

PAIA AND POPIA MANUAL



**PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF
ACCESS TO INFORMATION ACT 2 OF 2000 AND THE PROTECTION OF
PERSONAL INFORMATION ACT 4 OF 2013**

**FOR QUANTUM ESSENTIAL SOLUTIONS (PROPRIETARY) LIMITED
(Trading as 'Quantum Essential Solutions' / 'QES')**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|------|---------------------|---|
| 1.1. | “IO“ | Information Officer; |
| 1.2. | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.3. | “PAIA Regulations” | Regulations issued under the Promotion of Access to Information Act |
| 1.4. | “POPIA” | Protection of Personal Information Act No. 4 of 2013 (as Amended); |
| 1.5. | “POPIA Regulations” | Regulations issued under the Protection of Personal Information Act |
| 1.6. | “Regulator” | Information Regulator; and |
| 1.7. | “Republic” | Republic of South Africa |

2. MANUAL INTRODUCTION

- 2.1 The Constitution of the Republic of South Africa, 1996, affords every person the statutory right to access any record held by the State or by any other person, provided such record is required for the exercise or protection of any right, to be granted as promptly and efficiently as reasonably possible. This right includes, but is not limited to, the establishment of mechanisms and procedures designed to empower and educate all persons.
- 2.2 The Promotion of Access to Information Act 2 of 2000 (“PAIA”), which came into operation on 9 March 2001, aims to promote transparency and accountability within South Africa. PAIA furnishes the procedural mechanism by which requesters may exercise their constitutional right to request access to records.

- 2.3 PAIA confers upon requesters a statutory right of access to any record held by a private body, subject to the following conditions:
- 2.3.1 the record is requisite for the exercise or protection of a legal right of the requester;
 - 2.3.2 the requester complies with all procedural requirements as stipulated in PAIA; and
 - 2.3.3 access is not lawfully refused on grounds provided for within PAIA.
- 2.4 This manual is published on the official website of Quantum Essential Solutions (“the Company” or “QES”) at <https://www.quantumessentialsolutions.co.za/> in compliance with the requirements set forth in Section 51 of PAIA, thereby facilitating access to records held by the Company.
- 2.5 In terms of PAIA, organisations are mandated to compile a manual as a guide to prospective requesters. This manual further delineates the categories of records held by QES and the terms of access thereto.
- 2.6 Furthermore, this manual provides guidance on how to request access to, object to, or seek correction or deletion of, personal information held by QES in accordance with sections 23, 24, and 25 of the POPIA, together with the Regulations Relating to the Protection of Personal Information, 2017 (“POPIA Regulations”).
- 2.7 This manual does not purport to be exhaustive or to comprehensively address every procedural aspect contemplated by PAIA. Requesters are advised to acquaint themselves with the full provisions of PAIA and POPIA prior to lodging any requests with QES. Notwithstanding, pursuant to section 19 of PAIA and Regulations 2 and 3 of POPIA, QES shall provide such assistance as reasonably required to enable applicants to complete all necessary forms when applying for access to information or personal information.
- 2.8 QES disclaims any representation, warranty, or undertaking that the information contained in this manual or any information provided to any requester is complete, accurate, or fit for any particular purpose. Use of such information is entirely at the user’s own risk, and neither the Company nor its affiliates shall be liable for any loss, damage, expense, liability, or

claim arising directly or indirectly from the use of this manual or any information provided herein, or from any error or omission contained therein.

3. OPERATIONAL SCOPE AND CERTIFICATIONS

3.1 Quantum Essential Solutions (Proprietary) Limited (“QES”) is a registered beverages manufacturer specialising in the canning of various beverage products. The company provides contract packing services to multiple brands, utilising advanced production capabilities to meet diverse client specifications.

