

## **PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000**

### **MANUAL OF ILEX SOUTH AFRICA (PTY) LTD**

Prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended) and the Protection of Personal Information Act 4 of 2013.

Last reviewed and updated: 15 September 2025

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## PART 1: GENERAL INFORMATION

### 1. INTRODUCTION

The Promotion of Access to Information Act 2 of 2000 (“**PAIA**”) and the Protection of Personal Information Act 4 of 2013 (“**POPIA**”) seek to give effect to the constitutional right to privacy.

The PAIA seeks to advance the values of transparency and accountability by giving effect to the constitutional right to access information held by another person and that is required for the exercise or protection of any rights. Access to information may be refused in justifiable circumstances which include the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. In considering whether these circumstances exist, cognisance must be had for the requester’s rights vis-à-vis Ilex South Africa (Pty) Ltd (“**Ilex**” / interchangeably “**the Company**”) and / or third party rights.

The PAIA seeks to establish mechanisms and procedures, of which this Manual is one, which enables persons to obtain access to Records swiftly, inexpensively and as effortlessly as reasonably possible. In addition, the PAIA and this Manual seeks to empower and educate persons with regards to their rights in respect of access to information.

This Manual sets out the procedures that must be followed by a person requesting access to a Record held by Ilex.

For purposes of this Manual, the following terms shall bear the meanings set out below:

- (i) **“Data Subject”** means a person to whom Personal Information relates;
- (ii) **“Head of a private body”** means the chief executive officer or similar person or a person duly authorised by such person;
- (iii) **“Personal Information”** means information relating to an identifiable, living, natural person, and where applicable, an identifiable, existing juristic person, including but not limited to-
  - (a) Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
  - (b) Information relating to the education or medical, financial, criminal or employment history of the person;
  - (c) Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
  - (d) The biometric information of the person;
  - (e) The personal opinions, views or preferences of the person;
  - (f) 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;
  - (g) The views or opinions of another individual about the person; and

- (h) 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;
- (iv) **“Processing”** means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including-
  - (a) The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
  - (b) Dissemination by means of transmission, distribution or making available in any other form; or
  - (c) Merging, linking, as well as restriction, degradation, erasure or destruction of information;
- (v) **“Record”** means any recorded information (a) regardless of form or medium; (b) in the possession or under the control of Ilex; and (c) whether or not it was created by Ilex.

## 2. SCOPE AND PURPOSE OF THE MANUAL

The scope of this Manual relates solely to Ilex, a private company within the purview of section 1 of the Companies Act 71 of 2008 (as amended).

This document serves as the Company’s information manual and provides reference to the Records and Personal Information held by Ilex.

## 3. ABOUT THE COMPANY

Ilex is a major supplier of in vitro diagnostic products in South Africa, with a particularly strong emphasis on blood banks.

Ilex has a proud heritage, having been established in 1992.

Ilex's headquarters are based in Woodmead, Gauteng, with local offices in the Western Cape, KwaZulu Natal, Eastern Cape and Free State.

Further general information on Ilex, its products, operations and activities are available on the website: [www.ilex.co.za](http://www.ilex.co.za).

#### **4. AVAILABILITY OF THE MANUAL**

This Manual is available for inspection on Ilex's website at [www.ilex.co.za](http://www.ilex.co.za) and during ordinary business hours at the office of the Company at 19 Polo Crescent, Van Reenen Avenue, Woodmead Office Park, Woodmead, Gauteng, South Africa.

#### **5. CONTACT PERSON – INFORMATION OFFICER**

The responsibility for the administration of, and compliance with PAIA, is the head of the body, as defined in section 1 of PAIA, and being the Chief Executive Officer of Ilex.

