

Computershare South Africa
Proprietary Limited and its subsidiary
companies

Registration number 1998/010439/07

Manual prepared in terms of section 51 of the Promotion of Access to Information Act, 2000 ("PAIA") and section 55 of the Protection of Personal Information Act, 2013 ("POPIA")

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Computershare South Africa Proprietary Limited

(Registration number 1998/010439/07)

PAIA and POPIA Manual

For purposes of this manual, we refer to ourselves as "Computershare", "the Company", "we", "us", or "our". "You" or "your" means you the requester of the information from Computershare.

1. Preamble

This manual has been compiled in accordance with the Promotion of Access to Information Act No. 2 of 2000 ("PAIA"). Section 51 of this Act requires that we as a private body compile a manual giving information to the public regarding the records held by the South African Computershare Group of companies and the procedure to be followed in requesting information from us for the purpose of exercising or protecting the right of access to information.

The Protection of Personal Information Act No. 4 of 2013 ("POPIA") is now in operation and we need to comply. POPIA regulates how we handle your personal information while we do our work.

POPIA is intended to balance two competing interests. These are:

- > Your constitutional right to privacy (which requires your personal information to be protected)
- > The needs of our society to have access to and to use your personal information for legitimate purposes, for example, to enable us to do our work for you.

POPIA obliges us to inform you of our process, including details of how Computershare collects and uses personal information, with whom it is shared and your (the data subject's) choices and rights in relation to your personal information.

1.1. Aim of the manual

The aim of the manual is to assist potential requesters, who intend to obtain documents or records from Computershare in terms of PAIA, by providing them with the processes to be followed in initiating such requests, and further incorporates or addresses the requirements of POPIA.

2. Company overview (section 51 of PAIA)

2.1. Computershare – a service provider in the Financial Market industry

Computershare is a financial services and technology provider for the global securities industry, using a global network, specialised technology and financial markets expertise in order to provide services and solutions to listed and unlisted companies, investors, employees, exchanges and other financial institutions. Computershare operates through its group of companies noted below:

Computershare in South Africa

- › Computershare entered the South African market in 1998 when Old Mutual Plc appointed Computershare Australia to carry out its demutualisation. The businesses of Consolidated Share Registrars Limited (previously owned by Anglo American) and Optimum Registrars Proprietary Limited (previously owned by Rand Merchant Bank) were acquired to provide the necessary infrastructure.
- › On 2 April 2002, Computershare acquired the registry, share dealing and custodial business of Mercantile Registrars Limited and Mercantile Bank Limited.
- › The South African operation is a subsidiary of Computershare Limited (Company No. 3015818), which is wholly owned by the Australian parent company, with local equity interests held by the Black Management Investment Company.
- › **Computershare South Africa Proprietary Limited (hereinafter referred to as “Computershare South Africa”) is the local holding company.**

Computershare Proprietary Limited

- › Computershare Proprietary Limited, a subsidiary of Computershare South Africa, is a Central Securities Depository Participant registered under Strate Proprietary Limited and has an established Strate interface. This entity is also an approved Financial Services Provider (FSP no. 760) approved by the Financial Sector Conduct Authority to provide intermediary services in terms of the Financial Advisory and Intermediary Services Act, 2002. Computershare offers services that include dematerialisation, custody and settlement services, asset administration, income collection and distribution, corporate events and a low-cost deal routing or share dealing service for private individual clients. Computershare also administers the Sanlam Nominee company that was created at the time of demutualisation.

Computershare Investor Services Proprietary Limited

- › Computershare Investor Services Proprietary Limited, a subsidiary of Computershare South Africa, offers a comprehensive registry management system, which includes administration of securities registers, provision of in-depth customised reports, proxy solicitation, asset reunification and management of corporate actions. Services are provided to both listed and unlisted companies, their shareholders and the wider investment community. Computershare’s proprietary system SCRIP utilises software that has been designed for security registry operations and maintenance of company registers on a single database.
- › Sub-divisions within Computershare Investor Services include the following:

Plan Managers

Computershare Plan Managers offers an employee share plan administration solution for a number of share schemes in South Africa.

Issuer Services

Computershare Issuer Services focuses on share registry consultancy, cross-border share solutions, retail offers and BEE share schemes in the market.

Computershare Outsourcing Proprietary Limited

- › Computershare Outsourcing Proprietary Limited is an approved Custody Services Provider (CSP) of the JSE Limited and offers services to JSE member firms and others. Computershare Outsourcing is an independent back-office outsourcing alternative for stockbrokers, without ties to any other broking firm or bank.

CIS Company Secretaries Proprietary Limited

- › Computershare Company Secretaries Proprietary Limited provides secretarial services to companies to maintain effective corporate governance and meet regulatory and compliance standards.

3. Contact details (section 51(1)(a) of PAIA)

Name of the body: Computershare South Africa Proprietary Limited
Registration No. 1998/010439/07

Subsidiary companies: Computershare Proprietary Limited
Registration No. 2000/006082/07

Computershare Investor Services Proprietary Limited
Registration No. 2004/003647/07

Computershare Outsourcing Proprietary Limited
Registration No. 2000/005316/07

CIS Company Secretaries Proprietary Limited
Registration No. 2006/024994/07

Computershare Nominees Proprietary Limited
(wholly owned subsidiary of Computershare Proprietary Limited)
Registration No. 1999/008543/07

The Chief Executive Officer ("CEO") of Computershare South Africa Proprietary Limited is currently Mr Bennie van der Westhuizen who is tasked to receive and address all requests for information that have been made in accordance with PAIA. The CEO has delegated this power to Ms Teresa Van Niekerk, who is the company's appointed Information Officer.

All requests for information made in terms of the Act, directed to any of the entities listed, should be addressed to the Information Officer at:

Postal address: Private Bag X9000
Saxonwold
2132

Physical address: Rosebank Towers
15 Biermann Avenue
Rosebank
2196

Telephone number: (011) 370-7709

Email address: Teresa.Van.Niekerk@Computershare.co.za

The Deputy Information Officers whose physical and postal address is the same as the Information Officer above are:

Sadia Ismail

Telephone number: (011) 370-5248

Email address: Sadia.Ismail@Computershare.co.za

Elizabeth Meyer

Telephone number: (011) 370-7788

Email address: Elizabeth.Meyer@Computershare.co.za

4. Guide for requesters on how to use the Act (section 51(1)(b) of PAIA)

PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. For purposes of PAIA, Computershare and its subsidiaries are private bodies. Requests in terms of PAIA must be made in accordance with the prescribed procedures, at the rates provided. The forms and fees that apply are dealt with below in paragraph 19 and paragraph 20 of this manual.

