



South African Agency for Promotion of Petroleum
Exploration and Exploitation (SOC) Ltd

Hereinafter referred to as
“The Petroleum Agency”

ACCESS TO INFORMATION AND PROTECTION OF PERSONAL INFORMATION MANUAL

Issued in terms of Section 14 of the Promotion of Access to Information Act,
2000, Act 2 of 2002 the Protection of Personal Information Act 4 of 2013

Updated May 2023

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1. INTRODUCTION

The Promotion of Access to Information Act, No 2 of 2000 (“the Act”) gives effect to the constitutional right of access to any information held by any public or private body that is required for the exercise or protection of any rights. The Act sets out the procedures attached to such request.

Section 9 of the Act, however, recognises that such right to access to information is subject to certain justifiable limitations, such as:

- the reasonable protection of privacy
- commercial confidentiality; and
- effective, efficient and good governance.

Section 14 of the Act obliges public bodies to compile a Manual, which would assist a person to obtain access to information held by the public body and stipulates the minimum requirements a manual has to comply with.

The purpose of this manual is therefore to inform a person on how to obtain access to records held by the Petroleum Agency, giving effect to Section 14 of the Act.

2. MANDATE OF THE PETROLEUM AGENCY

The mandate of the Petroleum Agency consists of elements set out in the Ministerial Directive dated 16 April 1999 (Schedule 3), in the White Paper on Energy Policy of 1998, in the Mineral and Petroleum Resources Development Act, as the agency designated in terms of section 70, and in the Memorandum of Incorporation of the Petroleum Agency.

The Mineral and Petroleum Resources Development Act, Act No. 28 of 2002 (“M&PRDA”), came into effect on 1 May 2004 and includes provision for the Minister of Minerals and Energy to designate a State owned entity as being responsible for specified functions in relation to the management of rights to explore for, and produce, petroleum. The Petroleum Agency was so designated on 18 June 2004 and is working to ensure that it has the full capacity to meet its obligations in terms of the M&PRDA.

3. STRUCTURE AND FUNCTIONS OF THE PETROLEUM AGENCY

The Petroleum Agency is managed by a Board of Directors appointed by the Central Energy Fund (CEF). The composition of the Board is described by the Memorandum of Incorporation, and the Chairperson is appointed by the Minister of Mineral Resources and Energy. A Chief Executive Office (CEO) is appointed by the Board on a five-year cycle. The CEO is assisted by a Executive Management Team, which is comprised as follows:

Title

Chief Operations Officer
Chief Financial Officer
Chief Information Officer
Company Secretary
Manager: Human Resources
Manager: Licensing & Regulation

Functions of the Petroleum Agency

- a) Promote onshore and offshore exploration for and production of petroleum;
- b) Receive applications for reconnaissance permits, technical cooperation permits, exploration rights and production rights in the prescribed manner;
- c) Evaluate such applications and make recommendations to the Minister;
- d) Monitor and report regularly to the Minister in respect of compliance with such permits or rights;
- e) Receive, maintain, store, interpret, evaluate, add value to, disseminate or deal in all geological or geophysical information relating to petroleum submitted in terms of section 88 of the MPRDA;
- f) Bring to the notice of the Minister any information in relation to the exploration and production of petroleum which is likely to be of use or benefit to the State;
- g) Advise and recommend to the Minister on the need to by itself, through contractors or through any other state enterprise carry out on behalf of State reconnaissance operations in connection with petroleum;
- h) Collect the prescribed fees and considerations in respect of reconnaissance permits, technical co-operation permits, exploration rights and production rights;
- i) Review and make recommendations to the Minister with regard to the approval of environmental management plans, environmental management programmes, development programmes and amendments thereto; and
- j) Perform any other function, in respect of petroleum, which the Minister may determine from time to time.

