017 160

14. UPDATING OF THE MANUAL

The director of MSM will on a regular basis update this manual.

ISSUED BY

_____

MR COBUS KOK

MANAGING DIRECTOR AND FOUNDER

© 2026 MACADAMIA SERVICES MANAGEMENT COMPANY (PTY) LTD. All rights reserved. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of MSM except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, info@macsm.org **or visit MACSM.ORG. MSM Board: JM Kok (Managing Director), L Doyer, GFJ van Rensburg**

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

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: 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 *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		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. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

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.)

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

MANNER OF ACCESS *(Mark the applicable box with an "**X**")*	
Personal inspection of record at registered address of public/private body *(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)*	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language *(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)*	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *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.*	
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 will be 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: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

_____

Signature of Information Officer