Section 23 of POPIA (read with sections 18 and 53 of PAIA), grants a requester the right to request confirmation of records containing their personal information held by the company, which confirmation must be provided for free of charge. The requester can subsequently request a copy of the record or a description of the personal information contained within the record, subject to the fees prescribed by PAIA.

A PAIA Guide has been developed in fulfilment of the Information Regulator's ("Regulator's") obligation under section 10 of the PAIA, which requires the Regulator to update and make available the existing Guide that has been compiled by the South African Human Rights Commission. This Guide has been designed to be a guiding, user-friendly and accessible tool for any person who wishes to exercise any right contemplated in PAIA and POPIA.

Any enquiries regarding the above-mentioned Guide should be directed to:

The Information Regulator

Postal address:	PO Box 31533 Braamfontein 2017
Physical address:	27 Siemens Street Braamfontein 2017
Telephone number:	Office - (010) 023 5200
Facsimile number:	(011) 403 0625
E-mail address:	inforeg@justice.gov.za

The Guide can be obtained:

- > from the website of the Regulator (<https://www.justice.gov.za/inforeg/>)
- > upon request from the Information or Deputy Information Officer.

5. Automatic availability of certain records (section 51(1)(c) of PAIA)

The Company has not submitted any notice of such records in terms of section 52(1) of the Act.

The following information is available or may be automatically accessed by you without having to go through the formal PAIA request process in terms of the Act:

- > Marketing brochures
- > All public information and records on Computershare's website.

For other queries, interested parties are requested to make an appointment with or to send a written request to the Information Officer, although a formal application need not be submitted.

6. Records available in accordance with other legislation (section 51(1)(d) of PAIA)

The Company is subject to many laws and regulations, some of which require us to keep certain records. The Company maintains records in terms of the following legislation and regulations, as far as required. (This is not an exhaustive list):

6.1. General legislation

- 6.1.1. Companies Act No. 71 of 2008 and Applicable Regulations
- 6.1.2. Electronic Communications and Transactions Act No. 25 of 2002
- 6.1.3. Financial Advisory and Intermediary Services Act No. 37 of 2002 and Codes of Conduct
- 6.1.4. Financial Markets Act No. 19 of 2012
- 6.1.5. Financial Intelligence Centre Act No. 38 of 2001, the Amendment Acts of 2008 and 2017
- 6.1.6. Prevention of Organised Crime Act No. 121 of 1998
- 6.1.7. Prevention and Combatting of Corrupt Activities Act No. 12 of 2004
- 6.1.8. Promotion of Access to Information Act No. 2 of 2000
- 6.1.9. Protection of Constitutional Democracy Against Terrorist and Related Activities Act No. 33 of 2004
- 6.1.10. Protection of Personal Information Act No. 4 of 2013

6.2. Applicable rules

- 6.2.1. Exchange Control Rules
- 6.2.2. JSE Limited Rules and Directives
- 6.2.3. JSE Limited Listing Requirements
- 6.2.4. King IV Report on Corporate Governance 2016
- 6.2.5. Strate Proprietary Limited Rules and Directives
- 6.2.6. ZAR X Exchange Rules

6.3. Tax legislation

- 6.3.1. Income Tax Act No. 58 of 1962 and Taxation Laws Amendment Acts (Dividends Tax)
- 6.3.2. Foreign Account Tax Compliance Act ("FATCA") and OECD Common Reporting Standards
- 6.3.3. Value Added Tax Act No. 89 of 1991
- 6.3.4. Securities Transfer Tax Act No. 25 of 2007
- 6.3.5. Securities Transfer Tax Administration Act No. 26 of 2007

6.4. Employer-employee legislation

- 6.4.1. Basic Conditions of Employment Act No. 75 of 1997
- 6.4.2. Broad-Based Black Economic Empowerment Act No. 53 of 2003
- 6.4.3. Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- 6.4.4. Employment Equity Act No. 55 of 1998
- 6.4.5. Labour Relations Act No. 66 of 1995 and its Amendments
- 6.4.6. Occupational Health and Safety Act No. 85 of 1993
- 6.4.7. Skills Development Act No. 97 of 1998
- 6.4.8. Skills Development Levy Act No. 9 of 1999
- 6.4.9. Unemployment Insurance Act No. 63 of 2001

The above-mentioned records are not automatically available without a request in terms of PAIA.

6.5. Companies Act No. 71 of 2008 ("Companies Act")

Section 26(1)(e): Access to Securities Register

In terms of section 26(1)(e) of the Companies Act, any person who holds a beneficial interest in any securities issued by a profit company has a right to inspect and copy, without any charge for such inspection or upon payment of no more than the prescribed maximum charge for any such copy of the information contained in the securities register. Any other person has the right to inspect the register upon payment of an amount not exceeding the prescribed maximum fee for such inspection. This includes details of the name of the shareholder, address and shareholding. Details, such as identity numbers, certificate numbers, dates of transactions, dividend payments, email addresses, etc., are not considered to be public information. Access to certain records may be refused on the grounds set out in the Act. Please note that all requests will be subject to approval by the Issuer.

While no charge will be levied for inspection of the register - which may be viewed at our offices by appointment - a minimum fee of R1 075.00 excluding VAT (or R1 236.25 including VAT) will be levied for a full electronic copy of the register of members.

7. Records subjects and categories (section 51(1)(e) of PAIA)

For purposes of facilitating a request in terms of PAIA and POPIA, a description of the records and the categories in which these subjects are classed and those which are held by each subsidiary company are detailed below.

It should be noted that the inclusion of any subject or category of records should not be taken as an indication that records falling within those subjects and/or categories will be made available under PAIA. In particular, certain grounds for refusal as set out in PAIA may be applicable to a request for such records.

7.1. Company secretarial

- 7.1.1. Annual reports
- 7.1.2. Registers for Computershare and subsidiaries or companies that have appointed Computershare as an agent
- 7.1.3. Board committee agendas and notices of meetings
- 7.1.4. Director information
- 7.1.5. Resolutions
- 7.1.6. Minutes of meetings
- 7.1.7. Statutory returns
- 7.1.8. Share certificates of subsidiary companies
- 7.1.9. Statutory documents, such as memoranda, Memorandum of Incorporation

7.2. Legal

- 7.2.1. Legal agreements and contracts
- 7.2.2. Property records and leases
- 7.2.3. Legal proceedings and correspondence
- 7.2.4. Legal opinions

7.3. Regulatory services

- 7.3.1. Internal audit reports and records
- 7.3.2. Compliance audit reports and records
- 7.3.3. Licences
- 7.3.4. Compliance/internal audit manuals
- 7.3.5. Statutory returns to Strate, JSE and the FSCA
- 7.3.6. Risk management programme
- 7.3.7. Business continuity programme
- 7.3.8. Insurance records
- 7.3.9. Action line complaints register and correspondence
- 7.3.10. Contracts and service level agreements - Computershare Outsourcing Proprietary Limited
- 7.3.11. Broking members correspondence
- 7.3.12. Compliance reports and records
- 7.3.13. Compliance correspondence

