



**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION
OF ACCESS TO INFORMATION ACT 2 OF 2000, AS AMENDED**

for

CARGILL RSA PROPRIETARY LIMITED

*Cargill RSA (Pty) Ltd is an Authorised
Financial Services Provider – Licence no.
34023 and an authorised ODP*

*Cargill Building, Cedar View Office Park
Cnr Cedar Road & Runnymede Avenue
Chartwell, 2191, South Africa*

*Tel: +27 (11) 745-9600
www.cargill.co.za
Company Reg No. 1998/020303/07*

1 INTRODUCTION

- 1.1 This manual is published pursuant to section 51 of the Promotion of Access to Information Act 2 of 2000 ("**PAIA**") which was promulgated in order to nurture an ethos which promotes transparency, accountability and effective governance of all private and public bodies.
- 1.2 PAIA gives effect to section 32 of the Constitution of the Republic of South Africa, 1996, which provides for the right of access to information in a manner that affords persons a means to obtain the records of private and public bodies as promptly and efficiently as reasonably possible.
- 1.3 PAIA requires organisations to compile a manual as a guide to requesters of information. The manual also serves to indicate the types of records held by Cargill RSA Proprietary Limited (Registration No: 1998/20303/07), and -
 - 1.3.1 Provimi RSA Proprietary Limited (Registration No: 1996/002008/07),

(collectively referred to herein as "**Cargill RSA**").
- 1.4 In addition, the manual explains how to access, object to, request correction or deletion of, personal information held by Cargill RSA, in terms of sections 23, 24 and 25 of the Protection of Personal Information Act 3 of 2013 ("**POPIA**"), and the Regulations Relating to the Protection of Personal Information, 2017 ("**POPIA Regulations**").
- 1.5 This manual is not exhaustive of, nor does it comprehensively deal with, every procedure provided for in PAIA. Requestors are advised to familiarise themselves with the provisions of PAIA and POPIA before making any requests to Cargill RSA in terms of these statutes. However, in terms of section 19 of PAIA, and Regulations 2 and 3 of the POPIA, Cargill RSA will provide such assistance as is required in completing the necessary forms, by parties applying for access to information or personal information.
- 1.6 Cargill RSA makes no representation and gives no undertaking or warranty that the information in this manual or any information provided by it to a requestor is complete or accurate, or that such information is fit for any purpose. All users of any such information use such information entirely at their own risk, and Cargill RSA will not be liable for any loss, expense, liability or claims, howsoever arising, resulting from the use of this manual or of any information provided by Cargill RSA or from any error therein.

2 OVERVIEW OF CARGILL

Cargill RSA provides food, agriculture, financial and industrial products and, together with farmers, customers, government and communities, Cargill RSA helps people thrive by applying its insights and many years of experience. In particular, Cargill RSA is involved in the following activities:

- 2.1 **Agriculture** - Cargill RSA buys, processes and distributes grain, oilseeds and other commodities to makers of food and animal nutrition products. Cargill RSA also provides crop and livestock producers with products and services.
- 2.2 **Food** - Cargill RSA provides food and beverage manufacturers, foodservice companies and retailers with high-quality ingredients, meat and poultry products, and health-promoting ingredients and ingredient systems.
- 2.3 **Financial** - Cargill RSA provides its agricultural, food, financial and energy customers around the world with risk management and financial solutions.
- 2.4 **Industrial** - Cargill RSA serves industrial users of energy, salt, starch and steel products. Cargill RSA also develops and markets sustainable products made from agricultural feedstocks.

3 INFORMATION OFFICER AND CONTACT DETAILS OF CARGILL RSA

- 3.1 The Information Officer of Cargill RSA is Ms Marilize Moolman whose contact details are as follows –

Name	Contact details
Marilize Moolman	Telephone no: (011) 745 9600 Fax no: (086) 528 2600 up to 7 Email: Marilize_Moolman@cargill.com

3.2 The details of Cargill RSA's Head Office are as follows -

Physical address Head office	Cargill Building Cedar View Office Park Cnr 6 th Rd & Runnymede Ave Chartwell Gauteng South Africa
Postal address Head office	PO Box 864 Sloane Park 2152

4 **GUIDE ON HOW TO USE PAIA AND POPIA**

4.1 As of 1 July 2021, the Information Regulator of South Africa ("**Information Regulator**") has assumed the functions of the South African Human Rights Commission ("**SAHRC**") and is responsible for PAIA and POPIA administration/enforcement.

4.2 As part of its functions, the Information Regulator is responsible for publishing a guide on how to use PAIA and POPIA in the new dispensation.

4.3 The Information Regulator has, in terms of section 10(1) of PAIA, 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.

