



RAIN  
CHARTERED  
ACCOUNTANTS

# RAIN Chartered Accountants Inc.

(“RAIN”)

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## MANUAL ON THE PROMOTION OF ACCESS TO INFORMATION AND PROTECTION OF PERSONAL INFORMATION

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*Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as amended) and to address the requirements of the Protection of Personal Information Act, No. 4 of 2013*

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### Approval and Authorisation

	Approved By	Authorised to Issue By
<b>Name and Title</b>	Mr Ian Pierce — Director (Information Officer)	Mr Jacob Allies — Accountant (Deputy Information Officer)
<b>Signature</b>		
<b>Date</b>	14 February 2026	20 February 2026

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5	May 2022	Information Officer	POPIA alignment and contact details updated.
6	July 2024	Information Officer	Records categories and security measures expanded.
7	17 July 2025	Information Technology Division	Comprehensive revision; reformatted to Information Regulator standard; annexure forms redesigned.

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# 1. INTRODUCTION

## 1.1 Introduction to the Acts

RAiN Chartered Accountants Inc. (“RAiN”) is committed to protecting its clients’ and stakeholders’ privacy and to ensuring that personal information is processed lawfully, transparently and securely, in accordance with all applicable legislation. This Manual sets out the manner in which RAiN processes personal information, the purposes for which such information is used, and the safeguards implemented to ensure compliance with the Promotion of Access to Information Act, No. 2 of 2000 (as amended) (“PAIA”) and the Protection of Personal Information Act, No. 4 of 2013 (“POPIA”).

PAIA became operative on 9 March 2001 and gives effect to the constitutional right of access to information contemplated in section 32 of the Constitution. Oversight of PAIA was transferred to the Information Regulator on 30 June 2021, making the publication and maintenance of a PAIA manual by every private body a mandatory requirement.

## 1.2 Purpose of this Manual

The purpose of this Manual is to ensure compliance with the provisions of PAIA and POPIA, and to serve as RAiN’s information manual providing a reference to the records held by RAiN and the process to request access to, correction of, or objection to the processing of personal information.

In summary, this Manual enables members of the public to:

- Identify the categories of records held by RAiN that are available without a formal PAIA request;
- Understand how to make a request for access to a record, including the subjects on which RAiN holds records and the categories of records held on each subject;
- Identify the records that are available in accordance with any other legislation, together with the contact details of the Information Officer and Deputy Information Officer;
- Locate the Guide on how to use PAIA, as published by the Information Regulator, and how to obtain access to it;
- Understand whether RAiN processes personal information, the purposes of processing, and the categories of data subjects and information;
- Identify the recipients (or categories of recipients) to whom the personal information may be supplied;
- Determine whether RAiN intends to transfer or process personal information outside the Republic of South Africa; and
- Assess whether RAiN has appropriate security measures to safeguard the confidentiality, integrity and availability of personal information processed.

## 1.3 Scope

RAiN Chartered Accountants Inc., a wholly South African-owned company, was incorporated in 2000. The firm was created to actively participate in the South African economy through the provision of innovative, value-added solutions and related services to both the public and private sectors.

This Manual applies to all divisions, business units and subsidiaries of RAiN, and covers both physical and electronic records under RAiN’s control. It applies to all categories of records processed in the course of RAiN’s

operations, regardless of format, storage medium or location, and includes records processed by authorised third-party operators acting on behalf of RAiN.

## 2. ACRONYMS, ABBREVIATIONS AND DEFINITIONS

In this Manual, unless the context otherwise indicates, the following meanings apply:

Term / Acronym	Meaning
<b>CEO</b>	Chief Executive Officer.
<b>DIO</b>	Deputy Information Officer.
<b>IO</b>	Information Officer.
<b>Minister</b>	Minister of Justice and Correctional Services.
<b>PAIA</b>	Promotion of Access to Information Act, No. 2 of 2000 (as amended).
<b>POPIA</b>	Protection of Personal Information Act, No. 4 of 2013.
<b>Regulator</b>	The Information Regulator established in terms of section 39 of POPIA.
<b>Republic</b>	The Republic of South Africa.
<b>the Acts</b>	Collectively, PAIA and POPIA.
<b>Agreement</b>	The Service Level Agreement entered into by RAiN and a service provider.
<b>Constitution</b>	The Constitution of the Republic of South Africa, 1996.
<b>Data Subject</b>	The person to whom personal information relates.
<b>De-identify</b>	In relation to personal information, the deletion of any information that (a) identifies the data subject; (b) can be used or manipulated by a reasonably foreseeable method to identify the data subject; or (c) can be linked by a reasonably foreseeable method to other information that identifies the data subject.