4. PURPOSE OF PAIA

This PAIA Manual is useful for the public to-

- 4.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 4.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 4.3 know the description of the records of the body which are available in accordance with any other legislation;
- 4.4 access all the relevant contact details of the IO who will assist the public with the records they intend to access;
- 4.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 4.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of

data subjects and of the information or categories of information relating thereto;

- 4.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 4.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 4.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 4.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF QES

5.1 Information Officer

Name: Dylan Terespolsky

Telephone: +27 82 5614 142

Email: dylan@quantumessentialsolutions.co.za

5.2 Access to information general contacts

Email: info@quantumessentialsolutions.co.za

5.3 Head Office

Physical Address: 3 Newton Street, Kempton Park, Johannesburg, Gauteng

Postal Address: 3 Newton Street, Kempton Park, Johannesburg, Gauteng

Email: info@quantumessentialsolutions.co.za

Website: <https://www.quantumessentialsolutions.co.za/>

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

- 6.1 The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 6.2 The Guide is available in each of the official languages and in braille.
- 6.3 The aforesaid Guide contains the description of-
 - 6.3.1 the objects of PAIA and POPIA;
 - 6.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 6.3.2.1 the IO of every public body, and
 - 6.3.2.2 every Deputy IO of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 6.3.3 the manner and form of a request for-

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

² Section 5C(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

- 6.3.3.1 access to a record of a public body contemplated in section 11³; and
- 6.3.3.2 access to a record of a private body contemplated in section 50⁴;
- 6.3.4 the assistance available from the IO of a public body in terms of PAIA and POPIA
- 6.3.5 the assistance available from the Regulator in terms of PAIA and POPIA
- 6.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 6.3.6.1 an internal appeal;
 - 6.3.6.2 a complaint to the Regulator; and
 - 6.3.6.3 an application with a court against a decision by the IO of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 6.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

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

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

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

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

- 6.3.8 The provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 6.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
 - 6.3.10 the regulations made in terms of section 92¹¹.
- 6.4 Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 6.5 The Guide can also be obtained-
- 6.5.1 upon request to the IO;
 - 6.5.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

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

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

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

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

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

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act."

7. CATEGORIES OF RECORDS OF QES WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF PAIA

7.1 The records which fall into this category of information are available from the Company website (<https://www.quantumessentialsolutions.co.za/>) or at its head office and do not require a formal process to access same.

Category of records	Types of the Record	Available on Website	Available upon request
Personal Information	Clients can request their personal information that is on the client file		X
Compliance documents	POPIA and PAIA Manual;	X	
Commercial Information	Details of products and services Office locations, contact numbers and operating hours	X	

8. DESCRIPTION OF THE RECORD OF QES WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

8.1. Records are kept in accordance with legislation as is applicable to QES, which include (but may not be limited to) the following legislation-

Category of records	Applicable Legislation
Labour Relations Records	Basic Conditions of Employment Act 75 of 1997
Administrative Records	The Constitution of the Republic of South Africa, 1996

Statutory Records	Companies Act 71 of 2008
Labour Relations Records	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Statutory Records	Competition Act 89 of 1998
Statutory Records	Consumer Protection Act 68 of 2008
Labour Relations Records	Employment Equity Act 55 of 1998
Financial Records	Financial Markets Act 19 of 2012
Administrative Records	Electronic Communications and Transactions Act No 2 of 2000
Statutory Records	Financial Intelligence Centre Act No 38 of 2001
Financial Records	Income Tax Act No 58 of 1962
Labour Relations Records	Labour Relations Act No 66 of 1995
PAIA Compliance Records	Promotion of Access to Information Act No 2 of 2000
POPIA Compliance Records	Protection of Personal Information Act 4 of 2013
Labour Relations Records	Unemployment Insurance Act No 63 of 2001
Financial Records	Value-added Tax Act No 89 of 1991

G. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS

9.1. The records listed below may be accessed only through the formal submission of a request in the prescribed format, as set out in **Annexure A**. Access to such records is subject to the conditions outlined in Paragraph 9.2.3 of this Manual. The table below provides a description of the subjects on which QES holds records and the categories of records maintained under each subject, in accordance with Section 51(1)(e) of PAIA.