7.4. Human resources (People Team)

- 7.4.1. Employee contracts
- 7.4.2. Policies and procedures
- 7.4.3. Employee information: leave, salaries, payroll
- 7.4.4. Employee recruitment and selection information
- 7.4.5. Unsuccessful application records
- 7.4.6. Personnel files
- 7.4.7. Job descriptions
- 7.4.8. Statutory records
- 7.4.9. Workplace and union agreements and records
- 7.4.10. Employment equity records
- 7.4.11. Pension records
- 7.4.12. Training material and records
- 7.4.13. Accident/incident inquiries
- 7.4.14. Performance appraisals and records
- 7.4.15. Disciplinary records

7.5. Marketing

- 7.5.1. Publications
- 7.5.2. Brochures and advertising material
- 7.5.3. Sponsorship material

7.6. Facilities

- 7.6.1. Stock inventories
- 7.6.2. Quotations and orders
- 7.6.3. Office plans
- 7.6.4. Policies and procedures

7.7. Financial

- 7.7.1. Accounting records
- 7.7.2. Financial statements and management accounts
- 7.7.3. Fixed asset registers
- 7.7.4. Tax records
- 7.7.5. VAT Records
- 7.7.6. Bank statements
- 7.7.7. Debtor invoices and statements
- 7.7.8. Creditors invoices, statements and related payment supporting documents
- 7.7.9. Procurement orders
- 7.7.10. Statutory returns
- 7.7.11. Policies and procedures
- 7.7.12. BEE scorecard / ratings

7.8. Dividend reconciliations and electronic banking services

- 7.8.1. Bank statements
- 7.8.2. Bank reconciliations
- 7.8.3. CAMS Transfers (Electronic Funds Transfer instructions)

7.9. Information management and technology

- 7.9.1. System documentation and manuals
- 7.9.2. Licences
- 7.9.3. Policies and procedures

7.10. Operations

- 7.10.1. Computershare Investor Services Proprietary Limited
 - 7.10.1.1. Register of members maintained on behalf of public companies listed on an exchange/unlisted client companies register of underlying beneficial owners on sub-sub-register (issuer sponsored nominee programme)
 - 7.10.1.2. Transfer deeds or instructions and cancelled share certificates (where applicable) for all share transactions recorded on the register
 - 7.10.1.3. Correspondence from shareholders relating to maintenance of share accounts. E.g., Change of address instructions; change of banking details; rectification of name, etc.
 - 7.10.1.4. Legal documents received to record death, liquidation or curatorship of a particular shareholder
 - 7.10.1.5. Shareholder verification documentation
 - 7.10.1.6. Indemnity forms relating to applications for replacement of lost or stolen share certificates or for rectification of an incorrectly registered name
 - 7.10.1.7. Dividend register (details of dividend payments)
 - 7.10.1.8. Dividend claims, replacement register and reconciliations of dividend accounts
 - 7.10.1.9. Annual reports and company notices posted on behalf of issuers to shareholders
 - 7.10.1.10. SCRIP audit journals (audit reports for computer transactions which have been processed) and share movement lists
 - 7.10.1.11. Letters of allotment (shares allotted on instruction by issuer)
 - 7.10.1.12. Issuer correspondence
 - 7.10.1.13. Issued share capital and daily balancing records
 - 7.10.1.14. Election forms and subscriptions for public offers, rights issues and other corporate actions
 - 7.10.1.15. Corporate event correspondence
 - 7.10.1.16. Exchanges of certificates and surrender forms
 - 7.10.1.17. Dematerialised share certificates (i.e., Share certificates converted into electronic format)
 - 7.10.1.18. Removal request forms between principal/branch registers
 - 7.10.1.19. Dividends tax declaration forms, reconciliations and regulatory returns
 - 7.10.1.20. Securities transfer tax reconciliations, correspondence and regulatory returns
 - 7.10.1.21. Procedure documents
 - 7.10.1.22. Call centre telephone recordings
 - 7.10.1.23. Registers of unclaimed dividends and shareholder registers for lost shareholders
 - 7.10.1.24. Mandate/acceptance letters from issuers relating to asset reunification projects
 - 7.10.1.25. Shareholder information forms

7.10.2. Plan Managers

- 7.10.2.1. Registers of company employees who hold shares in terms of share
- 7.10.2.2. Purchase schemes and share option schemes
- 7.10.2.3. Current client list
- 7.10.2.4. Sale instructions
- 7.10.2.5. Transfer instructions
- 7.10.2.6. Employee correspondence. E.g., Changes of address, statement queries and bank account details
- 7.10.2.7. Dividend payment advices and funding advices

7.10.3. Issuer Services – Corporate Advisory

- 7.10.3.1. Client contracts
- 7.10.3.2. Circulars / prospectus
- 7.10.3.3. Project plans
- 7.10.3.4. Correspondence

7.10.4. Computershare Proprietary Limited

- 7.10.4.1. Sub-register maintained on behalf of issuer
- 7.10.4.2. Reconciliations
- 7.10.4.3. Client mandates/custody and settlement agreements appointing CSD Participant required prior to opening uncertificated securities accounts and verification documentation
- 7.10.4.4. Client instructions
- 7.10.4.5. Client correspondence
- 7.10.4.6. Settlement records
- 7.10.4.7. Sales and purchases brokers' notes and system reports
- 7.10.4.8. Payment records
- 7.10.4.9. Procedure documents

7.10.5. Computershare Outsourcing Proprietary Limited

- 7.10.5.1. Bank reconciliations
- 7.10.5.2. Broker correspondence
- 7.10.5.3. Cash book payments
- 7.10.5.4. Corporate actions documentation
- 7.10.5.5. CSD Participant records
- 7.10.5.6. Client maintenance records
- 7.10.5.7. Procedure documents

8. Protection of Personal Information Act No 4, 2013 (section 51(1)(c)(i-iv))

8.1. Introduction

POPIA requires us to provide you with certain information relating to how personal information that we process is, *amongst others*, used, disclosed and destroyed. We have set out the required information below.

8.2. To whom does POPIA apply?

POPIA applies to "processors" of personal information entered in a record. The action of processing personal information is performed by responsible parties and operators. This includes public and private bodies (processors) and persons who act for processors in terms of a mandate or contract (operators). POPIA thus applies to most organisations in South Africa and their mandated representatives or agents.

Processing of personal information is widely defined to include any operation or activity, automatically or otherwise such as the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use.

