



MANUAL ON THE PROMOTION OF ACCESS TO INFORMATION

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***Promotion of Access to Information Act 2 of 2000
Manual_2023***

MANUAL IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000

PREAMBLE

Section 32 of the Constitution of South Africa enshrines the right of access to information held by both public and private bodies. As a result, the Promotion of Access to Information Act (the Act) was enacted to give effect to the right of access to information by detailing the ways in which information from public and private bodies can be accessed.

On the other hand, Protection of Personal Information Act 4 of 2013 (POPIA), seeks to give effect to the right to privacy in section 14 of the Constitution, specifically, as it relates to personal information. POPIA reasserts every person's right to data privacy and to have their personal data or information only used for a specific and defined purpose and not to be disclosed to third parties without consent or a legitimate purpose.

In balancing the demands of the right to privacy and the right to access to information, there are limitations to the public's realisation of the rights stipulated in Section 36 and 14 of the Constitution and Sections 33-45 of the Act, as well as those set out in the POPIA. To this end, the Act sets out the grounds on which a public or private body can refuse access to information, while POPIA sets out the grounds on which personal information may be collated, used and/or transmitted to third parties.

Section 10 of the Act requires the South African Human Rights Commission (SAHRC) to compile and publish an easy-to-understand guide to assist people to access records and documents and exercise their right to information. The guide, which is updated at least once every two years, provides users with the information required to access any records.

In addition to the Section 10 guide, the Act requires both public and private bodies to produce a manual with information on how members of the public can use the Act to access their records.

Specifically, Section 14 of the Act requires every public body to publish a manual in at least three official languages to assist information requesters in requesting information from the body concerned.

The Independent Regulatory Board for Auditors (the IRBA) is a public entity, as contemplated in Section 14 of the Act, and has compiled this Manual in compliance with that section and as a mechanism to facilitate public access to information/record(s) in its custody.

In addition to the above, the IRBA hopes, through its commitment to the letter and spirit of the Act, to contribute to the promotion of transparency, accountability, and effective governance within the public sector.

A. PARTICULARS IN TERMS OF SECTION 14 OF THE ACT

1. FUNCTIONS OF THE IRBA [Section 14(1)(a)]

The IRBA is a juristic person, established in terms of Section 3 of the Auditing Profession Act 26 of 2005 (APA).

1.1 General functions

The IRBA is mandated to:

- 1.1.1 Take steps to promote the integrity of the auditing profession, including:
 - 1.1.1.1 Investigating alleged improper conduct;
 - 1.1.1.2 Conducting disciplinary hearings;
 - 1.1.1.3 Imposing sanctions for improper conduct; and
 - 1.1.1.4 Conducting inspections.
- 1.1.2 Take steps it considers necessary to protect the public in their dealings with registered auditors (RAs).
- 1.1.3 Prescribe standards of professional competence, ethics and conduct of registered auditors.
- 1.1.4 Encourage education in connection with, and research into, any matter affecting the auditing profession.
- 1.1.5 Prescribe auditing standards.

1.2 Functions regarding the accreditation of professional bodies

The IRBA, subject to the APA:

- 1.2.1 Prescribes minimum requirements for the accreditation of professional bodies, in addition to those provided in the APA;
- 1.2.2 Considers applications for accreditation and decides whether or not to grant such applications;
- 1.2.3 Prescribes the period of validity of the accreditation;
- 1.2.4 Keeps a register of accredited professional bodies; and
- 1.2.5 Terminates the accreditation of professional bodies in accordance with the APA.

1.3 Functions with regard to the registration of auditors

The IRBA, subject to the APA:

- 1.3.1 Prescribes minimum qualifications, competency standards and requirements for the registration of auditors and candidate auditors, in addition to those provided for in the APA.
- 1.3.2 Considers and decides on any application for the registration of auditors and candidate auditors.

- 1.3.3 Prescribes the period of validity of the registration of a registered auditors (RAs) and registered candidate auditors (RCAs).
- 1.3.4 Keeps a register of RAs and RCAs;
- 1.3.5 Ensures that the register of RAs and RCAs is at all reasonable times open to inspection by any member of the public.
- 1.3.6 Terminates the registration of RAs and RCAs in accordance with the APA.
- 1.3.7 Prescribes minimum requirements for the renewal of registration and re-registration.

1.4 Functions with regard to education, training and professional development

The IRBA:

