



Empowering students to shape
a **brighter** future.

INTERNATIONAL SCHOOL OF CAPE TOWN (PROPRIETARY) LIMITED

(Registration No. 2002/026764/07)

(hereafter "**ISCT**")

ACCESS TO INFORMATION MANUAL

PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT

ACT 2 OF 2000

(**"PAIA Manual"**)



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1. INTRODUCTION

- 1.1 The Promotion of Access to Information Act, 2 of 2000 ("**PAIA**" or "**the Act**") was enacted on 3 February 2000, coming into effect 9 March 2001, and the Protection of Personal Information Act, 4 of 2013 ("**POPIA**") was enacted in November 2013 and came into effect 1 July 2020.
- 1.2 The Information Regulator is now responsible for regulating the flow and protection of information in terms of PAIA and POPIA respectively, and is mandated with overseeing compliance with both PAIA and POPIA.
- 1.3 The purpose of PAIA is to exercise the rights contained in Section 32(2) of the Constitution of the Republic of South Africa, which provides that any person has a right to gain access to any information held by a private or public body, and the purpose of POPIA is to protect the constitutional right to privacy.
- 1.4 If a record is requested from a private body, in this case ISCT, the requester must prove that the record is required for the exercise or protection of a right.
- 1.5 Where a request for access is made to ISCT in terms of PAIA, ISCT is obliged to release the information, subject to applicable legislative and/or regulatory requirements, except where PAIA expressly provides that the information may or must not be released. PAIA also sets out the relevant procedure to be adopted when requesting information from a private body.

2. PURPOSE OF THE MANUAL IN TERMS OF PAIA

- 2.1 ISCT was established in 1998 and is a private co-educational school offering a respected British-style education through its Cambridge IGCSE Extended curriculum.
- 2.2 ISCT is committed to protecting the right to privacy while advocating transparency in all its business activities. This Manual is relevant and has application to ISCT.
- 2.3 The purpose of this Manual is to set out the records and information held by ISCT, and to assist people wishing to access this information in terms of PAIA from ISCT.
- 2.4 The latest version of this Manual must always be consulted and can be found at www.isct.co.za. It is also available to view by appointment at ISCT's premises, being Woodland Heights, 4 Edinburgh Close, Claremont, Cape Town, 7806, as well as in hard or soft copy upon request in writing to Company's Information Officer at **popia@isct.co.za** on the prescribed form and upon payment of the prescribed fee.

3. COMPANY DETAILS

Name: : International School of Cape Town (Proprietary) Limited
Physical Address : Woodland Heights, 4 Edinburgh Close, Claremont, Cape Town, 7806

Postal Address : Postnet Suite 320, Private Bag X18, Rondebosch, Cape Town, 7701
Email : popia@isct.co.za
Contact No. : 021 761 6202
Website : <https://www.isct.co.za>

4. CONTACT DETAILS OF THE HEAD OF ISCT (SECTION 51(1)(A) OF PAIA)

Head : Katherine Reed
Physical Address : Woodland Heights, 4 Edinburgh Close, Claremont, Cape Town, 7806
Email : popia@isct.co.za Contact No. : 021 761 6202

5. DETAILS OF ISCT'S INFORMATION OFFICER (SECTION 51(1)(B) OF PAIA)

5.1 ISCT's Information Officer in terms of PAIA is also ISCT's appointed Information Officer in terms of POPIA (see ISCT's POPIA Policy available at www.isct.co.za)

5.2 All requests for information in terms of PAIA must be addressed to the Information Officer and/or the Deputy Information Officer.

5.3 The details of ISCT's Information Officer are:

Name : Katherine Reed
Physical Address : Woodland Heights, 4 Edinburgh Close, Claremont, Cape Town, 7806
Email : popia@isct.co.za Contact No. : 021 761 6202

6. THE LATEST NOTICE IN TERMS OF SECTION 52(2) OF PAIA, IF ANY

6.1 In terms of Section 52 of PAIA, a private body may, on a voluntary and periodic basis, make available a description of categories of records of ISCT which are automatically available without a person having to request access in terms of PAIA.