Examples of activities that would fall within the ambit of this definition include personal information stored in databases - such as distribution lists, payroll systems or manual filing systems. It would include personal information sent via email, found in computer systems, exchanged in contracts and also recorded on telephone systems.

8.3. What is personal information?

A person (client, employee or third party) has the right to request access to their personal information in terms of section 23 of POPIA.

Personal information is information that relates to an identifiable, living individual. It also extends to personal information of an identifiable juristic person - such as a company or close corporation. The individual or juristic person is referred to as a data subject.

According to the definition of personal information it includes, but is not limited to:

- > Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, wellbeing, disability, religion, conscience, belief, culture, language and birth of the person
- > Information relating to the education or the medical, financial, criminal or employment history of the person
- > Any identifying number, symbol, email address, physical address, telephone number or other particular assignment to the person
- > The blood type or any other biometric information of the person
- > The personal opinions, views or preferences of the person
- > Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence
- > The views or opinions of another individual about the person, and
- > The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

special personal information is information concerning:

- › A child who is subject to parental control in terms of the law, or
- › A data subject's religious or philosophical beliefs, race or ethnic origin, trade union membership, political opinions, health, sexual life, biometric information or criminal behaviour.

The processing of special personal information is generally prohibited by the POPIA, subject to certain exclusions. A higher degree of protection should be afforded to special personal information.

- › Special rules apply to the collection and use of special personal information
- › We may only process the personal information of a child if we have the consent of the child's parent or legal guardian
- › We shall not process any of this special personal Information without the client's consent, or where this is necessary for the establishment, exercise or defence of a right or an obligation in law
- › Regarding the nature of our work, it is unlikely that we will have to process special personal information, except for the processing of personal information regarding race to comply with the Broad-Based Black Economic Empowerment Act No. 53 of 2003 and relating to our own employees to comply with legislative requirements and licensing conditions relating to the provision of financial services. Where necessary the guidance of the Information Officer, or Deputy Information Officers must be sought.

8.4. The collection and processing of personal information

- 8.4.1. We will collect the majority of your personal information from you. Please co-operate with us when we do so. We will also collect your personal information from another intermediary or receive it from a responsible party - such as when we take-on a securities register from an issuer or another service provider, receive details of employees or scheme participants where we are appointed as administrator for a share scheme, or where we are appointed by a broker ("authorised user") to provide administration services and from public records.
- 8.4.2. We will be collecting your personal information to enable us to fulfil the mandate or contractual obligations that we have been given by you or a responsible party. This might be the maintenance of a securities register, investor communication, processing of corporate events and payment of dividends or other payments due to you, administrative services and providing a deal-routing service to enable the sale or purchase of securities. [Refer table below under point 10.1](#), which details the purposes for which we are required to collect and process personal information.
- 8.4.3. You are legally obliged to supply the information that we need to comply with the Financial Intelligence Centre Act No. 38 of 2001 ("FICA"). This information is required to combat money laundering and the financing of terrorism. We also require your tax number and other personal information to comply with reporting obligations to the South African Revenue Services (SARS) and your identity number/registration number, address, email address where available and banking details to comply with Strate Rules and Directives and the Companies Act. Any other information that we ask for will be required to enable us to do our work. You have a choice as to whether you will supply us with this other information. Please note that if you fail to supply the information we ask for, we will not be able to do our work properly. You might also be placing yourself in breach of a contract, or the law.
- 8.4.4. We will be passing your personal information on to all third parties that require it for the purposes of doing their work which is related to what we are doing for you. For example, if we are processing a dividend payment to fulfil the issuer's legal obligation to you and in terms of our contractual obligation with an issuer, we will need to share your personal information with the bank. Another example, is where we are required to share information with a third party, appointed by an issuer responsible for the dissemination of investor communication.

- 8.4.5. You can rest assured that unless we are legally obliged to share your personal information, we will only share so much of your personal information as is needed by the authority that requires it, and we will only do so when it is necessary for us to do our work for you. In addition, all our staff are bound by confidentiality clauses in their letters of employment.
- 8.4.6. If there is an international component to the work which we are doing for you, and if we are required to share your personal information with an overseas recipient, you are entitled to ask us how your personal information will be protected in this foreign country, and we will endeavour to assist you.
- 8.4.7. You have the right of access to your personal information and the right to correct any errors relating to the information that we have on record. In addition, you have the right to object to us continuing to process your personal information. In this regard, please note that if you do exercise this right, we will not be able to do our work properly. In addition, this might place you in breach of a contract.
- 8.4.8. We are obliged by law or contractual obligations to retain our records for a specific period of time after we have completed our work. During this period, your personal information will also remain protected. After this period has expired, your personal information will be destroyed in a way that de-identifies you.

9. Information on how you can request your personal information under POPIA

Requests for personal information under POPIA must be made in accordance with the provisions of PAIA. This process is outlined below.

If we provide you with your personal information, you have the right to request the correction, deletion or destruction of your personal information, in the prescribed form. You may also [object to the processing of your personal information in the prescribed form](#). We have attached the [prescribed forms](#) to this manual for your convenience. We will give you a written estimate of the fee (if any) for providing you with your personal information, before providing you with the services. We may also require you to provide us with a deposit for all or part of the fee prior to giving you the requested personal information.

10. Processing of personal information

10.1. Purpose of processing

POPIA provides that personal information may only be processed lawfully and in a reasonable manner that does not infringe your (the data subject's) privacy. The type of personal information that we process will depend on the purpose for which it is collected. We will disclose to you why the personal information is being collected and will process the personal information for that purpose only. Generally, we process personal information of the data subjects listed below in order to provide administrative services to a responsible party (such as an issuer, broker, etc.), to comply with tax laws and other applicable laws, the keeping of securities accounts and records and for staff administration (further detail is included in the tables below).

Data subjects and categories of data

The personal information that is processed relates to the following categories of data subjects and categories of personal information. The information provided under this section refers to broad categories of information. This list is not exhaustive:

Employees/Participants of Employee Share Schemes	Natural persons: names; contact details; physical, email and postal addresses; date of birth; ID number; financial information, tax related information; nationality; race, gender; confidential correspondence
Shareholders	<p>Natural persons: names; contact details; physical, email and postal addresses; date of birth; ID number; financial information, tax related information; nationality; race; gender; employment history; confidential correspondence</p> <p>Juristic persons / entities: names of contact persons; name of legal entity; physical, email and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners</p> <p>Foreign persons / entities: names; contact details; physical, email and postal addresses, financial information, addresses; date of birth; passport number, tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners; confidential correspondence</p>
Broker clients	<p>Natural persons: names; contact details; physical, email and postal addresses; date of birth; ID number; financial information, tax related information; nationality; confidential correspondence</p> <p>Juristic persons / entities: names of contact persons; name of legal entity; physical, email and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners</p> <p>Foreign persons / entities: names; contact details; physical, email and postal addresses, financial information, addresses; date of birth; passport number, tax related information; nationality; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners, confidential correspondence</p>
Issuers	Names of contact persons; name of legal entity; physical, email and postal address and contact details; registration number; authorised signatories; financial information; founding documents; tax related information; ultimate beneficial owners; confidential correspondence
Employees	Employees / Directors / Potential Personnel / Employees' family members / Temporary Staff: gender, pregnancy; marital status; race, age, language, education information; financial information; employment history; ID number; next of kin; children's name, gender, age, physical, email and postal address; contact details; criminal behaviour and/or

criminal records; well-being; external commercial interests; medical information

Suppliers

Natural and juristic persons/entities: Names of contact persons; name of legal entity; physical, email and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.