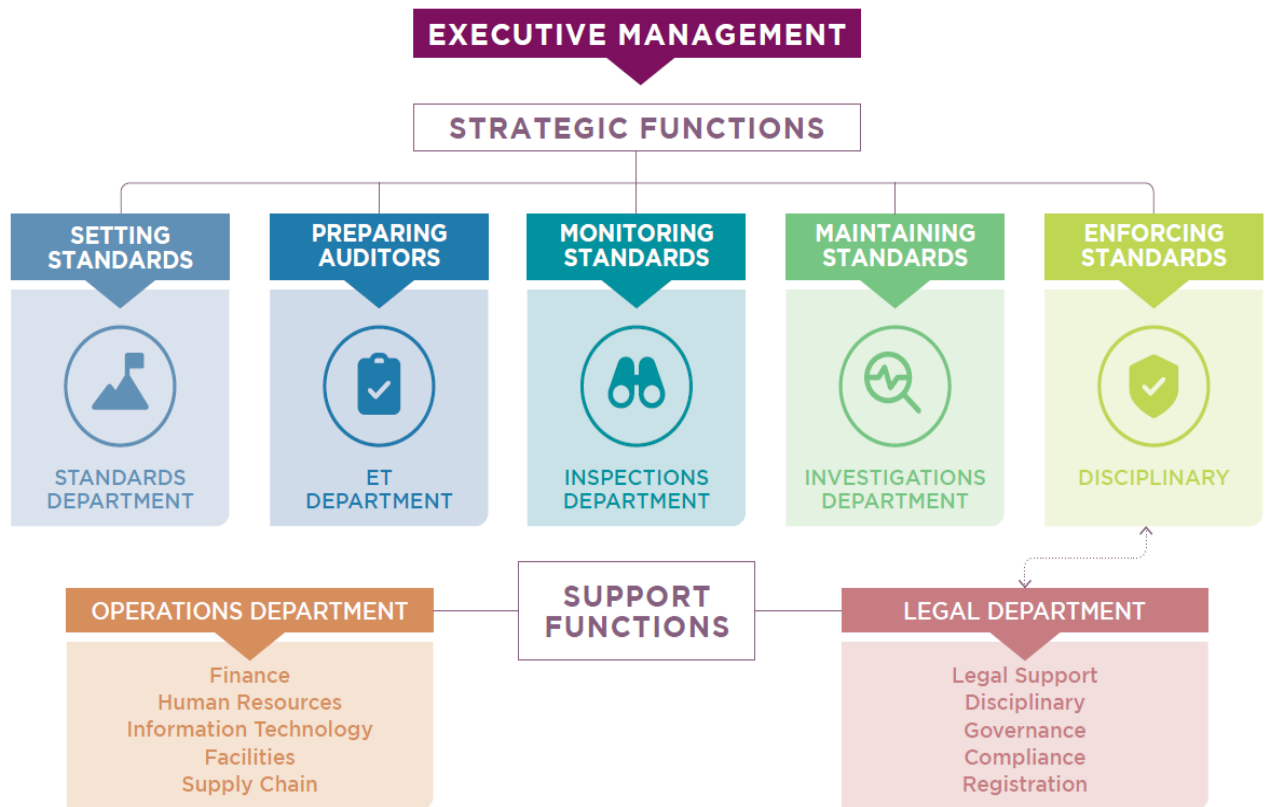
- 1.4.1 In full or in part, recognises and/or withdraws its recognition of the educational qualifications or programmes or continued education, training, and professional development programmes in the auditing profession of educational institutions and accredited professional bodies.
- 1.4.2 Recognises and/or withdraws the recognition of any accredited professional body to conduct any qualifying examination contemplated in Section 37 of the APA or any such examinations.
- 1.4.3 Prescribes requirements for and conditions relating to the nature and extent of continued education, training, and professional development.
- 1.4.4 Prescribes training requirements, including, but not limited to, the period of training and the form of training contracts.
- 1.4.5 Approves and registers training contracts entered into by prospective registered auditors.
- 1.4.6 Prescribes competency requirements.
- 1.4.7 Either conditionally or unconditionally, recognises or withdraws the recognition of RAs as training officers.

1.5 Functions with regard to fees and charges

The IRBA prescribes:

- 1.5.1 Accreditation, registration, registration renewal and re-registration fees.
- 1.5.2 Annual fees.
- 1.5.3 The date on which any fee is payable.
- 1.5.4 The basis for assurance fees payable as per the APA.
- 1.5.5 Fees payable for any other service rendered by the IRBA (including administrative fees).
- 1.5.6 The IRBA may grant an exemption from payment of any fees referred to above.

2. STRUCTURE OF THE IRBA [Section 14(1)(a)]



3. CONTACT DETAILS FOR INFORMATION OFFICERS [Section 14(1)(b)]

The IRBA's CEO is the regulator's designated Information Officer, in terms of the Act.

In terms of Section 17, the IRBA has designated its Director Legal as a Deputy Information Officer, who shall attend to requests for access to records.

If you wish to make a request for access to IRBA records, your request should be addressed to the Deputy Information Officer. Escalations may be directed to the Information Officer.

Information Officer

Name: Imre Nagy
Tel: +27 10 496 0562
Email: board@irba.co.za

Deputy Information Officer

Name: Rebecca Motsepe
Tel: +27 10 496 0605
Email: paia@irba.co.za

The IRBA's Information Officer and Deputy Information Officer share the same physical and postal address.

Physical Address

Building 2
Greenstone Hill Office Park
Greenstone Hill
1609

Website: www.irba.co.za

Postal Address

PO Box 8237
Greenstone Hill
1616

4. GUIDE IN TERMS OF SECTION 10 OF THE ACT *[Section 14(1)(c)]*

- 4.1 A Guide containing information to assist you in understanding how to exercise your rights under PAIA ("the Guide") is available in all the South African official languages. The Guide is currently available on the following site:

https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf

- 4.2 If you have any queries, or need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email:

PAIAComplaints@inforegulator.org.za

General enquiries email:

enquiries@inforegulator.org.za

Contact number: 010 023 5200

5. PROCEDURES TO REQUEST ACCESS TO INFORMATION/RECORDS [Section 14(1)(d)]

- 5.1 Any person, whether natural or juristic, may make a request under the Act for access to information.
- 5.2 The requester may make a request on his/her behalf or on behalf of any other person.
- 5.3 The requester must use the prescribed form, attached hereto under Part C and marked **Form A**, to make a request for access to information.
- 5.4 The request must include the following minimum information:

INFORMATION REQUIRED	DESCRIPTION
Details of the requester	Enough information about the requester so as to ensure that the requester is easily identifiable. The information should include the requester's contact details, i.e. <i>postal address, email address, fax and/or telephone number</i> .
Details of the record requested	Enough information about the record to make it reasonably easy to identify.
Manner of access to the record	A description of the form or manner in which the record should be provided or made accessible.
Manner in which to inform the requester of access	The manner in which the requester wishes to be informed about the IRBA's decision in relation to the request.
Language choice	The language in which the requester wishes to receive the requested record ¹ .
Capacity of the authorised person making the request	When a request is made on behalf of someone else, proof of the capacity in which the request is made and/or authority to make such a request.