This includes records which are available:

- 6.1.1 for inspection;
- 6.1.2 for purchase or copying from the private body; and
- 6.1.3 from the private body free of charge.

6.2 At this stage, no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access from ISCT in terms of PAIA.

6.3 Notwithstanding clause 6.2, records of a public nature, typically those disclosed on ISCT's website and in their various annual reports, may be accessed without the need to submit a formal application.

7. RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS INFORMATION IN TERMS OF PAIA

7.1 This clause serves as a reference to the categories of information ISCT holds. The information is confidential and grouped according to records relating to the following categories and subjects:

CATEGORIES	SUBJECT MATTER	AVAILABILITY
Governance	Constitution of the BoG Minutes of meetings Minutes of BoG committees Details of members of the school Board of Governors Operational and administrative records	Available on request Available on request Available on request Names published on website; other details available on request Available on request
Finance	Annual audited financial statements Monthly management accounts Invoices Credit notes Receipts Payment schedules PAYE, SDL, UIF reports Insurance policies and claims Petty cash book School fees Software licences Assets register	Available on request Available on request Available on request Available on request Available on request Available on request Available on request Available on request Available on request Available on request Available on request
School policies	Internal policies	Available on request
Learners' academic and extracurricular activities records,	Quarterly progress report Annual promotion schedules Copies of Cambridge	Available on request but learners who require their own records may make verbal applications. As above As above

disciplinary record	certificates / statement of results Academic awards Sports awards Culture awards Other awards Learners' personal files (profiles) Past Learners information	As above As above As above As above As above As above
Personnel records (including employees, contractors, volunteers)	Contracts of employment & Personal files Discipline register Staff meeting minutes Attendance register Workman's Compensation claims Appraisals Applications and interview materials	Employees who require their own records may make verbal requests. Available on request Available on request Available on request Available on request Available on request Available for only six months after the appointment process
School suppliers/service providers	Tender documents Contracts Invoices Service providers' compliance documentation	Available on request Available on request Available on request Available on request
Statutory compliance	PAIA Manual POPIA Policy Employment Equity Plan	Available on website, or upon request in writing electronically or at reception office. Same as above Available on request
Database of parents and learners	Application forms and updates Admission register	Available on request Available on request
Safety	Safety committee members' details Incident register Accident register Safety committee quarterly meeting minutes Safety reports	Available on request Available on request Available on request Available on request Available on request

Professional management	Circulars and instructions from Cambridge Official school logbook Copies of all examination question papers and accompanying memoranda School timetable Class registers	Available on request Available on request Available on request Available on request Available on request
News	Special letters to parents	Available on request
Information Technology	Information Systems Network Security	Available on request Available on request
	Technology Assets	Available on request

7.2 In addition to the aforementioned categories of information which ISCT holds, ISCT keeps records in respect of other parties including (without limitation): its banks, beneficiaries, auditors, legal advisors and consultants, suppliers, service providers, learners, and general market conditions.

7.3 In addition, such other parties may possess records which can be said to belong to ISCT.

7.4 The following records fall under this category:

7.4.1 Personnel, learner, affiliate, partner or Company records which are held by another party, as opposed to the records held by ISCT itself.

7.4.2 Records held by ISCT pertaining to other parties, including, but not limited to, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about contractors and/or suppliers.

7.4.3 ISCT may possess records pertaining to other parties, including, but not limited to, affiliates, venture partners, contractors, suppliers and service provides. Alternatively, such other parties may possess records that can be said to belong to ISCT.

7.5 Note that the accessibility of records may be subject to the grounds of refusal set out in this PAIA Manual. Amongst others, records deemed confidential on the part of a third party, will necessitate permission from the party concerned, in addition to the normal requirements, before ISCT will consider access.

8. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Where applicable to its operations, ISCT may also retain records and documents in terms of the legislation listed below. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreements or otherwise, records that are required to be made available in terms of the below-listed legislation shall be made available for inspection by requesting parties in terms of the requirements and conditions of PAIA, the below mentioned respective legislation, and applicable internal policies and procedures, should such requesting party be entitled to such information. A request to access must be done in accordance with the prescriptions of PAIA and as set out herein.