4. CONTACT DETAILS OF THE INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS

Contact Information

Street Address Heron Place, Heron Crescent, Century City, Cape Town 7441

Switchboard: +27 (0)21 938-3500

Fax: +27 (0)21 938-3520

e-mail: plu@petroleumagencysa.com

Website: <http://www.petroleumagencysa.com>

Registration No 1999/015715/30

The company website www.petroleumagencysa.com is accessible to anyone who has access to the Internet. The web page contains general information pertaining to the Petroleum Agency and its operations.

The Petroleum Agency SA has, in terms of the Promotion of Access to Information Act and the Protection of Personal Information Act, has appointed the following persons:

Information Officer

Chief Executive Officer – Dr PC Masangane

Telephone: +27 (0)21 938-3510

E-mail: plu@petroleumagencysa.com

Deputy Information Officer

Company Secretary – Ebrahiem Hendricks

Telephone: +27 (0)21 938-3510

E-mail: hendrickse@petroleumagencysa.com

Deputy Information Officer

Acting Chief Information Officer – Sithembiso Ngubane

Telephone: +27 (0)21 938-3510

Fax: +27 (0)21 938-3553

E-mail: ngubanes@petroleumagencysa.com

5. SUBJECTS AND CATEGORIES OF INFORMATION

5.1 Automatic disclosure of records [Section 14(1)(e)] [Section 15(2)]

The records listed here are automatically available without a person having to request access in terms of the Act –

- Marketing of Oil & Gas Exploration Opportunities: Brochures, Pamphlets and Posters
- Technical Data Catalogues
- Annual Reports

5.2 Categories of records available that may be requested in terms of the Act [Section 14(1)(d)]

Access to the records listed here are those that have to be requested in terms of the Act. These records can be requested from the Information Officer or from one of the Deputy Information Officers at the Petroleum Agency according to the request procedures as described in paragraph 6 below.

General Records

Ministerial directives

Memorandums and Articles of Association Shareholders Compacts

Company Policies and Procedures Board documents

Board Audit and Risk Committee documents Annual financial reports

Internal Audit documents

Human Resources Committee documents Monthly reports

Technical Committee Reports

Promotional and Technical Records

Promotional activity reports

Company brochures, publications and reports Technical records and reports

Databases

Production information

Computer and communication information Quotations

Sales records Invoices Correspondence Minutes of meetings

Business process and activity documents Procurement records

Project documentation

Technical data and technical reports on oil and gas exploration activities like geophysical surveys, borehole data and production data are confidential. Data catalogues can be made available free of charge to prospective clients.

Financial Records

Procurement records (purchase requisitions, orders and invoices) Bank account details for debtors and creditors

Invoices

Payment histories

Records pertaining to VAT, Company Tax Financial reports

Asset registers

Inventories

Minor service contracts

Records relating to insurance arrangements, policies and claims

Regulatory Records

Records of applications for rights, permits and licensing processes Contact details of clients

Contracts for rights and permits Royalties

Records relating to licenses and licensing agreements Commercial contracts and agreements for services

Human Resources Records

Training records Employee records

Staff records on leave, payroll, bonuses, and salaries Records related to dealings with Unions

Labour related matters Organisational development records

Minutes and submissions of the Human Resources Committee meetings Recruitment and selection records

Upstream Training Trust Records

Minutes of trustee meetings

Bursary and project applications and awards Contracts (projects), Trust Deed document

Library

A small specialised library provides a comprehensive information service to all staff members as well as academic institutions.

The library collection consists mainly of books, periodicals, theses and pamphlets, but also includes other items such as indexed articles, conference papers, videos, audio recordings, etc.

The Petroleum Agency keeps records in accordance with relevant legislation.

6. REQUEST FOR INFORMATION PROCEDURE

Step 1: Application Process

The Requestor must complete the request form (Form A) which is attached to this document and submit it by hand or by email to the relevant address of the Information Officer or one of the Deputy Information Officers.

An amount of R35.00 must accompany the request for information. This is payable by EFT or cash (if delivered by hand).