<b>Information Officer</b>	In relation to a private body, the head of the private body, subject to delegation to a Deputy Information Officer.
<b>Prescribed</b>	Prescribed by regulation or by a code of conduct.
<b>Private Body</b>	(a) A natural person who carries or has carried on any trade, business or profession, but only in such capacity; (b) a partnership which carries or has carried on any trade, business or profession; or (c) any former or existing juristic person, but excludes a public body.
<b>Public Body</b>	Any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government, or any other functionary or institution exercising a power or performing a duty in terms of the Constitution, a provincial constitution, or any legislation.
<b>Processing</b>	Any operation or activity or set of operations, whether by automatic means or not, concerning personal information.
<b>Person</b>	A natural person or a juristic person.
<b>Personal Information</b>	Information relating to an identifiable, living, natural person and, where applicable, an identifiable, existing juristic person.
<b>Responsible Party</b>	A public or private body, or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information.

### 3. CONTACT DETAILS

#### 3.1 Information Officer

<b>Name</b>	Mr Ian Pierce
<b>Designation</b>	Director, RAiN Chartered Accountants Inc.
<b>Telephone</b>	+27 11 243 5031
<b>Email</b>	ianp@rain.org.za

### 3.2 Deputy Information Officer

<b>Name</b>	Mr Jacob Allies
<b>Designation</b>	Accountant, RAiN Chartered Accountants Inc.
<b>Telephone</b>	+27 11 243 5031
<b>Email</b>	jacoba@rain.org.za

### 3.3 Head Office

<b>Postal Address</b>	P O Box 1006, Saxonwold, 2132, Johannesburg
<b>Physical Address</b>	34 Fricker Road, Illovo, Sandton, 2196
<b>Telephone</b>	+27 11 243 5031
<b>Email</b>	info@rain.org.za
<b>Website</b>	www.rain.org.za

### 3.4 The Information Regulator (South Africa)

In accordance with PAIA and POPIA, the contact details of the Information Regulator are set out below for ease of reference:

<b>Name</b>	The Information Regulator (South Africa)
<b>Physical Address</b>	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
<b>Telephone</b>	+27 10 023 5200
<b>Email</b>	PAIAComplaints.IR@justice.gov.za   complaints.IR@justice.gov.za
<b>Website</b>	www.inforegulator.org.za

### 3.5 Designation of the Deputy Information Officer

In accordance with section 17 of PAIA and section 56 of POPIA, RAiN has formally designated Mr Jacob Allies, Accountant, as the Deputy Information Officer. The designation has been approved by the Director and is recorded in the internal governance register. RAiN confirms that the designation of the Information Officer and

Deputy Information Officer has been formally registered with the Information Regulator and is reviewed annually.

The Deputy Information Officer is authorised to:

- Assist the Information Officer in discharging duties under PAIA and POPIA;
- Receive, process and respond to access-to-information requests;
- Oversee correction, deletion and objection procedures relating to personal information;
- Ensure compliance with internal policies and regulatory obligations; and
- Liaise with the Information Regulator and other stakeholders on matters of data protection and access to records.

A copy of the formal designation letter, signed by the Director, is retained in RAIN's governance file and is available for inspection upon request. The designation is reviewed annually and updated as necessary to reflect organisational changes and regulatory developments.

## 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO IT

The Information Regulator has published a comprehensive Guide on how to exercise rights under PAIA and POPIA. The Guide is available in all official languages and can be accessed on the Regulator's website or obtained directly from RAIN's Information Officer. The Guide provides practical instructions on submitting access requests, lodging complaints, and understanding the remedies available under the Acts.