- 5.5 Requesters who are unable to read or write can make verbal requests to the Deputy Information Officer, who shall complete Form A on behalf of the requester.
- 5.6 The request must be directed to the Deputy Information Officer, whose contact details are set out in paragraph 3 above.
- 5.7 The request may either be hand-delivered, posted, faxed or sent via email.
- 5.8 Telephonic and informal requests will only be accepted in respect of records set out in paragraph 7 below.
- 5.9 The information on the prescribed form must be provided to the satisfaction of the Deputy Information Office or Information Officer, failing which, the request will be delayed until such time that the information is complete.
- 5.10 A requester is required to pay the fee set out under Section B, in respect of a request for a record.
- 5.11 Notwithstanding the request fee payable in terms of paragraph 5.10 above, the requester may, if granted access to the requested record, be required to pay additional fees set out in

¹ Notwithstanding the language of preference indicated, the IRBA will only furnish the record in the requested language, if the record exists in that language.

Section B for the reproduction, search and preparation of the records or transactions related to the record that has been requested.

- 5.12 The Deputy Information Officer will notify the requester to pay the prescribed fee (if any) before any further processing of the request.
- 5.13 The Deputy Information Officer will inform the requester of the IRBA's decision within 30 days after receipt of the request, which period may be extended, on notice to the requester, by a further period not exceeding 30 days.
- 5.14 The period within which the Deputy Information Officer has to inform the requester of the decision will be subject to such extension, over and above the period mentioned in paragraph 5.13 above, as may be required to give a third party a chance to make representations to the Deputy Information Officer where the record requested is with regard to the records of that third party.
- 5.15 The time periods prescribed by the Act will not commence until such time as the Deputy Information Officer and/or the Information Officer is satisfied that all pertinent information has been furnished to the IRBA by the requester.
- 5.16 Notwithstanding a request for access to any record listed in paragraph 6 below, access to the requested record, or any part thereof, may be refused on the grounds set out in the Act.

6. SUBJECTS ON WHICH THE IRBA HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD *[Section 14(1)(d)]*

The IRBA holds the following records in its possession:

6.1 Executive

SUBJECTS	CATEGORIES OF INFORMATION
Board and Board Meetings	Particulars of Board members.
	Meeting agendas and meeting packs.
	Attendance registers.
	Resolutions.
	Minutes of meetings and minutes books.
	Opinions obtained.
	Correspondence, memoranda, submissions.
	Code of conduct signed by Board Members.
	Declaration of interest signed by Board Members.
Audit and Risk Committee (ARMCO) and ARMCO Meetings	Particulars of committee members.
	Meeting agendas and meeting packs.
	Attendance registers.
	Resolutions.
	Minutes of committee meetings and minute books.
	Opinions obtained.
	Correspondence, memoranda, submissions.
Operations Committee	Particulars of committee members.
	Meeting agendas and meeting packs.

(OPSCOM) and OPSCOM Meetings	Attendance registers.
	Resolutions.
	Minutes of committee meetings and minute books.
	Opinions obtained.
	Correspondence, memoranda, submissions.
Newsletters	IRBA Newsletter.
Website	Member search – how to search for RAs and registered audit firms.
	Legal – APA, disciplinary rules, rules regarding improper conduct, Policy regarding Postponements of Disciplinary Hearings.
	Investigations – how to lodge a complaint
	Registration – how to register as an RA and as a firm, including application forms, how to apply as a tax practitioner for recognition, how to change status to assurance.
	Education & Transformation – general information on the path to becoming an RA and how to register as an RCA, including assessment details and regulations.
	Inspections – details on various aspects of inspections, including administrative matters, communications and Public Inspections Reports.
	Auditing Pronouncements – Status and Authority of Auditing Pronouncements. CFAS Due Process Policy, other auditing pronouncements, exposure drafts, meeting dates, illustrative regulatory reports, communiques and the strategy, industry specific guides, practice alerts and Audit Quality Indicators information.
	Rules Regarding Improper Conduct and the Code of Professional Conduct for Registered Auditors (Revised 2014) and communiques.
	The Audit Tenure Rule, including communiques.
	Mandatory Audit Firm Rotation Rule, including communiques.
	Reportable Irregularities – Reportable Irregularities Guide (2006), template letters and communiques.
	News – various items of interest, including press reports and electronic copies of IRBA News.
	Contact details for the directorate.
	Requirements for continued education, training and professional development – the 2014 Continued Professional Development (CPD) Policy and the new CPD Policy.
	Audit Development Programme (ADP) webpage, containing the following information: <ul style="list-style-type: none"> • The path to become an RA; • The ADP process; • Assessment details; and • Application forms.
	Manual on the Accreditation Model of professional bodies.
	Details of accredited professional bodies.

	Application form for the accreditation of professional bodies.
	POPI Act – <ul style="list-style-type: none"> • Protection of Personal Information Act 4 of 2013 • Regulations relating to the Protection of Personal Information • Processing Notices: Board Secretariat Processing Notice; HR Processing Notice; Procurement and Marketing Processing Notice; Processing Notice for Auditors and Professional Bodies; Security Processing Notice • Operator Agreements • Data Subject Forms
Electronic Manual of Information for Registered Auditors Issued by the IRBA	APA
	Changes to the Accreditation Model and accreditation requirements.
	ADP
	Disciplinary rules.
	Policy regarding Postponements of Disciplinary Hearings.
	Rules Regarding Improper Conduct.
	Code of Professional Conduct.
	Inspections.
	Auditing standards, auditor ethics and reportable irregularities.
	Guidance on signing authority, naming conventions and stationery.
	General circulars.
Annual Reports	Board members and Executive information.
	Message from the Minister of Finance.
	Foreword by the Chairperson of the Board.
	CEO's overview.
	Strategic overview.
	Organisational structure.
	Statistics – RAs, trainee accountants.
	Feedback from statutory committee chairperson.
	Audited annual financial statements.
Finances of the IRBA	Budgets.
	Accounting records.
	Management accounts.
	Fixed asset register.
	Bank account particulars.
Procurement/ Supply Chain	Bid documents.
	Requests for quotations and responses thereto.
	Bid opening registers.
	Minutes of the various Bid Committee meetings.
	Letters to unsuccessful bidders.
	Letters of award for various contracts.