Step 2: Validation and Acknowledgement

The Information Officer receives and validates the request to see whether the required information is available within the Department. The request is then accepted, rejected or transferred to the rightful keepers of the required information. An acknowledgement is then forwarded to the requestor to confirm the status of the request.

Step 3: Information Processing

If the request is accepted, the Petroleum Agency will gather and prepare the information and calculate the relevant cost involved. The cost is calculated in respect of paragraph 7.

Step 4: Final Notification

The requestor will be informed of the completion of the request as well as the outstanding fees payable to the Petroleum Agency.

Step 5: Payment and Delivery

Once the payment as stipulated in Step 4 is received (following the same payment process as in Step 1), the information is released to the requestor.

General Information

The prescribed form must be completed with enough detail to at least enable the Information Officer to identify:

The record or records requested;
The identity of the Requestor;
Which form of access is required, if the request is granted; and
The postal address and email address of the requestor.

The Requestor must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is to be exercised or protected. In addition, the Requestor must clearly specify why the record is necessary to exercise or protect such a right.

The Agency will process the request within 30 days, unless the Requestor has stated special reasons, which would satisfy the Information Officer, that circumstances dictate that the above time period should not be complied with. The 30-day period with which the institution has to decide whether to grant or refuse the request may be extended for a further period of not more than 30 days if the request is for a large amount of information, or the request requires a search for information held at another office of the institution and the information cannot reasonably be obtained within the original 30-day period. The Agency will notify the Requestor in writing should an extension be sought.

If a request is made on behalf of another person, the capacity in which the request is being made should be indicated.

If a Requestor is unable to read or write, or has a disability, then they can make the request for the record orally. The Information Officer must then fill in the form on behalf of such a Requestor and give them a copy.

7. FEES

There are two types of fees required to be paid in terms of the Act, being the:

- Request fee, which will be a standard fee, currently R35.00 per request; and
- An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and costs, as well as postal costs.

The Information Officer must notify the Requestor (other than a personal Requestor) by notice, requiring the Requestor to pay the prescribed fee (if any) before further processing of the request.

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

The Information Officer or one of the Deputy Information Officers shall withhold a record until the Requestor has paid the relevant fees as indicated below.

The Requestor whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonable required in

excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the Requestor.

Fees in respect of public bodies

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

Request fee – If the request is to access a record containing personal information about the requester, he/she will not be required to pay the request fee. Any other request must be accompanied by the required request fee, which is currently R35.00. 1

Access fee – If the request is granted then an access fee must be paid for the reproduction of records and for time in excess of one hour to search and prepare the records for disclosure. Where the time to prepare the records for disclosure is likely to exceed six hours, a deposit of one third of the anticipated access fee may be required as a deposit.

FEES IN RESPECT OF PUBLIC BODIES IN TERMS OF GOVERNMENT NOTICE NO. R. 187 IN GOVERNMENT GAZETTE 23119 OF 15 FEBRUARY 2002

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0, 60 for every photocopy of an A4 size page or part thereof.

2. The fees for reproduction referred to in regulation 7(1) are as follows:

Description	(R)
(a) For every photocopy of an A4 size paper or part thereof	0,60
(b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine readable form	0,40
(c) For a copy in a computer-readable form on – (i) Compact disc	40,00
(d)(i) For a transcription of visual images, for an A4 size page or part thereof (ii) For a copy of visual images	22,00 60,00
(e) (i) For a transcription of an audio record, for an A4 size page or part thereof (ii) For a copy of audio records	12,00 17,00

3. The request fee payable by every requester, other than a personal requester, referred to in Regulation 7(2) is R35,00

4. The access fees payable by a requester referred to in Regulation 7(3) are as follows:

Description	(R)
(a) For every photocopy of an A4 size paper or part thereof	0,60
(b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c) For a copy in a computer-readable form on – (i) compact disc	40,00
(d) (i) For a transcription of visual images, for an A4 size page or part thereof (ii) For a copy of visual images	22,00 60,00