The Guide contains a description of, among other things:

- The objects of PAIA and POPIA;
- The postal and street address, telephone number and electronic mail address of the Information Officer of every public body and of every Deputy Information Officer designated in terms of section 17(1) of PAIA and section 56 of POPIA;
- The manner and form of a request for access to a record of a public body (section 11) and a private body (section 50);
- The assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- The assistance available from the Information Regulator in terms of PAIA and POPIA;
- The remedies in law available in respect of an act or failure to act in respect of a right or duty conferred or imposed by the Acts, including the manner of lodging an internal appeal, a complaint to the Regulator, and an application to a competent court;
- The provisions of sections 14 and 51, which require public bodies and private bodies to compile a manual, and how to obtain access to a manual;
- The provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- The notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- The regulations made in terms of section 92 of PAIA.

Members of the public may inspect or make copies of the Guide at the offices of the Information Regulator during normal working hours. The Guide may also be obtained:

- Upon request to the Information Officer of RAiN;
- From the RAiN website at [www.rain.org.za](http://www.rain.org.za); and
- From the Regulator’s website at [www.inforegulator.org.za](http://www.inforegulator.org.za).

## 5. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

### 5.1 Unlimited Requesters

Certain legislation mandates RAiN to allow any person access to specified information, upon request, irrespective of who that person may be. In terms of the Companies Act, No. 71 of 2008, any person may have access to specified financial information.

### 5.2 Limited Requesters

Certain legislation provides that private bodies must allow specified persons access to specified records, upon request. Legislation that may be consulted to establish whether a requester has a right of access to a record other than in terms of the procedure set out in PAIA includes, but is not limited to, the Acts listed below.

Legislation	Legislation
Basic Conditions of Employment Act, 1997	National Credit Act, 2005
Broad-Based Black Economic Empowerment Act, 2003	Occupational Health and Safety Act, 1993
Companies Act, 1973	Pension Funds Act, 1956
Companies Act, 2008 (Act No. 71 of 2008)	Promotion of Access to Information Act, 2000
Compensation for Occupational Injuries and Diseases Act, 1993	Skills Development Act, 1998
Electronic Communications and Transactions Act, 2002	Skills Development Levies Act, 1999
Employment Equity Act, 1998	Unemployment Insurance Act, 2001
Finance Act, 2007	Unemployment Insurance Contributions Act, 2002
Income Tax Act, 1962	Value-Added Tax Act, 1991
Insolvency Act, 1936	Protection of Personal Information Act, 2013
Regulation of Interception of Communications Act, 2002	Cybercrimes Act, 2020
Labour Relations Act, 1995	Auditing Profession Act, 2005

Magistrates Court Act, 1944	Tax Administration Act, 2011
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In addition to the legislation listed above, RAiN processes records in accordance with any other legislation applicable to the accounting, auditing and advisory sectors. Such legislation may grant requesters additional rights of access to specific categories of information.

## 6. PROCESSING OF PERSONAL INFORMATION

RAiN processes personal information in accordance with the lawful bases set out in section 11 of POPIA, including consent, contractual necessity, legal obligation, legitimate interests, and compliance with statutory requirements. Data subjects have the right to access, correct, delete or object to the processing of their personal information. RAiN’s processing activities are further governed by its internal Record Retention and Destruction Policy, which prescribes retention periods and secure disposal methods.

### 6.1 Categories of Records Held by RAiN

Subject Area	Record Categories	Retention Period	Access Conditions
Human Resources	Employee contracts, payroll records, leave registers, performance appraisals, disciplinary records, training records, CVs, background checks, medical and disability disclosures.	5–7 years (BCEA & SARS)	Restricted – HR and authorised staff
Finance & Tax	Annual financial statements, audit reports, tax returns, VAT records, invoices, payment vouchers, bank statements, asset registers.	5–10 years (Companies Act & SARS)	Limited – Finance Executive approval
Client Engagements	Engagement letters, signed contracts, billing records, correspondence, deliverables, CIPC extracts, shareholder and director details.	7 years (contractual)	Client-specific – subject to confidentiality
Governance & Legal	Board resolutions, compliance reports, internal policies, risk registers, POPIA documentation, PAIA requests and responses.	Permanent / per legal requirement	Restricted – Legal and Compliance only
Information Technology	System access logs, cybersecurity reports, software licences, IT asset	3–5 years	Internal – IT and Information Officer