Purpose of Processing

The purpose for processing the Personal Information is as follows (the information provided refers to broad categories of services or requirements and may include related services):

- › Companies Act - Maintenance of a securities register in South Africa
- › Processing and execution of corporate actions including meetings and dividend payments
- › Processing of reconciliations relating to payments to shareholders or received from shareholders
- › Processing of votes received from shareholders for meetings
- › Nominee administration service
- › Provision of deal-routing service or trading facility to shareholders
- › Investor communication
- › Provision of asset reunification service
- › Provision of custody and settlement of securities service
- › Provision of asset manager allocation service
- › Administration of Tax-Free Investment Accounts
- › Processing of removals to facilitate cross-border transactions
- › Administration of employee share plan
- › Provision of corporate advisory services
- › Provision of company secretarial services, including corporate governance services
- › Provision of data analytics service
- › Collection, processing and provision of information to regulatory bodies to comply with other regulatory requirements:
 - › Strate Proprietary Limited – beneficial owner download, custody and settlement, processing of corporate actions, dematerialisation/rematerialisation of securities
 - › South African Revenue Services (SARS) – dividends tax reporting, FATCA/Common Reporting Standard reporting, Securities Transfer Tax reporting
 - › Financial Sector Conduct Authority – FAIS regulated activities and nominee requirements
 - › South African Reserve Bank/Prudential Authority – Exchange Control Requirements
 - › JSE Limited – administrative functions outsourced to a Custody Services Provider in terms of Directive FL
 - › Financial Intelligence Centre – information to comply with requirements of the Financial Intelligence Centre Act (such as client verification or due diligence, sanctions screening, cash reporting, suspicious and unusual transactions involving the proceeds of unlawful activities, or any enquiries made in connection with such transactions)
 - › Provision of information to external auditors for audit purposes

11. Categories of recipients for processing personal information

11.1. Who do we disclose your personal information to?

Personal information held by Computershare will only be used for the purposes for which it was obtained, to provide a service or as otherwise required by lawful authority.

Your personal information may be disclosed to:

- > Computershare employees
- > Issuers of securities to whom we provide an Issuer Agent service
- > Third-party service providers (also known as sub-contracted Operators) for the purpose of performing a function (for example storing of data, capturing and organising of data or generation of reports, sending of emails and other correspondence to shareholders, conducting of due diligence checks or other administration assistance)
- > Regulators with statutory responsibility who regulate various areas of our business operations
- > Law enforcement agencies
- > In some cases, Computershare may also be required to disclose your personal information without your consent. Specific instances include where:
 - > required or authorised by law. For example, where an entity is subject to a statutory requirement to report certain matters to a regulator or enforcement body; or
 - > a warrant or notice issued by a court requires Computershare to produce records or documents they hold.

Computershare will under no circumstances share, sell or disclose your personal information to any third party other than is required to perform our daily functions or as required in terms of any law.

12. Actual or planned trans-border flows of personal information

We may disclose personal information we collected to any of our overseas associate entities or third-party service providers, with whom we engage in business or whose services or products we elect to use, including cloud services hosted in international jurisdictions. We endeavour to enter into written agreements to ensure that other parties comply with our confidentiality and privacy requirements. Personal information may also be disclosed where we have a legal duty or a legal right to do so.

13. General description of information security measures (section 51(1)(c)(v))

The Company is committed to ensuring that your personal information is secure. To prevent unauthorised access or disclosure of such information, the Company has put in place appropriate physical, technical and organisational measures to safeguard and secure the information we collect. The Company secures its data by maintaining reasonable measures to protect personal information from loss or misuse and unauthorised access, disclosure, alteration, and destruction. These measures include:

- > Firewalls
- > Virus protection software and update protocols
- > Logical and physical access control
- > Secure setup of hardware and software making up our information technology infrastructure, and
- > Passwords and encryption.

The Company also takes reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

14. Request procedures

14.1. Form of Request PAIA section 18 and 53 (1) (also applicable to POPIA section 23)

- 14.1.1. The requester must use the prescribed form (refer to a [copy of the form in Annexure A – Request for access to record of a private body](#)) to make the request for access to a record. This request must be made to the Information Officer (or Deputy Information Officer) to the address or electronic mail address as per the contact details set out in [Section 3](#) of this manual.
- 14.1.2. 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 he or she wishes to be informed in any other manner (in addition to written) and state the necessary particulars to be so informed.
- 14.1.3. The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 14.1.4. If a request is made on behalf of a 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.
- 14.1.5. The Information Officer will process the request within 30 (thirty) days, unless the requester has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.
- 14.1.6. Please note that the correct completion and submission of a Request for Access form does not automatically entitle or allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a category as specified in section 23(4)(a) of the POPIA read with Part 3 Chapter 4 of PAIA.