4.4 The Guide contains a description of –

4.4.1 the objects of PAIA and POPIA;

4.4.2 the postal and street address, phone and fax number and, if available, electronic mail address of –

4.4.2.1 the information officer of every public body; and

4.4.2.2 every deputy information officer of every public body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

4.4.3 the manner and form of a request for –

- 4.4.3.1 access to a record of a public body contemplated in section 11 of PAIA; and
- 4.4.3.2 access to a record of a private body contemplated in section 50 of PAIA;
- 4.4.4 the assistance available from the information officer of a public body in terms of PAIA and POPIA;
- 4.4.5 the assistance available from the Information Regulator in terms of PAIA and POPIA;
- 4.4.6 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 –
 - 4.4.6.1 an internal appeal;
 - 4.4.6.2 a complaint to the Information Regulator; and
 - 4.4.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Information Regulator or a decision of the head of a private body;
- 4.4.7 the provisions of sections 14 and 51 of PAIA requiring a public and private body, respectively, to compile a manual;
- 4.4.8 the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public and private body, respectively;
- 4.4.9 the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
- 4.4.10 the regulations made in terms of section 92 of PAIA.
- 4.5 Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including the office of the Information Regulator, during normal working hours. Further, the Guide is available on the Information Regulator's [website](#).

- 4.6 Any information or queries related to the guide, or to PAIA or POPIA should be directed to –

Information Regulator

JD House
27 Stiemens Street
Braamfontein
Johannesburg, 2001

Telephone number: (010) 023 5200
Website: <https://infoeregulator.org.za/>
E-mail: enquiries@infoeregulator.org.za

5 NOTICE IN TERMS OF SECTION 52(2) OF PAIA

The records that are located on the Cargill website are automatically available to any person requesting this information and it is therefore not necessary to apply for access thereto in terms of PAIA. Our website address where said information or records can be obtained is <https://www.cargill.co.za/>.

6 RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

- 6.1 Records are kept in accordance with legislation as is applicable to Cargill, which include (but may not be limited to) the following legislation –
- 6.1.1 Agricultural Product Standards Act 119 of 1990;
 - 6.1.2 Basic Conditions of Employment Act 75 of 1997;
 - 6.1.3 Broad-Based Black Economic Empowerment Act 53 of 2003;
 - 6.1.4 Companies Act 71 of 2008;
 - 6.1.5 Compensation for Occupational Injuries and Diseases Act 130 of 1993;
 - 6.1.6 Competition Act 89 of 1998;
 - 6.1.7 Customs and Excise Act 91 of 1964;
 - 6.1.8 Employment Equity Act 55 of 1998;
 - 6.1.9 Fertilizers, Farm Feeds, Seeds and Remedies Act 36 of 1947;

- 6.1.10 Financial Advisory and Intermediary Services Act 37 of 2002;
 - 6.1.11 Financial Intelligence Centre Act 38 of 2001;
 - 6.1.12 Financial Markets Act 19 of 2012;
 - 6.1.13 Income Tax Act 58 of 1962;
 - 6.1.14 Labour Relations Act 66 of 1995;
 - 6.1.15 Medicines and Related Substances Act 101 of 1965;
 - 6.1.16 Occupational Health and Safety Act 85 of 1993;
 - 6.1.17 Pension Funds Act 24 of 1956;
 - 6.1.18 Petroleum Products Act 120 of 1977;
 - 6.1.19 Skills Development Act 9 of 1999;
 - 6.1.20 Trade Marks Act 194 of 1993;
 - 6.1.21 Unemployment Insurance Act 63 of 2001;
 - 6.1.22 Unemployment Insurance Contributions Act 4 of 2002; and
 - 6.1.23 Value Added Tax Act 89 of 1991.
- 6.2 Although we have used our best endeavours to provide a comprehensive list of applicable legislation it is possible that the above list may be incomplete.
- 6.3 Wherever it comes to our attention that existing or new legislation allows a requester access on a basis other than set out in PAIA we shall update the above list as soon as reasonably practicable.
- 6.4 If a requester believes that a right to access to a record exists in terms of the legislation listed above, or any other legislation, the requester is required to indicate what legislative right the request is based on, to allow the information officer of Cargill RSA the opportunity of considering the request in light thereof.