	inventory, backup logs, incident reports.		
Marketing & Communications	Supplier contracts, tender documents, vendor registration forms, payment records, correspondence.	5–7 years	Limited – Procurement and Finance
Audit & Assurance	Audit programmes, working papers, findings reports, limitation statements, client references, assurance documentation.	7–10 years	Restricted – Audit team and reviewers
Students / Trainees	Dashboards, retention models, anonymised student datasets, intervention logs.	Per training contract / project lifecycle	Internal – Education analytics and governance

## 6.2 Categories of Data Subjects and Information

Category of Data Subject	Types of Personal Information Processed
Clients / Customers	Full name, identity or registration number, contact details, financial records, tax numbers, signed engagement letters, CIPC records, director/shareholder details.
Prospective Clients	Name, contact details, business profile, service enquiry history, marketing preferences.
Service Providers / Vendors	Company registration number, VAT number, bank details, contact person details, signed contracts, trade secrets (where applicable).
Employees (Current & Former)	Name, ID number, address, gender, race, qualifications, employment history, medical and disability data, payroll records, bank details, performance reviews, CCTV access logs.
Job Applicants	Name, CV, qualifications, references, criminal record checks, psychometric test results, background screening data.
Directors / Shareholders	Name, ID number, shareholding structure, contact details, CIPC registration data.
Family Members of Employees	Name, ID number, date of birth, relationship to employee, contact details (for emergency and benefit purposes).

Regulatory Contacts / Officials	Name, designation, correspondence records, compliance documentation.
Website Visitors / Online Users	IP address, browser type, device information, cookies, user preferences, contact form submissions.
Students / Education Partners	Anonymised student IDs, academic performance data, retention indicators, intervention history (used in analytics and reporting for education-sector engagements).

### 6.3 Recipients of Personal Information

Category of Personal Information	Recipients / Categories of Recipients
Identity numbers, names and addresses (clients, employees, directors)	South African Revenue Service (SARS), CIPC, professional bodies (e.g. SAICA), internal audit teams.
Financial records (invoices, bank details, tax numbers)	External auditors, SARS, financial institutions, payment processors, internal finance teams.
Employment records (contracts, payroll, performance reviews)	Department of Employment and Labour, employee benefit administrators, payroll service providers, internal HR teams.
Qualifications and professional credentials	South African Qualifications Authority (SAQA), professional bodies, recruitment agencies.
Criminal record and background checks	South African Police Services (SAPS), third-party vetting agencies.
Medical and disability information	Employee wellness providers, medical aid schemes, occupational health practitioners.
Company registration and shareholder details	CIPC, legal advisors, external auditors, regulatory bodies.
CCTV footage and access logs	Security service providers, internal risk and compliance teams.
Psychometric and recruitment assessments	Recruitment consultants, HR software platforms, internal hiring managers.
Tax registration numbers and declarations	SARS, tax consultants, payroll administrators.

Client engagement documentation (contracts, deliverables, correspondence)	Legal advisors, external auditors, cloud service providers, internal project teams.
Supplier / vendor information (bank details, registration numbers)	Procurement platforms, financial institutions, internal procurement and finance teams.
Website usage data (IP address, cookies, browser type)	Web analytics providers, cybersecurity teams, marketing platforms.

### 6.4 Planned Transborder Flows of Personal Information

RAiN confirms that it does not currently plan or engage in any transborder flow of personal information. All personal information collected, processed and stored by RAiN remains within the territorial boundaries of the Republic of South Africa. No personal information is stored in cloud services or data centres located outside the Republic.