Requests pursuant to the provisions of PAIA should be directed as follows:

Information Officer: Chief Executive Officer (Mrs. Shameera August)

Postal address: P.O Box 5673, Rivonia, 2128, Gauteng, South Africa

Street address: 19 Polo Crescent, Van Reenen Avenue, Woodmead Office Park,  
Woodmead, Gauteng

Business phone: (011) 804-4004

Business fax: (011) 804-1120

E-mail address: [Shameera@ilex.co.za](mailto:Shameera@ilex.co.za)

## 6. INFORMATION REGULATOR'S GUIDE

In terms of section 10 of the PAIA, the Human Rights Commission prepared a guide to the implementation and enforcement of the PAIA ("**the Guide**"). With effect from 30 June 2021, the Information Regulator was required to update the Guide in accordance with the requirements of the POPIA.

A copy of the revised Guide is available on the website for the Information Regulator (South Africa) at <https://www.justice.gov.za/inforeg/docs.html#docs>

Any person is also able to request a copy of the Guide in any official language from the Information Officer by submitting an application in accordance with the Form attached as **Annexure 6** to this Manual. This copy will be provided or will be available for inspection at 19 Polo Crescent, Van Reenen Avenue, Woodmead Office Park, Woodmead, Gauteng during normal office hours.

## PART 2: RECORDS AND REQUESTS

### 1. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

No notice has been published regarding the categories of records which are automatically available without having to request access in terms of the PAIA.

### 2. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION

Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Records are available in terms of the legislation detailed in **Annexure 3** to this manual (as amended from time to time); however, due to the number of laws applicable to the Company, the list of legislation may not be exhaustive.

Note that the information will only be provided in accordance with the requirements stipulated in the relevant pieces of legislation. If a requester believes that a right to access a record exists in terms of the legislation above, or any other legislation, the requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity to consider the request in light thereof.

### 3. CATEGORIES AND SUBJECT OF RECORDS

The information contained in this section is intended to identify the main categories of records held by the Company and to help the requester gain a better understanding of the main business activities of the Company. Further assistance in identifying the records held by the Company is obtainable from the Information Officer.

Records to which access will be provided in accordance with the PAIA (subject to the restrictions and right of refusal to access provided for in the PAIA) are available in respect of the following non-exhaustive aspects of the Company's business and operations:

## **COMPANY RECORDS**

- Documents of incorporation;
- Memorandum and Articles of Association or Memorandum of Incorporation (as applicable);
- Records relating to the appointment of directors and auditors;
- Records pertaining to company officers; and
- Records pertaining to statutory committees.

## **FINANCIAL RECORDS**

- Annual financial statements;
- Tax returns;
- Accounting records;
- Banking records;
- Bank statements;
- Electronic banking records;
- Asset register;
- Audit records;
- Rental agreements;
- Invoices (customer and supplier);
- Customs records;
- BEE certificates; and

- Pricing agreements.

## **INCOME TAX RECORDS**

- PAYE records;
- All tax certificates issued to employees, including, but not limited to, IRP 5 certificates;
- Records of payments made to SARS on behalf of employees;
- All other statutory compliance records, including:
  - Value Added Tax;
  - Skills Development Levies;
  - Unemployment Insurance Fund; and
  - Workmen's Compensation.

## **PERSONNEL/EMPLOYEE DOCUMENTS AND RECORDS**

- Employment contracts;
- Employment equity plan;
- Medical aid records;
- Pension fund records;
- Disciplinary records;
- Salary records;
- SETA records;
- Human Resources policies and procedures;

- Leave records;
- Training records; and
- Training manuals.

## **SAFETY, HEALTH AND ENVIRONMENT RECORDS**

- Occupational Health and Safety (hereinafter “**OHS**”) policy and procedures;
- Mandatory OHS records; and
- OHS audit records.

## **INFORMATION TECHNOLOGY RECORDS**

- Information Technology policy and procedures;
- Service records;
- Product and assets records; and
- Audit records.

## **REGULATORY AND COMPLIANCE RECORDS**

- Company policies and procedures;
- Audit records;
- Training records;
- Training manuals;
- Complaint and monitoring records;
- Regulatory and compliance reporting records; and

- Regulatory licenses.