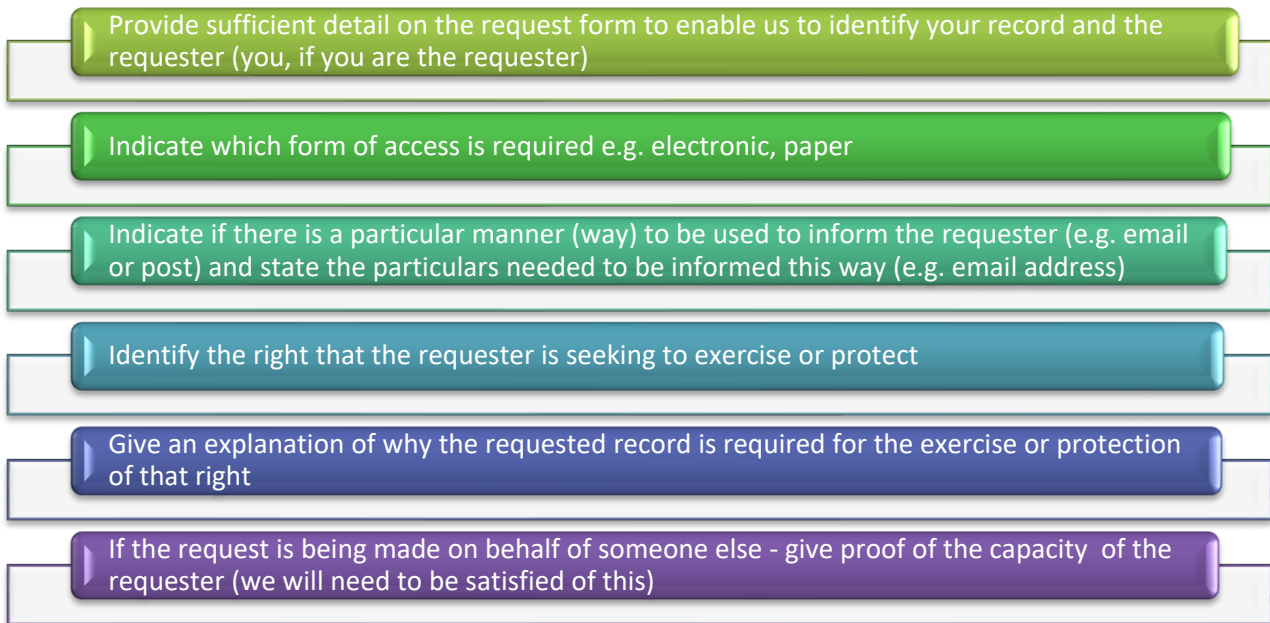
Form of the request

You *must* do both of the following:

Please use the prescribed form - Annexure A. You can find Annexure A on our website and attached to the end of this manual

The request must be made to the Information Officer/Deputy Information Officer using the contact details (address or email address) included above in this manual

When you complete your PAIA form you must:



Note: if you do not use the prescribed form or do not complete it properly, your request may be rejected, refused (if sufficient information is not provided or otherwise) or delayed.

14.2. Fees (section 54)

- > The requester will be asked to pay the prescribed fee before further processing of the request. A person who seeks access to a record containing personal information about themselves is **not** required to pay a request fee. Any other person will be required to pay the request fee.
- > The fee that the requester must pay to a private body is R140.00. The requester may make an application to court against the tender or payment of the request fee.
- > The Information Officer will decide on the request and notify the requester in the required form as soon as reasonably possible and within thirty days after the request has been received.
- > If the request is granted, then a further access fee must be paid for the search, reproduction, preparation (refer fee structure in [point 19 below](#)) and for any time that has exceeded the prescribed hours (six) to search and prepare the record for disclosure.
- > Fees payable for the gathering and supply of information are prescribed by the Minister of Justice and Constitutional Development and published in Government Notice R.757, 2021, [a copy of which is attached](#) at the end of this manual. The schedule attached is subject to change in accordance with changes to the prescribed fees.
- > The Company can decide not to charge fees.
- > Please note the details of the fees payable for a copy of a securities register (in terms of the Companies Act, 2008) as mentioned in point 6 above. These fees exclude the preparation costs as these are dependent on the size and complexity of the register.

14.3. Refusal of access and protection of information (Section 55 and Chapter 4)

Access to certain records may be refused on the grounds set out in the Act. In terms of Chapter 4 of the Act, the Company must refuse access to information falling into the following categories, save in circumstances provided for in the Act:

- › Information relating to the privacy of natural persons
- › Commercial or confidential information of third parties
- › Information for the protection of the safety of individuals and the protection of property
- › Information privileged from production in legal proceedings
- › Third party research information
- › The commercial activities of the company and its subsidiaries, which may include:
 - › Trade secrets of the company and its subsidiaries
 - › Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of the company and its subsidiaries
 - › Information which, if disclosed could put the company or its subsidiaries at a disadvantage in negotiations or commercial competition
 - › A computer program which is owned by the company or its subsidiaries, and which is protected by copyright
 - › The research information of the company, its subsidiaries or a third party, if its disclosure would disclose the identity of the company, its subsidiaries, the researcher or the subject matter of the research and would place the research at a serious disadvantage
- › Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused

If the application for access is refused, the Information Officer shall advise the requester in writing stating adequate reasons for the refusal. The requester may lodge an appeal with a Court (if a PAIA request) or the Information Regulator (if a POPIA request) against the refusal of the request.

Upon refusal by the Information Officer, the deposit paid by the requester will be refunded.

If the Information Officer fails to respond within thirty days after a request has been received, it is deemed, in terms of section 58 read together with section 56(1) of PAIA that the request has been refused.

The head of the private body or the Information Officer may decide to extend the period of thirty days for a further period of not more than thirty days if:

- › A large number of records is requested
- › The records are not stored on the premises of the company but are stored off-site at a third-party service provider
- › Consultation is required with other parties such as the issuer of securities
- › The requester consents to such an extension in writing
- › The parties agree in any other manner to such an extension.

14.4. Information or records not found

If a requested record cannot be found or if the records do not exist, the Information Officer will notify the requester in writing that it is not possible to give access to the requested record.

A full account will be provided of all the steps taken to find the record or to determine the existence thereof, including details of all communications with persons who conducted the search.

The notice will be regarded as a decision to refuse a request for access to the record concerned for the purposes of the Act.

If the record is later found, the requester must be given access to the record in the prescribed form unless access is refused by the Information Officer based on one of the prescribed grounds for refusal contained in the Act.

15. Remedies available when the company refuses a request for information (section 77A)

15.1. Internal remedies (section 77A(1))

The Company does not have internal appeal procedures. As such, the decision made by the Information Officer is final, and requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the Information Officer.

15.2. External remedies (section 77A(2))

A requester that is dissatisfied with the Information Officer's refusal to disclose information, may within 180 days of the decision, submit a complaint to the Information Regulator, or apply to a court for relief, after exhausting the complaints procedure submitted to the Information Regulator.