Where RAiN utilises cloud-based platforms or third-party service providers that may involve cross-border data transfers, such transfers are conducted strictly in accordance with section 72 of POPIA. RAiN ensures that all foreign jurisdictions provide an adequate level of protection, or that appropriate contractual safeguards are in place to protect personal information.

### 6.5 Information Security Measures

RAiN takes appropriate, reasonable technical and organisational measures to safeguard the confidentiality, integrity and availability of all personal information under its care. A layered security approach has been adopted, including enterprise-grade antivirus and anti-malware solutions, secure firewalls, and intrusion detection systems. Sensitive data is encrypted in transit and at rest using industry-standard encryption protocols. Access to personal information is strictly controlled through role-based permissions, multi-factor authentication and secure audit trails. Regular vulnerability assessments, patch management and backup protocols are in place to mitigate risk and ensure business continuity.

These safeguards are designed to prevent:

- The loss of, damage to or unauthorised destruction of personal information; and
- The unlawful access to, or processing of, personal information.

RAiN maintains written operator agreements with all third-party service providers who process personal information on its behalf, as required by section 21 of POPIA. RAiN also maintains an Incident Response Plan aligned to section 22 of POPIA, which sets out procedures for identifying, reporting and responding to security compromises, including mandatory breach notifications to affected data subjects and to the Information Regulator.

## 7. ACCESS TO RECORDS HELD BY RAIN

### 7.1 Voluntary Disclosure

In accordance with section 52(1) of PAIA, RAIN voluntarily makes the following categories of records available to the public without the need for a formal PAIA request. These records are accessible during normal business hours and may be inspected or obtained on request from the Information Officer or Deputy Information Officer.

Record Category	Description	Manner of Access
Marketing Materials	Brochures, flyers, pamphlets and service catalogues.	Available for inspection or download via the website.
Public Announcements	Media releases, event notices and newsletters.	Available on request or via email subscription.
Corporate Profile	Company overview, governance structure and strategic objectives.	Available on request from the Information Officer.
Regulatory Compliance Notices	POPIA and PAIA compliance statements and privacy notices.	Available on the RAIN website and on request.
Community Engagement Reports	Summaries of outreach initiatives, sponsorships and CSI activities.	Available on request.

### 7.2 Request Procedure

A requester must be given access to a record of a private body if the requester complies with all the procedural requirements set out in PAIA, and access to the record is not refused on any ground of refusal set out in the Act.

The following procedure applies to a request for access:

- The requester must complete the prescribed form (Form 2 — Request for Access to Record, attached as Annexure A) published in terms of Regulation 7 of the PAIA Regulations.
- The form must be completed in BLOCK LETTERS, and every question must be answered.
- The requester must specify whether the request is for a copy of the record or whether they wish to inspect the record at the offices of RAIN. Where the record is not a document, it may be viewed in the form requested, where reasonably practicable.
- Where access is requested in a particular form, access will be given in that form unless to do so would unreasonably interfere with the running of RAIN, damage the record, or infringe a copyright not owned by RAIN.
- If the requester wishes to be notified of the decision in a manner additional to a written reply (e.g. by telephone), this must be indicated on the form.

- Where the request is made on behalf of another person, the capacity in which the requester is acting must be stated, with supporting documentation.
- Where the requester is unable to complete the prescribed form due to illiteracy or disability, the Information Officer or Deputy Information Officer will assist the requester in completing the form.

### 7.3 Fees

Fees are charged in accordance with the regulations issued under PAIA. RAiN will not process a request until the prescribed request fee has been paid, where applicable. Requesters will be informed of the applicable fee schedule at the time of submitting a request, and fees are subject to change in line with notices issued by the Information Regulator.

Description	Amount (ZAR)
Request Fee (payable for non-personal information requests)	R 57.00
Photocopy of an A4-size page or part thereof	R 1.10
Printed copy of an A4 page held in electronic / machine-readable form	R 0.75
Copy in computer-readable form on compact disc (CD)	R 70.00
Transcription of visual images, per A4 page or part thereof	R 40.00
Copy of visual images	R 60.00
Transcription of an audio record, per A4 page or part thereof	R 20.00
Copy of audio record	R 30.00
Search and preparation, per hour (or part thereof) exceeding 6 hours	R 57.00
Postage	Actual cost
Deposit (where search and preparation exceeds 6 hours)	One-third of estimated access fee

All prices are inclusive of Value-Added Tax. Fees are issued in terms of section 54(7) of PAIA [Regulation 11(3)].