## 4. ACCESS REQUESTS

### 4.1. ACCESS REQUEST PROCEDURE

#### 4.1.1. COMPLETION OF ACCESS REQUEST FORM

To facilitate a timely response to requests for access, all requesters should take note of the following when completing the access request form:

- The access request form, attached as **Annexure 1** hereto, must be completed.
- Proof of identity (no older than three months) is required to authenticate the identity of the requester. In addition to the access request form, requesters will be required to supply a certified copy of their identification document or valid passport document, or if the requester is a legal entity, a certified copy of the company registration certificate.
- Type or print in block letters an answer to every question.
- If a question does not apply, state “N/A” in response to that question.
- If there is nothing to disclose in reply to a particular question, state “NIL” in response to that question.
- If there is insufficient space on the printed form, additional information may be provided on an additional attached folio.
- When the use of an additional folio is required, precede each answer with the applicable title.
- **Please note** that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record(s). An application for access to a record is subject to certain limitations if the requested

record falls within a certain category as specified within Chapter 4 of PAIA. If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, the Company reserves its rights to institute legal action against the requester.

#### **4.1.2. SUBMISSION OF ACCESS REQUEST FORM**

The completed access request form, together with a certified copy of the requester's certified identity document, must be addressed to the Information Officer and submitted via the contact details stated in paragraph 5 of Part 1 as indicated above.

#### **4.1.3. PAYMENT OF FEES**

Payment details can be obtained from the Information Officer indicated in paragraph 5 of Part 1 above, and can be made via direct deposit.

If the request for access is successful, an access fee may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the prescribed fees as specified in **Annexure 2** hereto. The access fee must be paid prior to access being given to the requested record. If the search and preparation of the document takes more than 6 hours, the Information Officer may request that the requester pay a deposit of not more than one third of the cost.

#### **4.1.4. NOTIFICATION**

The Information Officer will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons to that effect.

The 30 (thirty) day period may be extended for a further period of not more than 30 (thirty) days, if the request is for a large volume of information, or if the request requires a search for information held at other offices and the information cannot reasonably be obtained within the original 30 (thirty) day period. The requester will be notified in writing should an extension be sought.

## **4.2. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS – CHAPTER 4**

The main grounds for refusal of a request for information are:

- Mandatory protection of the privacy of a third party who is a natural person, and which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of the commercial information of a third party, if the record contains:
  - Trade secrets of that party;
  - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party;
  - Information disclosed by a third party to the Company if the disclosure could put the third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which could be regarded as privileged in legal proceedings;
- The commercial activities of the Company, which may include:
  - Trade secrets of the Company; and/or
  - Records relating to ongoing or anticipated pending litigation or similar proceedings
  - Financial, commercial, scientific or technical information which, if disclosed, would likely cause harm to the financial or commercial interests of the Company.

## 5. APPEAL AGAINST REFUSAL TO GRANT ACCESS

The requester may lodge a complaint with the Information Regulator or bring an application to a court against the decision of the Information Officer within 180 days of being given notice of the decision.

## **PART 3 - PROTECTION OF PERSONAL INFORMATION ACT**

### **1. INTRODUCTION**

The POPIA regulates the lawful Processing of Personal Information by a Responsible Party (in this case Ilex). Ilex Processes Personal Information in conducting its business and operations.

### **2. RESPONSIBLE PARTY OBLIGATIONS**

1.1 As a Responsible Party under the POPIA, Ilex must ensure that Personal Information is:

- 1.1.1 Processed lawfully, fairly and transparently which includes informing Data Subjects that their Personal Information is being collected and the purpose for which it is being collected;
- 1.1.2 Processed only for the purpose for which it was collected. Ilex will not undertake any further Processing of the Personal Information that is not compatible with the purpose for which the Personal Information was originally collected;
- 1.1.3 Processed in a manner that is adequate, relevant and not excessive for the purpose for which it was collected;
- 1.1.4 Accurate and retained for only so long as is necessary;
- 1.1.5 Subject to confidentiality and security measures to ensure that the information is not unlawfully accessed by unauthorised persons or accidentally damaged or distributed.