- 8.1 Basic Conditions of Employment Act 75 of 1997
- 8.2 Broad-Based Black Economic Empowerment Act 53 of 2003
- 8.3 Companies Act 71 of 2008
- 8.4 Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 8.5 Competition Act 89 of 1998
- 8.6 Consumer Protection Act 68 of 2008
- 8.7 Copyright Act 61 of 1978
- 8.8 Electronic Communications and Transactions Act 25 of 2002
- 8.9 Employment Equity Act 55 of 1998
- 8.10 Financial Advisory and Intermediary Services Act no 37 of 2002
- 8.11 Financial Intelligence Centre Act 38 of 2001
- 8.12 Income Tax Act 58 of 1962
- 8.13 Insolvency Act 24 of 1936
- 8.14 Insurance Act 27 of 1943
- 8.15 Intellectual Property Laws Amendments Act 38 of 1997
- 8.16 Interception and Monitoring Prohibition Act 127 of 1992
- 8.17 Labour Relations Act 66 of 1995
- 8.18 Legal Practice Act 28 of 2014

- 8.19 Long Term Insurance Act 52 of 1998
- 8.20 Occupational Health and Safety Act 85 of 1993
- 8.21 Prevention of Organised Crime Act 121 of 1998
- 8.22 Promotion of Access to Information Act, 2000
- 8.23 Protection of Businesses Act 99 of 1978
- 8.24 Protection of Personal Information Act, 2013
- 8.25 Regional Services Councils Act 109 of 1985
- 8.26 Regulation of Interception of Communications and Provision of CommunicationRelated Information Act 70 of 2002
- 8.27 SA Schools Act 84 of 1996
- 8.28 Sectional Titles Act 95 of 1986
- 8.29 Short Term Insurance Act 53 of 1998
- 8.30 Skills Development Act 97 of 1998
- 8.31 The Co-operatives Act 14 of 2005
- 8.32 The Fund-Raising Act 107 of 1978
- 8.33 The National Credit Act 34 of 2005
- 8.34 Trade Marks Act 194 of 1993
- 8.35 Trust Property Control Act 57 of 1988
- 8.36 Unemployment Insurance Act 63 of 2001
- 8.37 Unemployment Insurance Contributions Act 4 of 2002
- 8.38 Value Added Tax Act 89 of 1991

Note that the accessibility of records may be subject to the grounds of refusal set out in this PAIA Manual.

9. REQUEST FOR ACCESS TO INFORMATION - REQUESTING PROCEDURE

- 9.1 The requester must comply with all the procedural requirements contained in PAIA and in this Manual relating to the request for access to a record and/or information held by ISCT.

- 9.2 A request for access to information held by ISCT must be submitted in writing, using the Information Access Request Form in **Annexure A**, addressed to the Information Officer at the email address provided in this Manual, and must include sufficient details as required in the Information Access Request Form to enable ISCT to identify the record being requested and the requestor.
- 9.3 Upon receipt of the completed Information Access Request Form and proof of payment of the prescribed fees, ISCT will consider the request and provide a response within 30 (thirty) calendar days.
- 9.4 Should the request be denied, reasons for the denial will be provided.
- 9.5 If an individual is unable to complete the Information Access Request Form in Annexure A because of illiteracy or disability, such a person may make the request orally.
- 9.6 The requester must pay the prescribed fee before any further processing can take place.
- 9.7 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 9.8 If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit, notify the requester that it is not possible to give access to the requested record. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the Information Access Request Form, unless the Information Officer refuses access to such record.
- 9.9 All information listed in this clause 9 and required in the Information Access Request Form should be provided, failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information.
- 9.10 The Information Officer is entitled to sever and/or redact a record / information requested, if possible, and grant access only to that portion requested and which is not prohibited from being disclosed.