(e) (i) For a transcription of audio records, for an A4 size page or part thereof	12,00
(ii) For a copy of an audio record	17,00
(f) 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	15,00
(g) For purposes of section 22(2) of the Act, the following applies: (i) Six hours as the hours to be exceeded before a deposit is payable; and (ii) One third of the access fee is payable as a deposit by the requester	
(h) The actual postage is payable when a copy of a record must be posted to a requester	

8. REMEDIES WHERE REQUESTS FOR ACCESS TO INFORMATION ARE REFUSED

8.1 Refusal of Request

The main grounds for the Petroleum Agency to refuse a request for information shall in terms of the Act (Act 2 of 2000), be:

- (1) Mandatory protection of the privacy of a third party that is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- (2) Mandatory protection of the commercial information of a third party, if the record contains:
 - trade secrets of that third party;
 - financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - information disclosed in confidence by a third party to the Petroleum Agency, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- (3) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- (4) Mandatory protection of the safety of individuals and the protection of property;
- (5) Mandatory protection of records, which would be regarded as privileged in legal proceedings;
- (6) The commercial activities of the Agency, which may include:
 - trade secrets of the Petroleum Agency;
 - financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the Petroleum Agency;
 - information which, if disclosed could put the Petroleum Agency at a disadvantage in negotiations or commercial competition;
 - a computer programme which is owned by the Petroleum Agency, and which is protected by copyright;
- (7) The research information of the institution or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

8.2 Appeal

- (8) A Requestor may lodge an internal appeal against a decision of the Information Officer of a public body

- to refuse a request for access; or
 - taken in terms of section 22, 26(1) or 29(3), in relation to that Requestor with the relevant authority.
- (9) The “Relevant Authority” in respect of the Petroleum Agency is the Chairperson of the Board of Directors of the company at the address indicated in paragraph 4 above.

An appeal must be lodged in the prescribed form:

- Within 60 days;
- If notice to a third party is required, within 30 days after notice is given to the appellant of the decision appealed against; or
- If notice to the appellant is not required, after the decision was taken it must be delivered or sent to the Information Officer of the public body concerned at his/her address, fax number or electronic mail address;
- Must identify the subject of the appeal and state the reasons for the internal appeal and may include any other relevant information if known to the appellant;
- If, in addition to a written reply, the appellant wishes to be informed of the decision on the internal appeal in any other manner, must state that manner and provide the necessary particulars to be so informed;
- If applicable, must be accompanied by the prescribed appeal fee, and must specify a postal address or fax number.

If an appeal is lodged after the expiry of the period referred to, the relevant authority must, upon good cause shown, allow the late lodging of the appeal.

If that relevant authority disallows the late lodging of the appeal, he/she must give notice of the decision to the person who lodged the appeal.

A Requestor lodging an appeal against the refusal of his/her request for access must pay the prescribed appeal fee (if any).

If the prescribed appeal fee is payable in respect of an appeal, the decision on the appeal may be deferred until the fee is paid.

As soon as reasonably possible, but in any event within ten (10) working days after receipt of an appeal, the Information Officer of the public body concerned must submit to the relevant authority:

- The appeal together with his/her reasons for the decision concerned;
- And if the appeal is against the refusal or granting of a request for access, the name, postal address, phone and fax number and electronic mail address, whichever is available, of any third party that must be notified of the request.

9. PROTECTION OF PERSONAL INFORMATION ACT

9.1 Protection of Personal Information that is processed by the Petroleum Agency SA

Chapter 3 of POPIA provides for the minimum conditions for the processing of personal information that the Petroleum Agency SA has to abide by. The Petroleum Agency SA needs personal information relating to both individual and juristic persons in order to carry out its mandate and business functions. The manner in which this information is processed and the purpose for which it is processed is determined by the Petroleum Agency SA and is communicated to the data subject for prior approval of consent.