### **3. DATA SUBJECTS RIGHTS**

3.1 The Data Subject has the right to:

- 3.1.1 Know when their Personal Information is collected and the purposes for which their Personal Information will be Processed;
- 3.1.2 To be notified if their Personal Information has been accessed unlawfully;
- 3.1.3 Know which of their Personal Information is held by Ilex and have the ability to request that such information is corrected, deleted, updated, completed by submitting the form attached as **Annexure 5**;
- 3.1.4 Object to the Processing of their Personal Information and request that their Personal Information be deleted by submitting the form attached as **Annexure 4**;
- 3.1.5 Object to the use of their Personal Information for purposes of direct marketing;
- 3.1.6 Submit a complaint to the Information Regulator regarding any breach of the rights contained in the POPIA;
- 3.1.7 Launch legal proceedings against the Responsible Party of any unlawful processing of Personal Information or following the outcome of a complaint.

#### **4. PURPOSE OF PROCESSING PERSONAL INFORMATION**

- 4.1 Ilex Processes Personal Information for the following purposes, including (but not limited to):
  - 4.1.1 Providing services to its customers;
  - 4.1.2 Employee administration, recruitment and medical information;
  - 4.1.3 Engaging and contracting with supplier and service providers;
  - 4.1.4 Financial requirements (such as taxes and meeting other legislative requirements);

4.1.5 Regulatory requirements imposed by legislation, including the Medicines and Related Substances Act 101 of 1965 and associated Regulations;

4.1.6 Legal and financial reporting requirements.

## 5. CATEGORIES OF DATA SUBJECTS

5.1 Data Subjects can be both natural and juristic persons. The categories of Data Subjects and the Personal Information Processed in respect of each category of Data Subject are set out below:

| Data subject                            | Personal Information Processed                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Directors, employees and job applicants | ID numbers, contact details, physical and postal addresses, birth dates, age, marital status, sex, race, gender, employment history, financial history, remuneration, education, banking details, background checks and criminal history, income tax, medical aid, pension and provident fund information, CVs, employee performance and disciplinary actions, disabilities, payroll, training, health and safety records, physical and electronic access records. |
| Customers                               | ID numbers, information required for legislative compliance, contact details, physical and postal addresses, company registration numbers and                                                                                                                                                                                                                                                                                                                      |

|                                               |                                                                                                                                                 |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
|                                               | names, VAT numbers, contact details, contracts and agreements.                                                                                  |
| Suppliers, distributors and service providers | Entity name, registration numbers, VAT and other tax information, contact details, contracts, account numbers and invoices, FICA documentation. |
| Website visitors                              | Names, IP addresses, contact details, email addresses, telephone numbers.                                                                       |
| Regulatory Authorities                        | Names, contact details, physical and postal addresses.                                                                                          |

## 6. SHARING OF PERSONAL INFORMATION

6.1 Ilex may share Personal Information with:

- 6.1.1 Companies within the Ilex group of companies and its distributors which may be located outside of South Africa;
- 6.1.2 Service providers or distributors that provide services for or on behalf of Ilex; and
- 6.1.3 Regulatory authorities.

6.2 Where Ilex transfers information outside of South Africa it shall take all reasonable steps to ensure that such transfer is subject to laws, binding corporate rules or other agreements which provide a level of protection that is materially similar to that required in the POPIA.

6.3 Ilex will not share Personal Information of Data Subjects with any third parties unless we are required to and / or permitted to do so in terms of law and / or legal proceedings or we have the Data Subject's permission to disclose such information.