10. REFUSAL OF ACCESS TO RECORDS

ISCT is entitled to refuse a request for information. The main grounds for ISCT to refuse a request for information relates to:

- 10.1 mandatory protection of the privacy of a third party who is a natural or a deceased person or juristic person, as included in the POPIA, which would involve the unreasonable disclosure of personal information of that natural or juristic person;
- 10.2 mandatory protection of personal information and for disclosure of personal information to comply with the provisions of POPIA and any other legislative, regulatory or contractual agreements;
- 10.3 mandatory protection of the commercial information of a third party, if the record contains:
 - 10.3.1 trade secrets of the third party;
 - 10.3.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - 10.3.3 information disclosed in confidence by a third party to ISCT, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 10.4 mandatory protection of confidential information of third parties if it is protected in terms of any agreement, unless that third party provides consent to disclosure;
- 10.5 mandatory protections of records which would be regarded as privileged in legal proceedings, unless such privilege has been waived;
- 10.6 commercial activities of ISCT, which may include:
 - 10.6.1 a computer program and/or software which is owned by ISCT and/or licensed by ISCT, and which is protected by intellectual property rights, including copyright;
 - 10.6.2 the research information of ISCT or a third party, if its disclosure would disclose the identity of ISCT, the researcher or the subject matter of the research and would place the research at a disadvantage; and
- 10.7 requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

11. REMEDIES AVAILABLE WHEN ISCT REFUSES A REQUEST

11.1 Internal Remedies

- 11.1.1 ISCT does not have an internal appeal procedure. The decision made by the Information Officer is final.

11.1.2 Requesters will have to exercise such external remedies at their disposal, as set out below, if the requester is not satisfied with the response supplied by the Information Officer.

11.2 External Remedies

11.2.1 A requester that is dissatisfied with the Information Officer's response to the request for information may, within 180 (one hundred and eighty) calendar days of notification of the decision, lodge a complaint with the Information Regulator and/or apply to the appropriate Court to challenge the decision of the Information Officer and to seek relief.

11.2.2 A third party dissatisfied with the Information Officer's decision to grant a request for information to a requester may, within 180 (one hundred and eighty) calendar days of notification of the decision, lodge a complaint with the Information Regulator and/or apply to the appropriate Court to challenge the decision of the Information Officer and to seek relief.

11.2.3 Should a requester wish to lodge a complaint with the Information Regulator, it may do so at:

JD House, 27 Stiemens Street / PO Box 31533

Braamfontein, Johannesburg, 2017

Tel: 010 023 5207

Email: PAIAComplaints.IR.@justice.gov.za / infoereg@justice.gov.za / PAIAComplaints@infoeregulator.org.za

12. FEES

12.1 All fees applicable are as prescribed and as amended. Please refer to the SAHRC website <https://www.sahrc.org.za/index.php/understanding-paig> for the latest fees.

12.2 The current fees are as follows:

12.2.1 Where ISCT has voluntarily published a list of categories of records that will automatically be made available to any person requesting access thereto, the only charges that may be levied for obtaining such records will be reproduction fees:

Request fee (Payable on every request)	R 140.00
Photocopy of an A4 page or part thereof	R 2.00

Printed copy of an A4 page or part thereof	R 2.00
Hard copy on flash drive	R 40.00

(Flash drive to be provided by requestor)	
Hard copy on a compact disc (Compact disc to be provided by requestor)	R 40.00
Hard copy on a compact disc (Compact disc to be provided by the Company)	R 60.00
Transcription of visual images per A4 page	As per quotation of service provider
Copy of visual images	As per quotation of service provider
Transcription of an audio record per A4 page	R 24.00
Copy of an audio record on flash drive (Flash drive to be provided by requestor)	R 40.00
Copy of an audio on a compact disc (Compact disc to be provided by requestor)	R 40.00

Copy of an audio on a compact disc (Compact disc to be provided by the Company)	R 60.00
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	R 145.00
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 (Cannot exceed total cost)	R 435.00
Postage, email or any other electronic transfer	Actual expense, if any

12.2.2 Where a requester submits a request for access to information held by ISCT, a request fee in the amount of R50,00 is payable up-front before ISCT will process the request received.