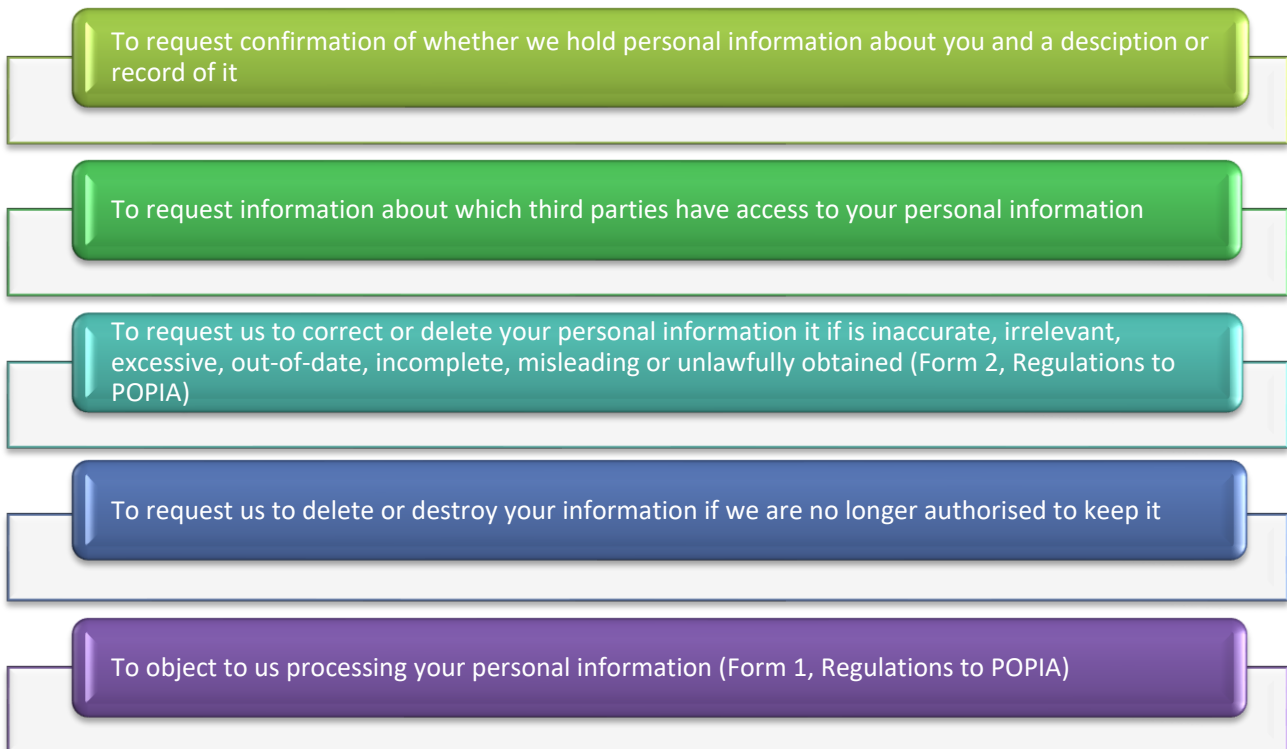
Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information, may within 180 days of notification of the decision, submit a complaint to the Information Regulator, or apply to a Court for relief, after exhausting the complaints procedure submitted to the Information Regulator. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court, or another court of similar status.

16. Objection and correction

16.1. How do you request your personal information under POPIA?

Requests for personal information under POPIA must be made in accordance with the provisions of PAIA – as set out above in this manual.

16.2. You have the following rights under POPIA



Note: please use the prescribed forms for these requests noted above, which you can get off the Information Regulator's website: <https://justice.gov.za/infoereg/> or our website ([refer links under the forms below](#)). If you do not use the prescribed form or do not complete it properly, your request may be rejected, refused (if sufficient information is not provided or otherwise) or delayed.

16.3. Objection

POPIA provides that a data subject may object, at any time, to the processing of personal information by the Company, on reasonable grounds relating to his/her particular situation, **unless legislation provides for such processing**. The data subject must complete the prescribed form attached hereto as [Annexure B - FORM 1 - Objection](#) to the processing of personal information in terms of section 11(3) of POPIA Regulations relating to the Protection of Personal Information, 2018 [Regulation 2] and submit it to the Information Officer or Deputy Information Officers at the postal or physical address or electronic mail address [set out above](#).

16.4. Correction or deletion

A data subject may also request the Company to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that the Company is no longer authorised to retain in terms of POPIA's retention and restriction of records provisions.

A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer or Deputy Information Officers at the postal or physical address, or electronic mail address set out above on the form attached hereto as [Annexure C - 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 POPIA's Regulations relating to the Protection of Personal Information, 2018 [Regulation 3].

16.5. Proof of identity

Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

17. Justifications

Computershare relies on the following authorisations, justifications or grounds to process personal information lawfully.

POPIA requires Computershare to process personal information in compliance with the eight Conditions set out in that Act. Computershare wants to communicate where it relies on POPIA justifications to process personal information lawfully and, thus, has included this information in this manual. The legislation references under this heading refer to POPIA unless otherwise stated.

Condition Two – justification for processing of personal information other than consent

- › Computershare relies on justifications other than consent to process personal information lawfully.
- › Under Condition Two, section 11(1)(b) – processing the personal information is necessary for the performance of a contract to which the data subject is party – for example, a Custody and Settlement mandate appointing Computershare Proprietary Limited as a CSD Participant and Financial Services Provider for uncertificated shareholders. With respect to shareholders generally, Computershare does not always contract with the shareholder directly, however the shareholder is subject to the Memorandum of Incorporation of an issuer, nominee rules (where applicable) and Computershare enters into a contract with an issuer or broker to perform outsourced administration services relating to securities.
- › As regards personal information – the Company may rely on the contract performance justification (section 11(1)(b) referred to in point 2 in addition to the legitimate interests of the business justification (section 11(1)(f)) to process personal information as there is a contract between the parties that allows for the Company to process the personal information and it is in the Company's legitimate interests to do so.

- › Computershare relies on the justification in section 11(1)(c) to justify processing of personal information (an obligation in law imposed on the company). Computershare has a legal obligation to perform its activities as well as statutory duties in relation to custody, settlement, trading services, bulking and allocation services, transfers of securities, accounting, dividend payments, withholding and deductions, maintenance of securities registers, processing of corporate actions, in terms of the Financial Sector Regulation Act/Financial Markets Act, anti-money laundering legislation, tax legislation, Companies Act, subordinate legislation such as standards, the rules and directives of Strate and the JSE as well as its common law duties ([refer sections 6 and 10.1](#) (purposes) for details of other legislation).
- › In addition, it is often to protect the shareholders' or other data subjects' interests that Computershare processes their personal information to fulfil its purposes – permitting the Company to rely on section 11(1)(d). Failure to process data subject's personal information would lead to negative consequences for shareholders, participants or clients and processing their personal information leads to positive outcomes, for example in relation to processing dividend payments, other corporate action entitlements, transfers of securities and trading instructions, to protect clients from fraud and to ensure receipt of investor communication. The Company processes personal information in line with its purposes and usual activities. Its activities, in line with its stated purposes, are necessary in order to maintain a securities register on behalf of an issuer, provide custody and settlement services, facilitate trading through the deal-routing service, process payments and secure assets (among other purposes identified and documented by the Company). These activities would be expected by data subjects, would not come as a surprise and are necessary and in line with lawful purposes.