Administration	Insurance policies.
	Organisational policies.
	Lease agreements.
	Tax status of the IRBA and returns.
	Particulars of suppliers of various services rendered contracts and license agreements.
Library and Archive Material	Bound copies of various professional journals.
	Files containing information on legislation that might impact the IRBA or the profession.
	Working files regarding amendments to the APA, the Code of Professional Conduct and the Disciplinary Rules.
	Miscellaneous photographs of people and places of relevance to the IRBA's history.
	A slim volume on the history of the IRBA, as published on the 50 th anniversary of the PAAB.
Human Resources	Personal particulars of individual staff members, salaries and benefits payable, travel claims, disciplinary profile.
	Pension fund rules.

6.2 Investigations

Complaints	Complaints of alleged improper conduct by registered auditors and supporting documentation.
	Correspondence between the IRBA and complainants.
Investigations	Correspondence between the IRBA and RAs.
	Documents relevant to investigations.
	Internal documentation.
	Charge sheets.
	Imposition of sanctions through monetary fines.
	Invoices to RAs for monetary fines.
Investigating Committee	Letters of appointment for committee members.
	Particulars of the committee members.
	Meeting agendas and meeting packs.
	Attendance registers.
	Minutes of committee meetings.
	Decisions taken.
	Code of conduct signed by Investigating Committee members.
	Declaration of Interest signed by Investigating Committee members.
Enforcement Committee	Particulars of the committee members.
	Meeting agendas and meeting packs
	Attendance registers.
	Minutes of committee meetings.
	Decisions taken.

6.3 Registry/Disciplinary Hearings/Reportable Irregularities and Legal

SUBJECT	CATEGORIES OF INFORMATION
Registered Firms	Registered auditors linked to firms.
	Applications for the registration of new firms and branches.
	Contact details.
	Correspondence.
	Practice numbers.
	Share registers and certificates.
	COR39s.
	Firm classification by race, size and assurance status.
	Branches of firms.
	Assurance Work Declarations.
	Firm name changes.
	Statistical information.
Individual RAs	Firms in which RAs are employed and/or are partners.
	Contact details.
	Registration numbers.
	Applications for the registration and the amendment of the status to assurance.
	Correspondence.
	Assurance status.
	Annual returns.
	Request for the appointment of an RA by a third party.
	Age, race, gender and assurance information.
	Surname changes.
	Statistical information.
Disciplinary Processes	Charge sheets.
	Pleas.
	Notification of hearings.
	Evidence bundles.
	Correspondence between the parties.
	Internal correspondence.
	Disclosures by Disciplinary Committee members.
	Hearing attendance registers.
	Outcomes of hearings.
	Hearing transcripts.
	Minute books.
Disciplinary	Letters of appointment for committee members.

Committee	Particulars of the committee members.
	Meeting agendas (other than hearings).
	Minutes of committee meetings other than hearings.
	Code of conduct signed by Disciplinary Committee members.
	Declaration of Interest signed by Disciplinary Committee members.
Holding Out	Particulars of persons who are allegedly holding themselves out or previously held themselves out to be RAs in contravention of Section 41 of the APA, as well as correspondence and documentation relating thereto.
Reportable Irregularities	Particulars of all reportable irregularities reported to the IRBA by RAs in terms of Section 45 of the APA and correspondence relating thereto.
	List of stakeholders.
	Correspondence with stakeholders.
Litigation [<i>litigation instituted by or against the IRBA</i>]	Court papers and processes.
	Internal and external correspondence.
	Evidence bundles/records.
	Court judgements and/or orders.
Legal	Various legal opinions and research papers.
Debtors	Memorandum of Instruction.
	Invoices and statements.
	Internal and external correspondence.

6.4 Education, Training and Professional Development

SUBJECT	CATEGORIES OF INFORMATION
ADP	Career guidance information on how to become an RA.
	Application forms to register on the ADP.
	Guidance on the ADP.
	ADP Competency Framework.
	Registered candidate auditors.
	Oversight registered auditors.
	Contact details.
	Firms in which registered candidate auditors are completing the ADP.
	Relevant correspondence with registered candidate auditors.
	Applications for registration.
	Confirmation of completion.
	Six-monthly reports and Portfolios of Evidence (PoEs).
	Assessment of PoEs by the panel.
	Firm monitoring reports.
	Career guidance information on how to become an RA.

	Application forms to register on the ADP.
Public Practice Examination	Candidates' results (pass/fail).
Accreditation	Accreditation Model, including the Competency Framework.
	Details of the accredited professional body.
	Application form for accreditation.
	Applications for accreditation and monitoring submissions by professional bodies.
	Relevant correspondence with professional bodies.
Continuing Professional Development	CPD Policy (the 2014 and 2020 policies, respectively).
	Guidance to the 2020 CPD Policy.
	Relevant correspondence with RAs selected for the monitoring of CPD.
Training	Details of candidates completing, or those who have completed, their training contracts.
Critical Skills	Relevant correspondence with foreign nationals relating to their confirmation of intention to study towards becoming an RA, for the purposes of visa applications.
Education Committee and Sub-committees	Letters of appointment for committee members.
	Particulars of committee members.
	Meeting agendas and meeting packs.
	Attendance registers.
	Decisions taken.
	Minutes of committee and sub-committee meetings.
	Code of conduct signed by Education Committee and Sub-committee members.
	Declaration of Interest signed by Education Committee and Sub-committee members.