7 **DESCRIPTION OF THE SUBJECTS ON WHICH CARGILL HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT**

The following table contains a description of the types of records which Cargill holds and the categories of records held on each subject –

Subject	Description of record
Statutory records	<ul style="list-style-type: none"> • Company incorporation documents • Share register • Memorandum of Incorporation • Minutes of meetings of the board of directors • Records relating to the appointment of directors, auditors, and other officers
Income tax	<ul style="list-style-type: none"> • Pay-as-you-earn (PAYE) records • Documents issued to employees for income tax purposes • Records of payments made to South African Revenue Services on behalf of employees • All or any statutory compliance • Value Added Tax • Skills development levies • Unemployment Insurance Fund
Labour relations records	<ul style="list-style-type: none"> • Personnel documents and records • Employment contracts • Medical aid records • Pension Fund records • Disciplinary records • Salary records • Disciplinary code and / or procedures • Leave records • Training records • Training manuals • Address lists • Internal telephone lists
Finance	<ul style="list-style-type: none"> • Receipts and payments • Bank statements • Budgets

Subject	Description of record
	<ul style="list-style-type: none"> • Management accounts • Asset registers • Orders, quotes and invoices • Minutes of meetings • Correspondence
Risk and compliance	<ul style="list-style-type: none"> • Contracts • Certifications • Policies and procedures • Risk assessment • Compliance records

8 PROCESSING OF PERSONAL INFORMATION

8.1 **POPIA**

General

8.1.1 Cargill processes personal information in accordance with POPIA. In terms of our various privacy notices, Cargill ensures that all processing conditions of POPIA are complied with as necessary at the time of processing personal information.

Purpose of processing personal information by Cargill

8.1.2 Cargill processes personal information for a number of reasons including -

8.1.2.1 **To provide our products and services** - we need to use your personal information to make our products and services available to you where you request or enquire about same from us.

8.1.2.2 **To manage our recruitment and employment processes** - we need personal information to process job applications and assess the job candidate's ability to meet job specifications. Further, we need personal information to improve our recruitment application process, management and administration of human resources, manage security, conduct workforce planning and management, perform our business operations, and meet legal and regulatory compliance requirements.

To manage our relationship with third parties such as service providers or suppliers - we need certain personal information in the process of negotiating, concluding and performing contracts with such parties, including customers. We also need personal information to manage our accounts and records, advertise and market our products and services where permissible, conduct market research and competitor analysis, communicate with third parties, operate the Cargill website (including the use of analytics software), support Cargill's corporate social responsibility activities, facilitate the security of Cargill sites, websites and other assets, legal and regulatory compliance and internal control evaluations and audits, debt administration, obtaining legal advice and to comply with statutes and regulations.

Categories of data subjects and their personal information

Employees/Job Candidates	
Contact details, such as name and surname	Banking and financial details
SARS/Tax details	Personal interests and experiences
ID Documents	Physical address
Careers website information (e.g. IP address and cookies/similar technologies)	Recruitment information
Professional qualifications	Previous employment
Employment administration information, such as absence and vacation records, hours worked and accident reports	Details of an individual's whereabouts in Cargill locations to the extent recorded by Cargill's electronic card access systems and video monitoring or other surveillance systems
Details relating to an individual's use of Cargill assets	Details relating to the administration of employee benefits
Information with respect to the administration of and an individual's use of a corporate credit card	Information with respect to the administration of and an individual's use of a company mobile phone or other handheld device
Information about travel for Cargill business or where otherwise recorded in the travel management system	

Suppliers, Customers and other Third Parties	
Company details (e.g. CIPC data)	Directors' details
Contact details (such as name, job title, gender, work address, telephone numbers, email address, fax numbers, etc.)	Legal agreements and permits
Proprietary information	Website related information
Credit card details/credit worthiness and other financial related information	Bank account number
Details of relevant experience and/or academic and professional qualifications	Details of business and other interests and opinions
Information with respect to a web user's use of the Cargill website	CCTV images and visit information for visitors to Cargill sites

Disclosure of your personal information

We may share information about you with -

- 8.1.2.4 personnel within Cargill RSA;
- 8.1.2.5 partners, agents or suppliers involved in delivering the products and services we offer;
- 8.1.2.6 third parties in connection with a sale, purchase or merger involving Cargill RSA;
- 8.1.2.7 external auditors we engage to validate our financial accounts;
- 8.1.2.8 legal advisors/external legal counsel in connection with any legal advice we may require whether it be for litigation or otherwise; and
- 8.1.2.9 to respond to or assist law enforcement agencies.

Transborder flows of personal information

- 8.1.3 Section 72 of POPIA provides that personal information may only be transferred out of the Republic of South Africa if certain conditions are satisfied. Cargill RSA will comply with the conditions set out in section 72

of POPIA by way of either ensuring transfers are to countries with similar laws to POPIA or contractual arrangements are set in place to ensure data protection. Cargill has Binding Corporate Rules which have been approved by European Union and UK Data Protection Authorities.

General description of information security measures

Cargill RSA takes reasonable and appropriate technical and organisational measures to ensure that personal information is kept secure and protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access.