The Petroleum Agency SA will ensure that the personal information it holds and collects:

- 9.1.1 is processed lawfully, fairly and transparently;
- 9.1.2 is processed only for the purpose for which it was obtained;
- 9.1.3 will not be processed for a secondary purpose unless that processing is compatible with the original purpose;
- 9.1.4 is adequate, relevant and not excessive for the purposes for which it was obtained;
- 9.1.5 is accurate and kept up to date;
- 9.1.6 will not be kept for longer than necessary;
- 9.1.7 is processed in accordance with integrity and confidentiality principles, this includes physical and organisational measures to ensure that personal information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by the Petroleum Agency SA;
- 9.1.8 is processed in accordance with the rights of the data subject, who have the right to –
 - 9.1.8.1 be notified that their personal information is being collected by the Petroleum Agency SA;
 - 9.1.8.2 know whether the Petroleum Agency SA holds personal information about them, and to access that information. Any request must be submitted in accordance with the provisions of this manual;
 - 9.1.8.3 request the correction or deletion of the personal information held;
 - 9.1.8.4 complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPIA.

9.2 Purpose of processing personal information

As outlined herein, personal information may only be processed by the Petroleum Agency SA for a specific purpose. The purpose for which the Petroleum Agency SA processes personal information will always be communicated to the data subject ahead of the processing.

The purposes for which the Petroleum Agency SA will process personal information is as follows –

- 9.2.1 Rendering service according to our mandate
- 9.2.2 Provision of value-added services
- 9.2.3 Maintain our accounts and records
- 9.2.4 Support and manage our employees
- 9.2.5 Use of CCTV systems to prevent and detect crime
- 9.2.6 Use of biometric systems to regulate access to the company's premises
- 9.2.7 Fraud prevention & detection
- 9.2.8 Market research and statistical analysis
- 9.2.9 Compliance with legal and regulatory requirements
- 9.2.10 Verifying identity

9.3 Categories of data subjects

As per Section 1 of POPIA, a data subject may either be a natural or juristic person. The various categories of data subjects that the Petroleum Agency SA processes personal information on is –

- 9.3.1 Shareholders
- 9.3.2 Board members
- 9.3.3 Directors
- 9.3.4 Employees
- 9.3.5 Consultants / Contractors
- 9.3.6 Complainants & enquirers
- 9.3.7 Trustees
- 9.3.8 Employers and employees of other organisations
- 9.3.9 Companies within the CEF Group
- 9.3.10 External companies / contractors
- 9.3.11 Suppliers and service providers
- 9.3.12 Clients and their members

9.3.13 Individuals captured by CCTV images / video

9.3.14 Individuals who have indicated an interest in our products / services

9.4 Types / classes of information processed

The types of personal information that is processed by the Petroleum Agency SA includes –

9.4.1 Personal details

9.4.2 Business activities

9.4.3 Goods / services provided

9.4.4 Personal views / preferences

9.4.5 Family details

9.4.6 Education & employment details

9.4.7 Visual images of individuals captured on CCTV

9.4.8 Biometric details

9.5 Types / classes of special information processed

The types of special personal information that is processed by the Petroleum Agency SA includes –

9.5.1 Racial / ethnic origin

9.5.2 Trade union membership

9.6 Trans-border / cross boarder flows of personal information

Section 72 of POPIA provides that personal information may only be transferred out of the Republic of South Africa if the –

9.6.1 recipient country can offer such data an adequate level of protection. This means that its data privacy laws must be substantially similar to the conditions for lawful processing as contained in POPIA; or

9.6.2 data subjects consents to the transfer of their personal information; or

9.6.3 transfer is necessary for the performance of a contractual obligation between the data subject and the Petroleum Agency SA.

9.7 Request for correction or deletion of personal information

Section 24 of POPIA read with Regulation 3 provides that a data subject may request

for their personal information to be corrected / deleted. Any request for correction or deletion must be submitted in accordance with the provisions of this manual.