Category of records	Applicable Legislation
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Administrative Records	<ul style="list-style-type: none"> ▪ Policies and procedures ▪ Contracts
Statutory records	<ul style="list-style-type: none"> ▪ Incorporation documents
Financial records (Income Tax)	<ul style="list-style-type: none"> ▪ Pay-as-you-earn (PAYE) records ▪ Documents issued to employees for <ul style="list-style-type: none"> ▪ income tax purposes ▪ Records of payments made to South African Revenue Services (SARS) on behalf of employees ▪ All or any statutory compliance ▪ Value Added Tax ▪ Skills development levies ▪ Unemployment Insurance Fund (UIF)
Labour relations records	<ul style="list-style-type: none"> ▪ Personnel documents and records ▪ Employment contracts ▪ Disciplinary records ▪ Salary records ▪ Leave records ▪ Address lists ▪ Internal telephone lists
Financial Records	<ul style="list-style-type: none"> ▪ Tax registration ▪ Receipts and payments ▪ Orders, quotes and invoices ▪ Correspondence

9.2. Limitations on Access to Records

9.2.1. While the records listed in the categories above may be formally requested in accordance with the procedures set out in this Manual, access to all or part of such records may be refused or restricted in

order to give effect to the objectives of Section 9 of PAIA. These objectives include the reasonable protection of privacy, the safeguarding of commercial confidentiality (including obligations of confidence owed to third parties under contract), and the promotion of effective, efficient, and good governance. Any decision to grant or refuse access shall be made in a manner that balances the right of access to information with other rights, including those enshrined in the Bill of Rights under Chapter 2 of the Constitution of the Republic of South Africa, 1996.

- 9.2.2. The Company further reserves the right to refuse access to any record where the processing thereof would result in a substantial and unreasonable diversion of its resources, or where the record is of a sensitive nature. Access will also be denied in instances where requests are deemed to be frivolous, vexatious, or made in bad faith.
- 9.2.3. Section 62 to 69 of PAIA outline lawful grounds upon which access to records may be refused, including the protection of privacy, confidentiality, commercial interests, privileged information, and safety.
- 9.2.4. Notwithstanding any grounds for refusal under PAIA, QES is legally required in terms of Section 70 of PAIA to grant access to a record if the disclosure would reveal evidence of a substantial contravention of the law or an imminent and serious risk to public safety or the environment, and where the public interest in disclosure clearly outweighs any potential harm.

10. PROCESSING OF PERSONAL INFORMATION

- 10.1. QES processes personal information in full compliance with the provisions of PoPIA. As set out in this Privacy Policy, QES undertakes to ensure that all conditions for lawful processing, as contemplated in PoPIA, are adhered to at the time of collection, use, and further processing of personal information. QES processes personal information relating to both natural persons and juristic entities, in accordance with applicable legal and regulatory requirements.
- 10.2. QES processes personal information for lawful and legitimate purposes, which include, but are not limited to, the following:

- 10.2.1. Facilitating the provision of requested products and services;
- 10.2.2. Managing and maintaining commercial relationships with customers and suppliers;
- 10.2.3. Administering dispute resolution processes;
- 10.2.4. Establishing and managing supplier relationships;
- 10.2.5. Administering contracts, purchase orders, deliveries, invoicing, and accounting functions;
- 10.2.6. Issuing quotation estimates and related commercial documentation;
- 10.2.7. Processing and managing customer subscriptions and service preferences;
- 10.2.8. Collecting statistical data and conducting analytics to improve service delivery and operational efficiency;
- 10.2.9. Enhancing customer understanding and engagement;
- 10.2.10. Performing general human resource and financial functions, including compliance with statutory obligations;
- 10.2.11. Distributing marketing communications and maintaining suppression lists for individuals who opt out of such communications; and
- 10.2.12. Ensuring the proper functioning, security, and personalisation of QES's website, including the appropriate display of content and protection against misuse or unauthorised access.