6.5 Inspections

SUBJECT	CATEGORIES OF INFORMATION
Individual RAs and Firms	Inspection dates.
	Inspection files.
	Inspection reports.
	Risk/Business Intelligence information.
	Remedial action information.
Workshops on Inspections and Auditing Standards	Handouts and slides.
Inspections Committee	Letters of appointment for committee members.
	Particulars of committee members.

	Meeting agendas and packs.
	Attendance register.
	Decisions taken.
	Minutes of committee meetings.
	Code of conduct signed by Inspections Committee members.
	Declaration of Interest signed by Inspections Committee members.

6.6 Standards

SUBJECT	CATEGORIES OF INFORMATION
Auditing Pronouncements Issued	Status and Authority of Pronouncements and Due Process Policy.
	Committee for Auditing Standards Strategy and membership.
	IAASB Handbook of International Quality Control, Auditing, Review, Other Assurance, and Related Services Pronouncements – Volumes I, II and III.
	South African Standards on Assurance Engagements.
	South African Auditing and Assurance Engagements Practice Statements.
	Guides.
	Staff Audit Practice Alerts.
	Illustrative auditor's and assurance reports.
	Communiques.
	Exposure drafts issued for comment and comment letters received.
Ethics Pronouncements Issued	Rules Regarding Improper Conduct.
	IRBA Code of Professional Conduct for Registered Auditors.
	Committee for Auditor Ethics membership.
	IESBA Handbook of the International Code of Ethics for Professional Accountants.
	Communiques.
	Exposure drafts issued for comment and comment letters received.
Reportable Irregularities	Reportable Irregularities Guide.
	Template letters.
Committee for Auditing Standards (CFAS) and Committee for Auditor Ethics (CFAE)	Letters of appointment for committee members.
	Particulars of committee members.
	Meeting agendas and meeting packs.
	Attendance register.
	Decisions taken.
	Minutes of committee meetings.
	Code of Conduct signed by CFAS and CFAE members.
	Declaration of Interest signed by CFAS and CFAE members.

6.7 Other

SUBJECT	CATEGORIES OF INFORMATION
Various Records Held in Accordance with Legislative Requirements	Auditing Profession Act 26 of 2005, as amended.
	Public Finance Management Act 1 of 1999
	Employment Equity Act 55 of 1998, as amended.
	Basic Conditions of Employment Act 75 of 1997, as amended.
	Skills Development Act 97 of 1998, as amended.
	Unemployment Insurance Fund Act 63 of 2001, as amended.
	Unemployment Insurance Contributions Act, No. 4 of 2002, as amended.
	Occupational Health and Safety Act 85 of 1993, as amended.
	Broad-Based Black Economic Empowerment Act 53 of 2003, as amended.

6.8 Information Related to POPIA

In terms of POPIA the IRBA is required to provide Data Subjects² with a description of the personal information which we process, why it is processed, and who it may share this information with, which detail is set out below:

6.8.1 Personal information processed by the IRBA

The type of personal information that is processed by the IRBA will depend on the purpose for which it is collected.

The IRBA will disclose to data subjects why the personal information is being collected and will process the personal information for that purpose only, which is done under specific and detailed processing notices housed on the IRBA website.

Below is a listing of the personal information that is processed by the IRBA, including the category of data subjects that it belongs to. The information provided under this section refers to broad categories of information and is not exhaustive.

Natural persons	Names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence.
Juristic persons / entities	Names of contact persons; names of legal entities; physical and postal addresses and contact details; financial information; registration numbers; founding documents; tax related information; authorised signatories; details relating to the management and ownership of entities

² The individual or juristic person owning personal information.

Foreign persons / entities	Names; contact details; physical and postal, financial information addresses; date of birth; passport numbers; tax related information; nationality; gender; confidential correspondence; registration numbers; founding documents; tax related information; authorised signatories, details relating to the management and ownership of entities
RA's	Natural persons: names; contact details; physical and postal addresses; date of birth; ID numbers; tax related information; nationality; gender; confidential correspondence, employment history, qualifications, criminal behaviour and/or criminal records
Audit Firms	Juristic persons / entities: names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; details relating to the management and ownership of entities
Board Members, Executives, Committee members, Employees and related parties	Names, contact details; physical and postal addresses; date of birth, ID number gender, pregnancy; marital status; race, age, language, education information; financial information; employment history; next of kin; children's name, gender, age, physical and postal address; opinions, criminal behaviour and/or criminal records; well-being; external commercial interests; medical information
Website end-users / Application end-users	Names, electronic identification data: IP address; log-in data, cookies, electronic localisation data; cell phone details, GPS data

6.8.2 Sharing of personal information

The IRBA may supply personal Information to the following potential recipients, which list is not exhaustive:

- a) IRBA Board and Committees;
- b) IRBA Management;
- c) IRBA Employees;
- d) IRBA Operators;
- e) IRBA Stakeholders;
- f) IRBA Executive Authority;
- g) Regulators and governmental bodies; and
- h) Other third-party recipients

6.8.3 Cross border exchanges

The IRBA may disclose personal information processed by it to any of its associate entities or third-party service providers outside of South Africa, with whom it engages in business or whose services or products it elects to use, including cloud services hosted in international jurisdictions.

Personal information may also be disclosed where the IRBA has a legal duty or a legal right to do so.

The IRBA will, in this regard, endeavour to enter into written agreements to ensure that other parties comply with the POPIA and the IRBA's confidentiality and privacy requirements.

6.8.4 General description of information security measures

IRBA employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to, or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

- a) Firewalls;
- b) Virus protection software and update protocols;
- c) Logical and physical access control;
- d) Secure setup of hardware and software making up the IRBA information technology infrastructure; and

Outsourced service providers who are contracted to implement security controls and/or provide secure records storage facilities.