9.8 General

Petroleum Agency SA has a comprehensive Data Management Framework in place in order to comply with POPIA and ensure that the best efforts are employed to ensure the protection of personal information. The Company employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care.

FORM A



PETROLEUM AGENCY SA

REQUEST FOR ACCESS TO RECORDS

(In terms of section 18 (1) of the Promotion of Access to Information Act, 2000 (Act No 2 of 2000))
[Regulation 6]

IMPORTANT : This request will **ONLY** be considered if the request fee of R35,00 is included.

FOR COMPANY USE	
File reference number :	Request fee (if any) : R.....
Request received by : Deposit (if any) : R..... (Full name and surname)	
Access fee : R	
..... (State date) (State place)
..... SIGNATURE OF	

Particulars of the Information Officer (please state if known to the requester):

B. Particulars of person requesting access to the record

- | |
|--|
| (a) The particulars of the person who requests access to the record must be given below. |
| (b) The address and/or fax number in the Republic to which the information is to be sent, must be given. |
| (c) Proof of the capacity in which the request is made, if applicable, must be attached. |

Full names and surname :

Identity number :

Postal address :

Fax number :

Telephone/Cell number ;

E-mail address :

Capacity in which request is made, when made on behalf of another person:

.....

C. Particulars of person on whose behalf request is made :

This section must be completed **ONLY** if a request for information is made on behalf of another person.

Full names and surname :

Identity number :

D. Particulars of records :

- (a) Provide full particulars of the record to which access is requested, including the file reference number if that is known to you, to enable the record to be located.
- (b) If the space provided is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all the additional folios.

1. Description of record or relevant part of the record:
2. Any further particulars of Record :.....
3. Reference number, if available :.....

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after the **request fee of R35.00** (non-refundable) has been paid.
- (b) 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 the prepare a record. If you qualify for exemption of the payment of any fee, please state the reason for exemption.
- (c) Fees can be paid in cash or via EFT. An electronic payment will **ONLY** be accepted on condition that **PRIOR ARRANGEMENTS** are made with Finance/Information Services.
- (d)

Reason for exemption from payment of fees :

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability :

Form in which record is required :

Mark the appropriate box with an X : Notes :

- (a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form :

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

Copy of records*		Inspection of record	
------------------	--	----------------------	--

2. If record consists of visual images :

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

View the images		Copy of images*		Transcription of the images*	
-----------------	--	-----------------	--	------------------------------	--

3. If record consists of recorded words or information which can be reproduced in sound :

Listen to the soundtrack(audio cassette)		Inspection of record	
--	--	----------------------	--

4. If record is held on computer or in an electronic or machine-readable form :

Printed copy of record*		Printed copy of information derived from the record*		Copy in computer readable form* (stiffy or compact disc)	
-------------------------	--	--	--	--	--

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <i>Postage is payable.</i>	Yes	No
---	------------	-----------

In which language would you prefer the record ?

(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.)

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....
.....
.....

Signed at this day of.....200..

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

(Delete which is not applicable)



FORM B

PETROLEUM AGENCY SA

NOTICE OF INTERNAL APPEAL

(In terms of section 75 of the Promotion of Access to Information Act, 2000 (Act No 3 of 2000))
[Regulation 8]

Please state file reference number :

A. Particulars of the Information Officer / Deputy Information Officer (please state if known to the requester):

.....
.....
.....

B. Particulars of requester/third party who lodges the internal appeal :

- (a) The particulars of the person who lodge the internal appeal must be given below.
- (b) Proof of the capacity in which appeal is lodge, if applicable, must be attached.
- (c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.

Full names and surname :

Identity number :

Postal address :

.....

Fax number :

Telephone/Cell number :

E-mail address :

Capacity in which request is made, when made on behalf of another person :

C. Particulars of requester :

This section must be completed **ONLY** if a third party (other than the requester) lodges the internal appeal.