10.3. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Category of Data Subjects	Personal Information that may be processed
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Customers / Clients	Name and surname, email, phone number, registration numbers or identity numbers, , bank details, details regarding the service subscribed to the customer/ client, service history, payment information and billing data
Shareholder details	
Directors	Name and surname, ID number, contact details,
Employees and Job Applicants	Name and surname, ID number, contact details, address, qualifications, gender, race, employment history, disciplinary records
Juristic Entities (Service Providers, Contractors, Consultants)	Company name, registration number, VAT number, address, bank details, service history, payment information and data relating to the commercial relationship and details regarding the service subscribed (including duration and any correspondence), billing data
Visitors to Premises	Name and surname, contact details, time and purpose of visit, vehicle registration number
Individuals Captured by CCTV Images	Facial images, time and location of recording, movements within premises
Individuals Interested in QES Products and Services	Name and surname, contact details, product preferences, marketing engagement history

10.3.1. For further details regarding the manner in which personal information is collected, processed, stored, and safeguarded by QES, reference must be made to the Company's Privacy Policy, which forms an integral part of its data protection framework and is available upon request or accessible via the Company's official website.

10.4. The recipients or categories of recipients to whom the personal information may be supplied

10.4.1. QES may disclose personal information to third parties who are directly involved in the fulfilment of contractual obligations or the delivery of products and services to data subjects. Such third parties may include, but are not limited to, authorised service providers, subcontractors, and professional advisors.

10.4.2. Any third party receiving personal information from QES shall be contractually obligated to process such information strictly for the purposes for which it was disclosed, and in accordance with the provisions of POPIA. QES ensures that appropriate data protection agreements are in place to uphold the confidentiality, integrity, and security of personal information shared with third parties.

10.4.3. QES may also disclose personal information where such disclosure is required by law, regulation, or court order, or where it is reasonably necessary to protect the legitimate rights and interests of the Company.

10.5. Cross-Border Data Transfers

10.5.1. QES may transfer personal information outside the borders of the Republic of South Africa only in accordance with Section 72 of the POPIA. Such transfers will occur only where the recipient is subject to laws, agreements, or binding corporate rules that provide an adequate level of protection for the personal information, or where the data subject has consented, or the transfer is otherwise lawful and necessary.

10.6. **General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

10.6.1. QES implements reasonable and appropriate technical and organisational measures to safeguard personal information against unauthorised access, unlawful processing, accidental loss, destruction, or damage. These measures are designed to maintain the confidentiality, integrity, and availability of personal information in accordance with the requirements of POPIA.

10.6.2. QES further requires all third-party service providers who process personal information on its behalf to adhere to equivalent security standards through binding contractual obligations.

10.6.3. The Company conducts regular reviews and updates of its security controls and related processes to ensure continued compliance and effectiveness in protecting personal information.

11. PROCEDURE FOR REQUESTING ACCESS TO A RECORD

11.1. Requests for access to records held by Quantum Essential Solutions (Proprietary) Limited (“QES”) must be made in writing and in the prescribed format. Telephonic requests will not be accepted.

11.2. Information that is voluntarily disclosed and automatically available may be accessed via the Company’s official website or by written request to the designated contact email. Reproduction fees may apply for copies or transcriptions.

11.3. Formal requests under PAIA must be submitted using the prescribed form (**Annexure A**) and directed to the IO at the contact details provided in this Manual. Requests under POPIA —such as objections to processing or requests for correction or deletion—must be submitted using the applicable forms (**Annexure B**). Requesters must provide sufficient detail to identify the record, the form of access required, and the right they seek to exercise or protect. If acting on behalf of another person, appropriate written authorisation must be provided. Access may be refused on lawful grounds as provided for under PAIA.

12. FEES PAYABLE FOR ACCESS TO RECORDS

- 12.1. Fees payable for access to records are prescribed under PAIA and are outlined in the fee schedule attached as **Annexure C**.
- 12.2. There are two types of fees:
 - 12.2.1. **Request Fee:** A standard, non-refundable administrative fee payable before a request is processed (excluding requests for personal information).
 - 12.2.2. **Access Fee:** Payable upon granting access, calculated based on reproduction, search, preparation time, and delivery costs.
- 12.3. Certain categories of requesters, such as individuals requesting access to their own personal information or that of their minor children, are exempt from paying fees.
- 12.4. Where a request involves substantial effort or time, QES may require a deposit before proceeding. No records will be released until all applicable fees have been paid in full.
- 12.5. Under POPIA, data subjects may request confirmation of whether QES holds personal information about them, free of charge. Where further services are requested, QES will provide a written estimate of the applicable fee and may require a deposit prior to providing the service.