6.8.5 Requests

Data Subjects have the right to:

- a) request the correction, deletion or destruction of their personal information, in the prescribed form, which form is attached hereto under part C and marked Form 2.
- b) object to the processing of their personal information using the prescribed form, attached hereto under part C and marked Form 2.

Any request for access to personal information as per the provisions of POPIA, must be made in accordance with the provisions set out under this PAIA Manual. (See paragraph 5 above)

7. AUTOMATIC DISCLOSURE IN TERMS OF SECTION 15 OF THE ACT

The following categories of information are automatically available from the IRBA, without a person having to formally request access in terms of the Act.

7.1 Executive

Information	Cost
Manual of Information (electronic copy)	Free of charge
IRBA News	Free of charge
Annual Reports and Integrated Reports	Free of charge

7.2 Legal

Information	Cost
Membership registers (extract from)	Free of charge
Firm register (extract from)	Free of charge
Letters of confirmation of registration	Free of charge
Reportable Irregularities Guide and template letters	Free of charge

7.3 Education and Training

Information	Cost
Accreditation Model	Free of charge
Candidates Guide to ADP and the RA career path	Free of charge
Competency Framework	Free of charge
CPD Policy and Guidance on the application of the CPD Policy	Free of charge

7.4 Standards

Information	Cost
Auditing pronouncements and exposure drafts	Free of charge
Ethics pronouncements and exposure drafts	Free of charge

7.5 Inspections

Information	Cost
Public Inspections Report	Free of charge
Inspections Cycle Strategy and process	Free of charge
Audit Quality Indicators (AQI) report	Free of charge

8. DESCRIPTION OF SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC AND HOW TO GAIN ACCESS TO THESE [section 14(1)(f)]

The following services are available to the public from the IRBA:

DEPARTMENT	SERVICE	HOW TO ACCESS THE SERVICE
8.1 Executive	Assistance to members of the public on how to obtain various publications of the <i>Board (i.e., the Annual Report, the Integrated Report, IRBA News)</i> .	Requests can be made in writing; alternatively approach the office directly or access these on the IRBA website.
8.2 Legal	Assistance to members of the public with enquiries of a general nature regarding the registration status of RAs and RA firms.	Enquiries can be made verbally in person or telephonically. Alternatively, enquiries may be made in writing or information can be accessed on the IRBA website.
	The prosecution of complaints of improper conduct by RAs.	Disciplinary hearings are open to the public. Dates of scheduled hearings can be accessed on the IRBA website.
	Holding out complaints	Any RA, firm, member of the public, an association or an organisation may, in writing , lodge a complaint if they believe anyone who is not registered as an auditor is holding out as such
	Assistance to members of the public with queries of a general nature regarding reportable irregularities.	Enquiries can be made verbally in person or in writing via email.
8.3 Investigations	Assistance to members of the public with enquiries of a general nature regarding the conduct of an RA.	Enquiries can be made telephonically or via email.

	The investigation of complaints of improper conduct by RAs.	Any member of the public, an association or an organisation may lodge a complaint against an RA, if they believe that the RA is guilty of improper conduct. This must be by way of an original affidavit. The complaints are then investigated and presented to the Investigating Committee, which deliberates and recommends outcomes to the Enforcement Committee. The Enforcement Committee makes the final decisions on outcomes which are then communicated to the parties concerned.
8.4 Education, Training and professional Development	Assistance to members of the public with enquiries of a general nature regarding education, training and Assessment requirements for registration as an RCA or RA.	Enquiries may be addressed telephonically, in writing, or by accessing the IRBA website.
	Confirmation of intention to study towards and register as an RA for the purposes of visa applications (non- residents).	Requests can only be made in writing by non- resident individuals intending to pursue the RA career path to confirm the stage of the programme they have completed and the remaining requirements to register as an RA, for the purpose of their visa applications.
8.5 Standards	Issue Audit Pronouncements.	Enquiries may be addressed telephonically, by appointment, in writing, or by accessing the IRBA website.
	Assistance to members of the public with enquiries of a general nature regarding auditing standards, auditor ethics (queries regarding the Code of Professional Conduct).	Enquiries may be addressed telephonically, by appointment, in writing, or by accessing the IRBA website.

9. PARTICIPATION IN THE FORMULATION OF THE POLICY/EXERCISE OF POWERS/PERFORMANCE OF DUTIES *[Section 14(1)(g)]*

- 9.1 The IRBA, with the support of the relevant committees, adopts, develops, issues and prescribes auditing pronouncements that comprise standards of professional competence, rules regarding improper conduct and the Code of Professional Conduct for registered auditors. The IRBA also prescribes Rules.
- 9.2 Prior to the prescription of the above pronouncements and/or Rules, the IRBA publishes the proposed documents for comments by interested and/or affected parties. It is through this publication process that interested persons may make representations or participate in or influence the formulation of the policy, the exercise of IRBA powers or the performance by the IRBA of its duties.

10. DESCRIPTION OF REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE IRBA *[Section 14(1)(h)]*

- 10.1 The requester may lodge an internal appeal with the IRBA Information officer, where any of the following decisions were taken by the Deputy Information Officer:
- 10.1.1 A decision not to grant access to a record;
 - 10.1.2 A decision to extend the time period to deal with the request;
 - 10.1.3 Fee charged;
 - 10.1.4 The refusal to grant the requester any part of the record sought; and/or
 - 10.1.5 The refusal to grant the requested access to the record in the requested format.
- 10.2 The following procedures will apply to appeals:
- 10.2.1 The requester must complete the relevant appeal Form C, attached hereto under Part C, within 60 days of receipt of the decision sought to be appealed.
 - 10.2.2 After completing the form, the requester must send it to the Information Officer.
 - 10.2.3 The requester may request to be informed of the outcome of the appeal in any manner other than a written reply, for example, telephonically.
 - 10.2.4 The person appealing must supply their contact details.
 - 10.2.5 The Information Officer will respond to the appeal within 10 working days; and if the appeal failed, reasons will be provided in terms of the Act.
- 10.3 In the event that an internal appeal fails, or the decision set out in 10.1 was taken by the Information Officer, the requester retains the right to approach a court of competent jurisdictions for:
- 10.3.1 An order reviewing and setting aside the decision of the IRBA; or
 - 10.3.2 In the case of non-compliance by the IRBA, an order compelling the IRBA to comply with the relevant provisions of the Act.