### 7.4 Decision on the Request

RAiN will decide whether to grant or refuse the request for access within 30 days of receipt of the request and will notify the requester of the decision, with reasons (where required), in writing.

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 if the request requires a search for records held at another office and the records cannot

reasonably be obtained within the original period. Where an extension is required, RAiN will notify the requester in writing.

## 7.5 Grounds for Refusal

Subject to the exceptions contained in Chapter 4 of PAIA, RAiN may refuse a request for access on the following grounds:

- Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where disclosure would be unreasonable;
- Mandatory protection of the commercial information of a third party (trade secrets; financial, commercial, scientific or technical information likely to cause harm; or information disclosed in confidence);
- Mandatory protection of confidential information of third parties protected in terms of any agreement;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records that would be privileged in legal proceedings;
- Protection of research information of RAiN or a third party, where disclosure would place the research or researcher at a serious disadvantage; and
- Frivolous or vexatious requests, or those involving an unreasonable diversion of resources.

## 8. REQUESTS FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

A request for correction or deletion does not automatically entitle the requester to have personal information corrected, deleted or destroyed. An application is subject to the provisions of section 24 of POPIA and Regulation 3 of the Regulations Relating to the Protection of Personal Information, 2018.

Requesters must take note of the following:

- The Request for Correction or Deletion form (Annexure C) must be completed in full;
- Proof of identity is required to authenticate the requester. A certified copy of the requester's identity document must accompany the form;
- The form must be completed in BLOCK LETTERS and every question must be answered;
- If a question does not apply, state "N/A" in response;
- If there is nothing to disclose, state "nil" in response;
- Where there is insufficient space, additional information may be provided on an attached folio. Each answer must be preceded by the applicable question heading;
- The completed form, together with a copy of the identity document, must be submitted to the Deputy Information Officer by post, email or hand delivery; and
- No fees are payable in respect of requests for correction or deletion.

### 8.1 Notification

RAiN will, as soon as reasonably practicable:

- Correct the information;

- Destroy or delete the information;
- Provide credible evidence in support of the information; or
- Take reasonable steps, in the circumstances, to attach to the information an indication that a correction was requested but not made, so that the indication is always read with the information.

RAiN will notify the requester of the action taken in response to the request.

## 8.2 Grounds for Refusal

RAiN may refuse to correct or delete personal information on the following grounds:

- There is credible evidence in support of the personal information held;
- The information is being retained in terms of applicable legislation and/or RAiN's Record Retention and Destruction Policy; or
- The personal information is necessary to carry out RAiN's mandate or is required in terms of applicable legislation.

## 9. OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

A data subject may object to the processing of their personal information in accordance with section 11(3) of POPIA and Regulation 2 of the Regulations Relating to the Protection of Personal Information, 2018.

Requesters must take note of the following when completing the Objection form (Annexure B):

- The Objection form must be completed in full;
- Proof of identity is required to authenticate the requester. A certified copy of the requester's identity document must accompany the form;
- The form must be completed in BLOCK LETTERS and every question must be answered;
- If a question does not apply, state "N/A" in response;
- If there is nothing to disclose, state "nil" in response;
- Where there is insufficient space, additional information may be provided on an attached folio. Each answer must be preceded by the applicable question heading;
- The completed form, together with a copy of the identity document, must be submitted to the Deputy Information Officer by post, email or hand delivery; and
- No fees are payable in respect of objections to processing.

### 9.1 Discontinuation of Processing

Upon receipt of a valid Objection form, RAiN will discontinue processing the personal information if the provisions of section 11(3) of POPIA and Regulation 2 are met.

### 9.2 Grounds for Refusal

RAiN may refuse to discontinue processing on the following grounds:

- There are no reasonable grounds to discontinue processing the information;
- The information is being processed in terms of applicable legislation; or

- The objection does not relate to information being processed in terms of section 11(1)(d) to (f) of POPIA.