## **7. INFORMATION SECURITY**

7.1 Ilex implements and maintains reasonable technological and organisational measures to protect Personal Information Processed by Ilex and its operators (i.e. third parties that Process Personal Information on behalf of Ilex). These measures include (but are not limited to):

- 7.1.1 Unique log in credentials;
- 7.1.2 Stringent password policy;
- 7.1.3 Folder security and restricted access;
- 7.1.4 Access restricted ERP;
- 7.1.5 Antivirus;
- 7.1.6 Daily and weekly device monitoring;
- 7.1.7 Firewall;
- 7.1.8 VPN review;
- 7.1.9 Secure email scanning;
- 7.1.10 Confidentiality and NDA arrangements with employees and pertinent service providers and suppliers;
- 7.1.11 Regular internal audits of all functions, including information audits and remediation thereafter;

7.1.12 Regulation of document disposition mechanisms, including secure archiving and deletion;

7.1.13 Security and access restricted premises and offices.

7.2 Ilex implements and maintains security measures to protect Personal Information from unauthorised access and disclose and accidental or intentional manipulation, disclose, loss or destruction of Personal Information.

## **8. PRESCRIBED FORMS AND FEES**

A Data Subject can submit an objection to the Processing of Personal Information or to correct or delete Personal Information Processed by Ilex by submitting the Form 1 in **Annexure 4** and Form 2 in **Annexure 5** respectively.

## ANNEXURE 1

### FORM 2

## REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

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

**TO:** The Information Officer

|  |
|--|
|  |
|  |
|  |

(Address)

E-mail address:

Fax number:

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

| PERSONAL INFORMATION                                                      |           |  |            |
|---------------------------------------------------------------------------|-----------|--|------------|
| Full Names                                                                |           |  |            |
| Identity Number                                                           |           |  |            |
| Capacity in which request is made (when made on behalf of another person) |           |  |            |
| Postal Address                                                            |           |  |            |
| Street Address                                                            |           |  |            |
| E-mail Address                                                            |           |  |            |
| Contact Numbers                                                           | Tel. (B): |  | Facsimile: |
|                                                                           | Cellular: |  |            |
| Full names of person on whose behalf request is made (if applicable):     |           |  |            |
| Identity Number                                                           |           |  |            |
| Postal Address                                                            |           |  |            |

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|                                                                                                                                                                                                                                                                                                                    |          |  |           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--|-----------|
| Street Address                                                                                                                                                                                                                                                                                                     |          |  |           |
| E-mail Address                                                                                                                                                                                                                                                                                                     |          |  |           |
| Contact Numbers                                                                                                                                                                                                                                                                                                    | Tel. (B) |  | Facsimile |
|                                                                                                                                                                                                                                                                                                                    | Cellular |  |           |
| <b>PARTICULARS OF RECORD REQUESTED</b>                                                                                                                                                                                                                                                                             |          |  |           |
| <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                                                                                                                                                                                                                                                                                  |          |  |           |
|                                                                                                                                                                                                                                                                                                                    |          |  |           |
|                                                                                                                                                                                                                                                                                                                    |          |  |           |
|                                                                                                                                                                                                                                                                                                                    |          |  |           |
|                                                                                                                                                                                                                                                                                                                    |          |  |           |
| <b>TYPE OF RECORD</b><br>(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<br>(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<br>(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<br>(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)                                                                            |  |

| PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED<br><br>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. |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 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: |  |
|                                                                                                          |  |
|                                                                                                          |  |

| 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                                                               |
| 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<br>(Please specify) |
|----------------|-----------|----------------------------------------------|
|                |           |                                              |

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

\_\_\_\_\_

Signature of Requester / person on whose behalf request is made

-----  
**FOR OFFICIAL USE**

|                                                                               |  |
|-------------------------------------------------------------------------------|--|
| Reference number:                                                             |  |
| Request received by:<br>(State Rank, Name And Surname of Information Officer) |  |
| Date received:                                                                |  |
| Access fees:                                                                  |  |
| Deposit (if any):                                                             |  |

\_\_\_\_\_

Signature of Information Officer

## ANNEXURE 2

### 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:<br>(iii) Flash drive (to be provided by requestor)<br>(iv) Compact disc<br>• If provided by requestor<br>• If provided to the requestor                    | R40.00<br><br>R40.00<br><br>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:<br>(v) Flash drive (to be provided by requestor)<br>(vi) Compact disc<br>• If provided by requestor<br>• If provided to the requestor                                     | R40.00<br><br>R40.00<br><br>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.<br>To not exceed a total cost of | R145.00<br><br>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 3**