11. OTHER INFORMATION AS PRESCRIBED IN TERMS OF THE ACT *[Section 14(1) (i)]*

There is currently no information available from the Minister of Justice and Constitutional Development, in terms of Section 92 of the Act, to be disclosed hereunder.

12. UPDATING OF THE MANUAL *[Section 14(2)]*

The IRBA will update and publish this Manual as and when required, but at least once a year.

13. AVAILABILITY OF THE MANUAL *[Section 14(3)]*

13.1 This Manual is available in three official languages, namely, English, Afrikaans and isiZulu.

13.2 The Manual is available on the IRBA website and at the IRBA offices.

14. EXEMPTION FROM ANY PROVISION OF SECTION 14 OF THE ACT *[Section 14(5)]*

The IRBA has not been exempted by the Minister of Justice and Constitutional Development from complying with any of the provisions of Section 14 of the Act for either security, administrative or financial reasons.

15. PAYMENT METHOD

15.1 All payments shall be made through deposits in the IRBA's bank account. The banking details will be provided on application.

15.2 No request may be processed unless the request fee, where applicable, has been paid (Section 22(1)).

B. PRESCRIBED FEES FOR RECORDS HELD BY A PUBLIC BODY, AS STIPULATED IN THE CURRENT REGULATIONS TO THE ACT

The fees payable for access to records in terms of Regulation 8 of the PAIA Regulations 2021, are as follows:

Description	Amount
The request fee payable by every requester	R100.00
Photocopy of A4-size page	R1.50 per page or part thereof.
Printed copy of A4-size page	R1.50 per page or part thereof.
For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor)	R40.00
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
Copy of visual images	
Transcription of an audio record, per A4-size page	R24.00
Copy of an audio record on: (i) Flash drive (to be provided by requestor)	R40.00
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.	R100.00
To not exceed a total cost of	R300.00
Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
Postage, e-mail or any other electronic transfer	Actual expense, if any.

For the purposes of Section 22(2) of the Act, the following applies:

If the IRBA's Information Officer or Deputy Information Officer believes that the collection and reproduction of the requested records will take longer than six hours, a third of the access fee may be payable upfront as a deposit, and the requester will be notified accordingly.

If the record is not provided in the originally requested format, the access fee charged will not exceed the fee that would have been charged had access been granted in the originally requested format.

C: PAIA FORMS

FORM 2 - REQUEST FOR ACCESS TO RECORD

FORM 3 - OUTCOME OF REQUEST AND OF FEES PAYABLE

FORM 4 - LODGING OF AN INTERNAL APPEAL

FORM 5 - LODGING OF A COMPLAINT

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"			
<input type="checkbox"/> Request is made in my own name	<input type="checkbox"/> 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

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 <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 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:	

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

.....

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

FORM 3- OUTCOME OF REQUEST AND OF FEES PAYABLE

[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.

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 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
1.	Request fee payable by every requester	R100.00		
2.	Photocopy of A4-size page	R1.50 per page or part thereof		
3.	Printed copy of A4 -size page	R1.50 per page or part thereof		
4.	For a copy in a computer-readable form on: (i) Flash drive •To be provided by requestor	R40.00		
5.	For a transcription of visual images per A4- size page	Service to be outsourced. Will depend on the quotation of the service provider		
6.	Copy of visual images			
7.	Transcription of an audio record, per A4-size	R24.00		
8.	Copy of an audio record (i)Flash drive •To be provided by requestor	R40.00		
	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. To not exceed a total costs of	R100.00 R300.00		
	Deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8		
	Postage, e-mail or any other electronic transfer	Actual expense, if any		
	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)	
-----------------	--	--	--

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

FORM 4- LODGING OF AN INTERNAL APPEAL

[Regulation 9.]

Reference number:

PARTICULARS OF PUBLIC BODY				
Name of public body:				
Name and surname of information officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full names:				
Identity number:				
Postal address:				
Contact numbers:	Tel. (B):		Facsimile:	
	Cellular:			
E-mail Address:				
Is the internal appeal lodged on behalf of another person?			Yes	No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)				
Full names:				
Identity number:				
Postal address:				
Contact numbers:	Tel. (B):		Facsimile:	
	Cellular:			
E-mail Address:				
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED (mark the appropriate box with an "X")				
Refusal to grant access to a record:				
Decision regarding fees prescribed in terms of section 22 of the Act:				
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of the Act:				
Decision in terms of section 29 (3) of the Act to refuse access in the form requested by the requester:				
Refusal to grant any part of the record sought:				

GROUNDS FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form, all the additional pages must be signed.)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at this day of 20

.....

Signature of appellant/Third party

.....

FOR OFFICIAL USE OFFICIAL RECORD OF INTERNAL APPEAL			
Appeal received by: (state rank, name and surname of Information officer)			
Date received:			
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:	Yes		
	No		
OUTCOME OF APPEAL			
Refusal to grant access to a record. Confirmed?	Yes	New decision (if not confirmed)	
	No		
Fees (Sec 22). Confirmed?	Yes	New decision (if not confirmed)	
	No		
Extension (Sec 26 (1)). Confirmed?	Yes	New decision (if not confirmed)	
	No		
Access (Sec 29 (3)). Confirmed?	Yes	New decision (if not confirmed)	
	No		
Refusal to grant any part of the record sought . Confirmed?	Yes	New decision (if not confirmed)	
	No		

Signed at this day of 20

.....