13. APPLICABLE TIMEFRAMES FOR ACCESS REQUESTS

- 13.1. Quantum Essential Solutions (Proprietary) Limited (“QES”) will notify the requester of its decision to grant or refuse access to a record within 30 calendar days of receiving a valid request.
- 13.2. This period may be extended by a further maximum of 30 calendar days where the request involves a large volume of records, requires extensive search efforts, or where the records are not readily available at the Company’s premises. Any extension will be communicated to the requester in writing.

14. OUTCOME OF ACCESS REQUESTS

- 14.1. Should a request for access to a record be refused, Quantum Essential Solutions (Proprietary) Limited (“QES”) shall issue a written notice stating the reasons for refusal, including reference to the applicable provisions of the PAIA relied upon. The notice will also inform the requester of their right to lodge an application with a competent court to challenge the decision.

15. REMEDIES FOR REFUSAL OF ACCESS

- 15.1. If a request for access to a record is refused, the requester may, within **30 calendar days** of receiving the notice of refusal, apply to a competent court for appropriate relief in terms of PAIA.

16. MISSING OR UNAVAILABLE RECORDS

- 16.1. Where a requested record cannot reasonably be located, Quantum Essential Solutions (Proprietary) Limited (“QES”) shall inform the requester accordingly. If the record would have been accessible, had it existed or been available, the requester retains the right to receive formal notification of its unavailability.

17. DISPOSAL OF RECORDS

- 17.1. Where a requested record has been lawfully disposed of and is no longer in the possession of Quantum Essential Solutions (Proprietary) Limited (“QES”), the requester shall be informed accordingly, provided such disposal is relevant to the request made.

18. GENERAL NOTICE

- 18.1. Quantum Essential Solutions (Proprietary) Limited (“QES”) reserves the right to transfer access requests to the appropriate public or private body

where such body is the original creator or custodian of the requested record, or where QES no longer retains possession of the record.

- 18.2. QES further reserves the right to establish new categories of records as operational requirements evolve. This Manual will be updated accordingly to reflect any such changes.

1G. AVAILABILITY OF THE MANUAL

- 19.1. A copy of the Manual is available-
- 19.2. on <https://www.quantumessentialsolutions.co.za/> , if any;
- 19.3. head office of QES for public inspection during normal business hours;
- 19.4. to any person upon request and upon the payment of a reasonable prescribed fee; and
- 19.5. to the Information Regulator upon request.
- 19.6. A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

20. AMENDMENTS AND VERSION CONTROL

- 20.1. This Manual shall be reviewed and updated periodically by the Head of Quantum Essential Solutions (Proprietary) Limited (“QES”) to ensure continued compliance with applicable legislation and to reflect any changes in the Company’s operations, record categories, or data processing practices.

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
[SECTION 53(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000

[Regulation 10]

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection 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.

A	Particulars of a private body
The head	
B	Particulars of the person requesting access to the record
The particulars of the person who requests access to the record must be given below, as well as the South African address, email or fax number to which the information must be sent. You must also attach proof of the capacity in which the request is made (if applicable).	
Full name and surname	
Identity number	
Postal address	
Tel	
Fax	

Email	
The capacity in which the request is made if on behalf of another person	
C	Particulars of person on whose behalf the request is made
This section must be completed only if a request for information is made on behalf of another person.	
Full name and surname	
Identity number	
D	Particulars of record
<ul style="list-style-type: none"> · Give the full particulars of the record to which access is requested, including the reference number (if you know it) so that the record can be located. · If the space below is not enough, please continue on a separate page and attach it to this form. <p>You must sign all the additional pages.</p>	
Description of record or relevant part of the record	
Reference number (if available):	
Any other particulars of the record	

E	Fees
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- A request for access to a record other than a record with your personal information will be processed only after you have paid the relevant fee. (We will let you know how much it is).
- The fee payable for access to a record depends on the form in which access is required and the reasonable time needed to search for and prepare the record.

If you qualify for exemption of any fee, please tell us why.	