## 10. AVAILABILITY OF FORMS AND SUBMISSION CHANNELS

The prescribed PAIA and POPIA forms are appended to this Manual as Annexures A, B and C. The forms are also available from the Information Regulator. RAIN will accept duly completed forms submitted electronically (by email), by post, or by hand delivery.

<b>Submit to</b>	Mr Jacob Allies — Deputy Information Officer
<b>Postal Address</b>	P O Box 1006, Saxonwold, 2132, Johannesburg
<b>Physical Address</b>	34 Fricker Road, Illovo, Sandton, 2196
<b>Email</b>	jacoba@rain.org.za

## 11. UPDATING OF THE MANUAL

This Manual will be reviewed annually, or upon a material change in legislation, organisational structure or processing activities. The most recent version of the Manual is published on RAIN’s website at [www.rain.org.za](http://www.rain.org.za) and is available from the Information Officer on request.

Issued by:



**Mr Ian Pierce**

Director and Information Officer

RAiN Chartered Accountants Inc.

# ANNEXURE A

## FORM 2

### REQUEST FOR ACCESS TO RECORD

**(Section 53(1) of the Promotion of Access to Information Act, 2000)**

**(Act No. 2 of 2000)**

*Regulations issued in terms of section 92 of the Promotion of Access to Information Act, 2000 — Regulation 7*

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If the request is made on behalf of another person, proof of such authorisation must be attached to this form.

**TO:**

The Information Officer / Deputy Information Officer

Mr Jacob Allies — Deputy Information Officer, RAiN Chartered Accountants Inc.

P O Box 1006, Saxonwold, 2132, Johannesburg | 34 Fricker Road, Illovo, Sandton, 2196

Tel: +27 11 243 5031 | Email: jacob@rain.org.za

Mark the appropriate box with an "X".

Request is made in my own name.

Request is made on behalf of another person.

#### PERSONAL INFORMATION

<b>Full Names</b>	
<b>Identity Number</b>	
<b>Capacity in which request is made (when made on behalf of another person)</b>	
<b>Postal Address</b>	

<b>Street Address</b>				
<b>E-mail Address</b>				
<b>Contact Numbers</b>	<b>Tel. (B):</b>	<b>Cellular:</b>		<b>Facsimile:</b>
<b>Full names of person on whose behalf request is made (if applicable)</b>				
<b>Identity Number</b>				
<b>Postal Address</b>				
<b>Street Address</b>				
<b>E-mail Address</b>				
<b>Contact Numbers</b>	<b>Tel. (B):</b>	<b>Cellular:</b>		<b>Facsimile:</b>

*Provide full particulars of the record to which access is requested, including the reference number if it is known to you, to enable the record to be located. If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.*

PARTICULARS OF RECORD REQUESTED	
<b>Description of record or relevant part of the record:</b>	
<b>Reference number, if available:</b>	
<b>Any further particulars of record:</b>	

TYPE OF RECORD (Mark the applicable box with an “X”)	
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS (Mark the applicable box with an “X”)	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an “X”)	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share / file transfer	
Preferred language (Note: If the record is not available in the language you prefer, access may be granted in the language in which the record is available.)	

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

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<b>Indicate which right is to be exercised or protected:</b>	
<b>Explain why the record requested is required for the exercise or protection of the aforementioned right:</b>	

FEES
a) A request fee must be paid before the request will be considered.
b) You will be notified of the amount of the access fee to be paid.
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.