Full names and surname :

Identity number :

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an X in the appropriate box	
Refusal of request for access	
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	
Decision to grant request for access	

E. Grounds for appeal

If the space provided is inadequate, please continue on a separate folio and attach it to this form.
You must sign all the additional folios.

State the grounds on which the internal appeal is based :

.....
.....
.....
.....

State any other information that may be relevant in considering the appeal :

.....
.....
.....
.....

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner :

.....
.....
.....

Particulars of manner :

.....
.....
.....

Signed at this day of200..

SIGNATURE OF APPELLANT

FOR OFFICE USE ONLY

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received on (date) by (state rank, name and surname of Information Officer)

..... 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 on (date) to the relevant authority.

OUTCOME OF APPEAL :

Decision of Information Officer confirmed/new decision substituted.

NEW DECISION :
.....
.....
.....
.....

.....

Date Relevant authority

Date received by the Information Officer from the relevant authority :

.....

POPIA PERSONAL INFORMATION REQUEST FORM

Please submit the completed form to the Information Officer:

Name

Contact Number

Email Address:

Please be aware that we may require you to provide proof of identification prior to processing your request. There may also be a reasonable charge for providing copies of the information requested.

A. Particulars of Data Subject

Name & Surname

Identity Number:

Postal Address:

Contact Number:

Email Address:

B. Request

I request the organisation to:

- (a) Inform me whether it holds any of my personal information
- (b) Provide me with a record or description of my personal information
- (c) Correct or update my personal information
- (d) Destroy or delete a record of my personal information

C. Instructions

D. Signature

POPIA PERSONAL INFORMATION COMPLAINT FORM

We are committed to safeguarding your privacy and the confidentiality of your personal information and are bound by the Protection of Personal Information Act.

Please submit your complaint to the Information Officer:

Name

Contact Number

Email Address:

Where we are unable to resolve your complaint, to your satisfaction you have the right to complaint to the Information Regulator.

The Information Regulator: Physical Address :

Email: Website :

A. Particulars of Complainant

Name & Surname

Identity Number:

Postal Address:

Contact Number:

Email Address:

B. Details of Complaint

C. Desired Outcome

D. Signature

POPIA PERSONAL INFORMATION CONSENT FORM

CONSENT TO COLLECTION AND PROCESSING OF PERSONAL INFORMATION

We understand that your personal information is important to you and that you may be apprehensive about disclosing it. Your privacy is just as important to us and we are committed to safeguarding and processing your information in a lawful manner.

We also want to make sure that you understand how and for what purpose we process your information. If for any reason you think that your information is not processed in a correct manner, or that your information is being used for a purpose other than that for what it was originally intended, you can contact our Information Officer.

You can request access to the information we hold about you at any time and if you think that we have outdated information, please request us to update or correct it.

Our Information Officer's Contact Details

Name _____

Contact Number _____

Email Address: _____

Purpose for Processing your Information

We collect, hold, use and disclose your personal information mainly to provide you with access to the services and products that we provide. We will only process your information for a purpose you would reasonably expect, including:

- Providing you with advice, products and services that suit your needs as requested
- To verify your identity and to conduct credit reference searches
- To issue, administer and manage your insurance policies
- To process insurance claims and to take recovery action
- To notify you of new products or developments that may be of interest to you
- To confirm, verify and update your details
- To comply with any legal and regulatory requirements

Some of your information that we hold may include, your first and last name, email address, a home, postal or other physical address, other contact information, your title, birth date, gender, occupation, qualifications, past employment, residency status, your investments, assets, liabilities, insurance, income, expenditure, family history, medical information and your banking details.

Consent to Disclose and Share your Information

We may need to share your information to provide advice, reports, analyses, products or services that you have requested. Where we share your information, we will take all precautions to ensure that the third party will treat your information with the same level of protection as required by us. Your information may be hosted on servers managed by a third-party service provider, which may be located outside of South Africa.

Name & Surname

Organisation's Name

Signature

Date