Relevant authority

FORM 5 - LODGING OF A COMPLAINT

[Regulation 10.]

<p><i>Note:</i></p>
<p>1.This form is designed to assist the Requester (hereinafter referred to as “the Complainant”) in requesting a review of a public or private body’s response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“PAIA”).</p> <p>Please fill out this form and send it to the Information Regulator or complete the online complaintform available at https://www.justice.gov.za/infoereg/.</p>
<p>2.PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part E of this complaint form.</p>
<p>3.It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as “the Body”) an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed PAIA form and submit it to the Body.</p>
<p>4.A copy of this form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.</p>
<p>5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.</p>

6. Please attach copies of the following documents, if you have them:

- Copy of the form to the Body requesting access to records;
- The Body's response to your complaint or access request;
- Any other correspondence between you and the Body regarding your request;
- Copy of the appeal form, if your complaint relates to a public body;
- The Body's response to your appeal;
- Any other correspondence between you and the Body regarding your appeal;
- Documentation authorizing you to act on behalf of another person (if applicable);
- Court order or court documents relevant to your complaint, if any.

7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

TO:

The Information Regulator
P.O Box 31533
Braamfontein,
2017

E-mail address: infoereg@justice.gov.za

Tel number: +27 (0) 10 023 5200

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

☐ Complainant personally

☐ Representative of complainant

☐ Third party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes	No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes	No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes	No	
Have you applied to Court for appropriate relief regarding this matter?	Yes	No	

FOR INFORMATION REGULATOR'S USE ONLY				
Received by: (Full names)				
Position:				
Signature:				
Complaint accepted:		Yes		No
Reference Number:				
<div style="text-align: center;"><i>Date stamp</i></div>				

Postal address	Facsimile	Other electronic communication (<i>Please specify</i>)

PART A PERSONAL INFORMATION OF COMPLAINANT				
Full names:				
Identity number:				
Postal Address:				
Street Address:				
E-mail Address:				
Contact numbers:	Tel. (B):		Facsimile	
	Cellular			
PART B REPRESENTATIVE INFORMATION <i>(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)</i>				
Full names of representative:				
Nature of representation:				
Identity number/Registration number:				
Postal Address:				
Street Address:				
E-mail Address:				
Contact numbers:	Tel. (B):		Facsimile	
	Cellular			
PART C THIRD PARTY INFORMATION <i>(Please attach letter of authorisation)</i>				
Type of body:	Private		Public	
Name of *public/private body:				
Registration number (if any):				
Name, surname and title of person authorised to lodge complaint:				
Postal Address:				
Street Address:				
E-mail Address:				
Contact numbers:	Tel. (B):		Facsimile	
	Cellular			

PART D BODY AGAINST WHICH THE COMPLAINT IS LODGED				
Type of body:	Private		Public	
Name of *public/private body:				
Registration number (if any):				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request to access of information:				
Postal Address:				
Street Address:				
E-mail Address:				
Contact numbers:	Tel. (B):		Facsimile	
	Cellular			
Reference number given (if any):				
<p align="center">PART E COMPLAINT</p> <p align="center"><i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public body for response and possible resolution; there are limited exceptions)</i></p>				
Date on which request for access to records submitted:				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body:				
Have you attempted to resolve the matter with the organisation?	Yes		No	
If yes, when did you receive it? (Please attach the letter to this application.)				
Did you appeal against a decision of the information officer of the public body?	Yes		No	
If yes, when did you lodge an appeal?				

Have you applied to Court for appropriate relief regarding this matter?		Yes		No
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				
PART F DETAILED TYPE OF ACCESS TO RECORDS <i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>				
Unsuccessful appeal: (Section 77A (2) (a) or section 77A (3) (a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>			
Unsuccessful application for condonation: (Sections 77A (2) (b) and 75 (2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>			
Refusal of a request for access: (Section 77A (2) (c) (i) or 77A (2) (d) (i) or 77A (3) (b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>			
The body requires me to pay a fee and I feel it is excessive: (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>			
	<i>The tender or payment of a deposit.</i>			
Repayment of the deposit: (Section 22 (4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>			
Disagree with time extension: (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>			
Form of access denied: (Section 29 (3) or 60 (a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>			
Deemed refusal: (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>			
	<i>Extension period has expired and no response was received.</i>			
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>			
No adequate reasons for the refusal of access: (Section 56 (3) (a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>			
Partial access to record: (Section 28 (2) or 59 (2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>			

Fee waiver: (Section 22 (8) or 54 (8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records:	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights): (Section 50 (1) (a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request: (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other: (Please explain):		
PART G EXPECTED OUTCOME		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

- ☐ I agree that the information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.
- ☐ The information in this Complaint Form is true to the best of my knowledge and belief.
- ☐ I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.
- ☐ I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.
- ☐ If any of my contact information changes during the complaint process, it is my responsibility to

inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at this day of 20

.....

Complainant/Representative/Authorised person of Third party

RELEVANT POPIA FORMS

FORM 1 – OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

FORM 2 – REQUEST FOR CORRECTION OF DELETION OF PERSONAL INFORMATION

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)

[Regulation 2.]

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FORM 2

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

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3.]

Note:

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

Mark the appropriate box with an "x".

Request for:

<input type="checkbox"/>	Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
<input type="checkbox"/>	Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

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

D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24 (1) (a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24 (1) (b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN (Please provide detailed reasons for the request)
Signed at	_____ this _____ day of _____ 20_____

	Signature of data subject/designated person