Condition Two – collecting personal information from persons other than the data subject themselves

- › The Company generally receives information either from employers (for example in relation to employee share scheme participants), issuers (for example take-on of securities registers), broker clients (who have appointed Computershare as a Custody Services Provider) or the client/shareholder him or herself (for example in processing shareholder updates or transactions or dematerialisation and opening an uncertificated share account). Thus, there are many instances where the Company does not receive personal information about a data subject, for example the client/shareholder, from them personally.
- › Thus, the Company has identified justifications where it may process this personal information even though it has not been received directly from the data subject themselves. These justifications relate to:

 - › Collection from another source would not prejudice a legitimate interest of the data subject
 - › Collection is required to comply with an obligation imposed by law (for example the Companies Act, JSE or exchange listings requirements, anti-money laundering legislation, JSE Rules and Directives, etc.)
 - › To maintain the legitimate interest of the company (for example to provide shareholder and issuer administration services)
 - › Compliance is not practicable (for example clients/shareholders are not contactable or it is not practical to contact every client/shareholder directly)
 - › Collecting tax related personal information or other personal information is necessary to comply with tax legislation and to prevent fraud/safeguard clients/shareholders' assets, and/or
 - › Occasionally the company may find itself in legal proceedings when it may be necessary to collect personal information from a source other than the data subject.

Bank account information

- › We rely on certain justifications when processing bank account numbers.
- › For the processing of service provider bank account details, we have agreements with most of our operators that include payment of fees to their bank accounts, thus section 11(1)(b) of POPIA applies.
- › The processing of payments relating to dividends and corporate actions is an administrative function outsourced to Computershare by an issuer or broker in terms of an agreement, thus we rely on section 11(1)(b) of POPIA.
- › Where we have entered into a Custody and Settlement Agreement with an uncertificated shareholder, this includes the processing of payments relating to settlements, trading instructions and other corporate events, thus we rely on section 11(1)(b) of POPIA.
- › In addition, there are legal requirements that we verify a client's/shareholder's bank details (for example, Strate requirements) and that funds related to settlements or other transactions are paid to the client's/shareholder's bank account, thus we also rely on section 11(1)(c) of POPIA.
- › With respect to clients'/shareholders' bank account numbers, the Company also relies on section 11(1)(d) of POPIA to process these bank accounts as it is in the data subject's legitimate interests that we pay them. The Company may also rely on section 11(1)(f) to justify the processing of bank accounts in the Company's legitimate interests.

18. Availability of the manual (section 51(3))

This manual is available for inspection as follows:

In hard copy, to be viewed free of charge by appointment during office hours, at the offices of Computershare South Africa Proprietary Limited, Rosebank Towers, 15 Biermann Avenue, Rosebank and on Computershare's website <https://www.computershare.com/za/policies>.

19. Prescribed forms and fee structure (section 54)

The forms and fee structure ([refer Schedule 1 below](#)) prescribed under the Act are available from our Information Officer or the Information Regulator's website: <https://justice.gov.za/infoereg/>.

The fees applicable to an application for information are prescribed. The schedule attached is subject to change in accordance with changes to the prescribed fees. An application fee of R140.00 is payable in respect of each application for information. Proof of payment of the said fee must accompany the completed application form. No fees are payable by persons who request information pertaining to their own affairs.

20. Forms

A data subject who wishes to object to the processing of personal information in terms of section 11(3)(a) of POPIA, must submit the objection to the responsible party on [Annexure B - Form 1](#) of the regulations.

A data subject who wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information in terms of section 24(1) of POPIA, must submit the objection to the responsible party on [Annexure C - Form 2 of the regulations](#).

These forms can be found on our website: <https://www.computershare.com/za/policies> or by clicking the names below:

[Annexure A: Request for access to record of private body](#)

[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 \(act no. 4 of 2013\)](#)

[Annexure C: 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 \(act no. 4 of 2013\)](#)

21. Changes to this policy

Computershare reserves the right to amend this policy from time to time. Any updated versions will be published on our websites and will be effective from the date of publishing.

Schedule 1

NO. R. 757

27 August 2021

**PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000):
REGULATIONS RELATING TO THE PROMOTION OF ACCESS TO INFORMATION, 2021**

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."

Annexure A: Request for access to record of private body

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 7]

SmartForm can be downloaded and easily completed online by clicking:

[Annexure A: Request for access to record of private body](#)

Note:

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

A	PARTICULARS OF PRIVATE BODY
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Physical address

Computershare South Africa Proprietary Limited
Rosebank Towers
15 Biermann Avenue
Rosebank
2196

Postal address

Private Bag X9000
Saxonwold
2132

The Head: Bennie van der Westhuizen

Information Officer: Teresa van Niekerk
E-mail address: Teresa.van.niekerk@computershare.co.za

Deputy Information Officers: Sadia Ismail Elizabeth Meyer
Email address: sadia.ismail@Computershare.co.za elizabeth.meyer@Computershare.co.za

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

B	PERSONAL INFORMATION
Full names and surname	
Identity Number	
Capacity in which request is made (<i>when made on behalf of another person</i>)	
Postal address:	
	Code ()
Street address:	
	Code ()
E-mail address:	
Contact number(s):	Tel (B):
	Cellular:

C	PARTICULARS OF RECORD REQUESTED <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. (If the provided space is inadequate, please continue on a separate page and attach it to this Form. All additional pages must be signed.)</i>
Description of record or relevant part of the record:	
Reference number if available:	
Any further particulars of record:	
D	TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
E	FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	
F	MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>
Personal inspection of record at registered address of private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

G	PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>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.</i>
Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	
H	FEES a) <i>A request fee must be paid before the request will be considered.</i> b) <i>You will be notified of the amount of the access fee to be paid.</i> c) <i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i> d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption.</i>
Reason:	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at this day..... ofyear
.....

.....
*Signature of requester /
Person on whose behalf request is made*

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(state rank, name and surname of information officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

.....
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, 2018 [Regulation 2]

SmartForm can be downloaded and easily completed online by clicking:

[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 \(act no. 4 of 2013\)](#)

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	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....
Signature of data subject/designated person

Annexure C: 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, 2018 [Regulation 3]

SmartForm can be downloaded and easily completed online by clicking:

[Annexure C: 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 \(act no. 4 of 2013\)](#)

Note:

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

Please select applicable reasons for the selected request:

- (a) Inaccurate
- (b) Irrelevant
- (c) Excessive
- (d) Out of Date
- (e) Incomplete
- (f) Misleading
- (g) Obtained unlawfully

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
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	

Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>	

Signed at this day of20.....

.....

Signature of data subject/ designated person



For more information,
please visit our website
www.computershare.com/za
or call 011 370 5000