Records held in accordance with other legislation

Records are available in terms of the following legislation, as amended from time to time:

- Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act 19 of 2006
- Basic Conditions of Employment Act 75 of 1997
- Companies Act 61 of 1973
- Companies Act 71 of 2008 (as amended)
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Consumer Protection Act 68 of 2008
- Customs and Excise Act 91 of 1964
- Customs and Excise Amendment Act 32 of 2014
- Customs Control Act 31 of 2014
- Customs Duty Act 30 of 2014
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995 (and Amendment Act)

- Medicines and Related Substances Act 101 of 1965 (and Amendment Act and Regulations)
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Interception of Communications and the Provisions of Communication Related to Information Act 70 of 2002
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Contributions Act 4 of 2002
- Value-Added Tax Act 89 of 1991

**PLEASE NOTE:** Whilst all reasonable endeavours have been made to provide a complete list of applicable legislation above, it is possible that the above list may be incomplete. Wherever it comes to the Company's attention that existing or new legislation allows a requester access on a basis other than that set out in PAIA, the above list will be updated.

## ANNEXURE 4

### 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.]

**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:                                |             |



## ANNEXURE 5

### 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.]

**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.

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:                                                                                                                                                                                                                                                                                                                                                                                                                                       |             |
| <b>C INFORMATION TO BE CORRECTED/DELETED/ DESTRICTED/ DESTROYED</b>                                                                                                                                                                                                                                                                                                                                                                                               |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |             |
| <b>D 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>)</b> |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |             |
| Signed at                      this       day of                                                  20                                                                                                                                                                                                                                                                                                                                                              |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |             |
| <u>Signature of data subject/designated person</u>                                                                                                                                                                                                                                                                                                                                                                                                                |             |

## ANNEXURE 6

### REQUEST FOR A COPY OF THE GUIDE

[Regulations 2 and 3.]

**TO:** \*The Information Regulator  
P.O Box 31533  
Braamfontein,  
2017  
E-mail address: infoereg@justice.gov.za  
Tel number: +27 (0) 10 023 5200

**OR**

\*The information officer  
.....  
.....  
.....

I,

|                                                       |                     |  |           |  |
|-------------------------------------------------------|---------------------|--|-----------|--|
| Full names:                                           |                     |  |           |  |
| In my capacity as (mark with "x"):                    | Information officer |  | Other     |  |
| Name of *public/private body ( <i>if applicable</i> ) |                     |  |           |  |
| Postal Address:                                       |                     |  |           |  |
| Street Address:                                       |                     |  |           |  |
| E-mail Address:                                       |                     |  |           |  |
| Facsimile:                                            |                     |  |           |  |
| Contact numbers:                                      | Tel.(B):            |  | Cellular: |  |

hereby request the following copy(ies) of the guide:

| Language ( <i>mark with "X"</i> ) | No of copies | Language ( <i>mark with "X"</i> ) | No of copies |
|-----------------------------------|--------------|-----------------------------------|--------------|
| Sepedi                            |              | Sesotho                           |              |
| Setswana                          |              | siSwati                           |              |
| Tshivenda                         |              | Xitsonga                          |              |
| Afrikaans                         |              | English                           |              |
| isiNdebele                        |              | isiXhosa                          |              |
| isiZulu                           |              |                                   |              |

Manner of collection (*mark with "x"*):

| Personal collection | Postal address | Facsimile | Electronic communication (Please specify) |
|---------------------|----------------|-----------|-------------------------------------------|
|                     |                |           |                                           |

Signed at ..... this ..... day of ..... 20 .....

.....

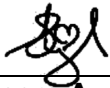
*Signature of requester*

\* Delete whichever is not applicable

### **APPROVAL OF MANUAL**

This Manual (which is intended to update and replace all previous versions) was approved by the Chief Executive Officer of Ilex, Shameera August, on 15 September 2025.

**SIGNED at CAPE TOWN on this 15<sup>th</sup> day of September 2025.**



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**Shameera August**