12.2.3 Where a request for access to information is granted, except in those circumstances where payment is specifically excluded in terms of PAIA, access fees are payable as follows:

Request fee (Payable on every request)	R 140.00
Photocopy of an A4 page or part thereof	R 2.00
Printed copy of an A4 page or part thereof	R 2.00
Hard copy on flash drive (Flash drive to be provided by requestor)	R 40.00
Hard copy on a compact disc (Compact disc to be provided by requestor)	R 40.00

Hard copy on a compact disc (Compact disc to be provided by the Company)	R 60.00
Transcription of visual images per A4 page	As per quotation of service provider
Copy of visual images	As per quotation of service provider
Transcription of an audio record per A4 page	R 24.00
Copy of an audio record on flash drive (Flash drive to be provided by requestor)	R 40.00
Copy of an audio on a compact disc (Compact disc to be provided by requestor)	R 40.00
Copy of an audio on a compact disc (Compact disc to be provided by the Company)	R 60.00
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	R 145.00
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 (Cannot exceed total cost)	R 435.00
Postage, email or any other electronic transfer	Actual expense, if any

12.2.4 Persons who are requesting access to their personal records are exempt from paying a fee.

12.2.5 The bank account details of ISCT into which all fees are to be paid is available upon request to ISCT at **popia@isct.co.za**.

12.2.6 All fees are subject to change as allowed for in PAIA and as a consequence, such escalations may not always be immediately available at the time of the request

being made. Requesters shall be informed of any changes in the fees prior to payment being made.

13. DETAILS OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

13.1 The South African Human Rights Commission has compiled the Guide on how to use PAIA as required in terms of section 10 of PAIA. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA.

13.2 The Guide is available in all the official languages of the Republic of South Africa, and can be found at <https://www.sahrc.org.za/index.php/understanding-paia>.

13.3 Any enquiries with regard to this Manual should be directed to:

The South African Human Rights Commission; PAIA Unit Research and Documentation Department

Address : Private Bag 2700, Houghton, 2041
Email : PAIA@sahrc.org.za / section51.paia@sahrc.org.za
Phone : 011 877 3803 / 011 484 8300
Fax : 011 403 0625 / 011 484 0582
Website : www.sahrc.co.za

14. AVAILABILITY AND REVISION HISTORY

14.1 This PAIA Manual is available on ISCT's website at www.isct.co.za, as well as in soft copy or hard copy on request to the Information Officer in writing, or is available to view, by appointment, at its premises, being Woodlands Heights, Edinburgh Close, Claremont, Cape Town, 7806.

14.2 ISCT may update this Manual at any time by publishing an updated version on its website. When ISCT makes changes to this Manual, it will amend the revision date. The updated Manual will apply from the effective date. ISCT encourages you to review this Manual regularly to remain up to date and informed.

VERSION	REVISION DATE	EFFECTIVE DATE
Version 1	November 2022	01 December 2022
Version 2	February 2024	19 February 2024

Annexure A

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulations 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 (<i>when made on behalf of another person</i>):	
Postal Address:	

Street Address:				
E-mail Address:				
	Tel. (B):		Facsimile:	

Contact Numbers:	Cellular:			
Full Name of person on whose behalf request is made (if applicable):				
Identify 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:	

<p align="center">TYPE OF RECORD</p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>	
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

(Mark the applicable box with an "X")

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

MANNER OF ACCESS

(Mark the applicable box with an "X")

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>	

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

--	--

FEES	
<p>a) <i>A request fee must be paid before the request will be considered.</i></p> <p>b) <i>You will be notified of the amount of the access fee to be paid.</i></p> <p>c) <i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i></p> <p>d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption.</i></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 (Please Specify)

Signed at _____

this _____ day of
20 __.

Signature of Requester / Person on whose behalf request is made

FOR OFFICAL USE

Reference Number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date Received:	

Access Fees:	
Deposit (if any):	

Kneel

Signature of Information Officer