<b>Reason for exemption from payment of fees:</b>	
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You will be notified in writing whether your request has been approved or denied, and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
*Signature of Requester / person on whose behalf request is made*

FOR OFFICIAL USE	
<b>Reference number:</b>	
<b>Request received by: (State Rank, Name and Surname of Information Officer)</b>	
<b>Date received:</b>	
<b>Access fees:</b>	
<b>Deposit (if any):</b>	

\_\_\_\_\_  
*Signature of Information Officer*

# 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 — Regulation 2(1)*

Note:

- Affidavits or other documentary evidence in support of the objection 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 \_\_\_\_\_

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 the party responsible (if the responsible party is a natural person):	
Residential, postal or business address:	
Code ( )	

<b>Contact number(s):</b>	
<b>Fax number:</b>	
<b>E-mail address:</b>	
<b>Name of public or private body (if the responsible party is not a natural person):</b>	
<b>Business address:</b>	
<b>Code ( )</b>	
<b>Contact number(s):</b>	
<b>Fax number:</b>	
<b>E-mail address:</b>	

**C REASONS FOR OBJECTION** *(Please provide detailed reasons for the objection)*

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
*Signature of data subject (applicant)*

# ANNEXURE C

## FORM 2

### REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTRUCTION 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 — 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.

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 and who is no longer authorised to retain the record of information.

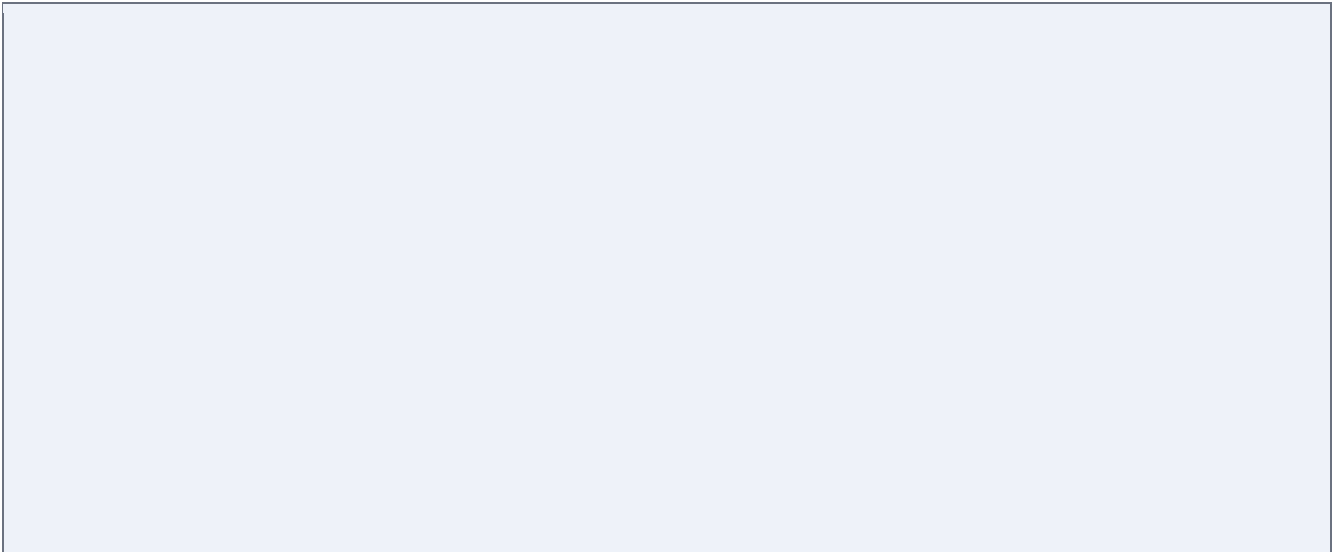
A DETAILS OF THE DATA SUBJECT	
<b>Surname:</b>	
<b>Full names:</b>	
<b>Identity number:</b>	
<b>Residential, postal or business address:</b>	
<b>Code ( )</b>	

<b>Contact number(s):</b>	
<b>E-mail address:</b>	

**B DETAILS OF RESPONSIBLE PARTY**

<b>Name and surname of responsible party (if the responsible party is a natural person):</b>	
<b>Residential, postal or business address:</b>	
<b>Code ( )</b>	
<b>Contact number(s):</b>	
<b>Fax number:</b>	
<b>E-mail address:</b>	
<b>Name of public or private body (if the responsible party is not a natural person):</b>	
<b>Business address:</b>	
<b>Code ( )</b>	
<b>Contact number(s):</b>	
<b>Fax number:</b>	
<b>E-mail address:</b>	

**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 of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
*Signature of Data subject*