9 HOW TO REQUEST ACCESS TO A RECORD

- 9.1 For PAIA related requests the requester must use the prescribed form to make the request for access to a record which can be found in annexure A of this manual. This must be made to the Information Officer. This request must be made to the address, fax number or electronic mail address provided in this manual.
- 9.2 The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- 9.3 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 9.4 If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.
- 9.5 For POPIA related requests to object to the processing of personal information, correct or delete personal information, the request must be made using the online Individual Rights Management form which can be located at <https://submit-irm.trustarc.com/services/validation/57f662f1-ba32-4779-96d5-bfa0579b480c>. If an individual does not have access to the internet and

cannot access the online form, then their request can be made in writing on the applicable prescribed **Form 1** (objection) or **Form 2** (correction or deletion) as contained in the POPIA Regulations and attached as annexures to this manual.

9.6 PAIA makes provision for certain grounds upon which a request for access to information must be refused. On this basis, the Information Officer will decide whether or not to grant a request for access to information.

10 FEES

10.1 PAIA provides for two types of fees, namely –

10.1.1 a request fee, which will be a standard non-refundable administration fee, payable prior to the request being considered; and

10.1.2 an access fee, payable when access is granted which must be calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs.

10.2 Subsequent to a request being made, the information officer shall by notice require the requester, excluding personal requester, to pay the prescribed request fee (if any) before further processing the request.

10.3 If the search and preparation for disclosure of the record has been made, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, Cargill RSA will request the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

10.4 Cargill RSA may withhold a record until the requester has paid the fees.

10.5 A requester whose request has been granted must pay the applicable access fee for reproduction, search, preparation and for any time reasonably 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 request form.

10.6 In terms of POPIA, a data subject has the right to request Cargill RSA to confirm, free of charge, whether or it holds personal information about the data subject and request from Cargill the record or a description of the personal

information held, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information.

- 10.7 POPIA further provides that where the data subject is required to pay a fee for services provided to them, Cargill RSA must provide the data subject with a written estimate of the payable amount before providing the service and may require that the requestor pay a deposit for all or part of the fee.

11 APPLICABLE TIME PERIODS

- 11.1 Cargill RSA will inform the requester within 30 days after receipt of the request of its decision whether or not to grant the request.
- 11.2 The 30-day period may be extended by a further period of not more than 30 days if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of Cargill RSA.

12 OUTCOME OF THE REQUEST

Should the request be refused, the notice will state adequate reasons for the refusal, including the provisions of the PAIA relied upon; and that the requester may lodge an application with a court against the refusal of the request.

13 AVAILABILITY OF THE MANUAL

This manual is available in electronic and hardcopies in English. The hardcopy is available at the head office of Cargill RSA and the electronic version is accessible on Cargill RSA's [website, www.cargill.co.za](http://www.cargill.co.za).

14 UPDATING OF THIS MANUAL

This manual will be reviewed and, if necessary, updated on a periodic basis but no less than once each year.

ANNEXURE A
FORM C
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of PAIA)
[Regulation 10]

A. Particulars of private body

The Head: _____

Company Name: _____

Company Registration Number: _____

B. Particulars of person requesting access to the record

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

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone 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

<p><i>This section must be completed ONLY if a request for information is made on behalf of another person.</i></p>

Full names and surname: _____
Identity number: _____
Postal address: _____

Fax number: _____
Telephone number: _____
E-mail address: _____

D. Particulars of record

- | |
|---|
| <p>(a) <i>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.</i></p> <p>(b) <i>If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.</i></p> |
|---|

1. Description of record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of record:

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason 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 hereunder, state your disability and indicate in which form the record is required.

Disability: _____	Form in which record is required: _____
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Mark the appropriate box with an **X**.

NOTES:

- (a) Compliance with your request 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:	
<input type="checkbox"/> copy of record*	<input type="checkbox"/> 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 the images* transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
	listen to the soundtrack		transcription of soundtrack* (written or printed document)
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*
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.			YES NO

G. Particulars of right to be exercised or protected

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

1. Indicate which right is to be exercised or protected:

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. 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 _____ 20____

Signature of requestor /
person on whose behalf request is made

Name of requestor /
person on whose behalf request is made

ANNEXURE B

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:	
Contact number(s):	
FAX number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party <i>(if the responsible party is a natural person)</i> :	
Residential, postal or business address:	
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> :	

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:

*Affidavits or other documentary evidence in support of the request must be attached.
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 DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
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:	

ANNEXURE C

FEES PAYABLE IN RESPECT OF RECORDS REQUESTED FROM CARGILL

Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (iii) Flash drive (to be provided by requestor) (iv) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (v) Flash drive (to be provided by requestor) (vi) Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any."