F	Form of access to record
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If, due to disability, you cannot read, view or listen to the record in the form provided for in 1 to 4, state your disability and indicate in which form you need it.

Description of disability	
---------------------------	--

Form in which record is required	
----------------------------------	--

Mark the appropriate box with an "x".

Notes

- Compliance with your request in the specified form may depend on the form in which the record is available.
- Access in the form requested may be refused in certain circumstances. If this happens, we will let you know if access will be granted in another form.
- The fees payable for access to the record (if any) will be determined partly by the form in which access is requested.

If the record is in written or printed form:

Copy of record*

Inspection of record

If the record has visual images (including photographs, slides, video recordings, computer-generated images, sketches, etc):

View the images

Copy of images*

Transcription of the images*

If the record has recorded words or information that can be reproduced in sound:

Listen to the soundtrack (audio cassette)

Transcription of the soundtrack* (written or printed document)

If the record is 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* (compact disc)

*** If you ask for a copy or transcription of a record (above), do you want the copy or transcription to be posted to you? (Postage is payable.)**

Yes

No

G	Particulars of the right to be exercised or protected
<p>If the provided space is not enough, please continue on a separate page and attach it to this form. You must sign all the additional pages.</p>	
<p>What right to you want to exercise or protect?</p>	
<p>Explain why you need the record to exercise or protect this right.</p>	
H	Notice of decision about your request for access
<p>We will let you know in writing if your request has been approved or denied. If you want us to let you know in another way, please tell us and give us the necessary contact details.</p>	
<p>How should we inform you about the decisions regarding your request?</p>	

Signed at this day of 20

.....
 Signature of requester or person on whose behalf the request is made

FORM 1

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

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

Note:

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

Reference Number....

A	DETAILS OF DATA SUBJECT	
Name and surname of data subject:		
Residential, postal or business address:		
	Code ()	
Contact number(s):		
Fax number:		
E-mail address:		
B	DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party (if the responsible party is a natural):		
Residential, postal or business address:		
	Code ()	
Contact number(s):		
Fax number:		
E-mail address:		

Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR OBJECTION <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....
Signature of data subject (applicant)

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, 2017
[Regulation 3(2)]**

Note:

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

Reference Number....

Mark the appropriate box with an "x".

Request for:

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

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

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

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)

* *Delete whichever is not applicable*

Signed at this day of20.....

.....
Signature of Data subject

ANNEXURE C–FEES

FEES PAYABLE IN RESPECT OF RECORDS REQUESTED FROM QUANTUM ESSENTIAL SOLUTIONS

The fees, in respect of private bodies, are as follows –	Rands
For every photocopy of an A4-size page or part thereof	R 1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.75
For a copy in a computer-readable form on – <ul style="list-style-type: none"> • stifty disc R 7.50 • compact disc R 70.00 	
For a transcription of visual images, for an A4-size page or part thereof	R 40.00
For a copy of visual images	R 60.00
For a transcription of an audio record, for an A4-size page or part thereof	R 20.00
For a copy of an audio record	R 30.00
The request fee payable by a requester, other than a personal requester	R 50.00
The access fees payable by a requester are as follows –	
For every photocopy of an A4-size page or part thereof	R 1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.75
For a copy in a computer-readable form on - <ul style="list-style-type: none"> • stifty disc R 7.50 • compact disc R 70.00 	
For a transcription of visual images, for an A4-size page or part thereof	R 40.00
For a copy of visual images	R 60.00
For a transcription of an audio record, for an A4-size page or part thereof	R 20.00
For a copy of an audio record	R 30.00
To search for and prepare the record for disclosure, R30.00 for each hour or part of an hour reasonably required for such search and preparation.	

<p>For purposes of section 54(2) of the Act, the following applies –</p> <ul style="list-style-type: none"> • Six hours as the hours to be exceeded before a deposit is payable; and • one third of the access fee is payable as a deposit by the requester. <p>The actual postage is payable when a copy of a record must be posted to a requester.</p>
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Note: Requesters seeking access to their own personal information are exempt from paying the request fee. All fees must be paid into the designated bank account of Quantum Essential Solutions (Proprietary) Limited prior to release of the requested records.