



**HEINEKEN BEVERAGES SA PROPRIETARY LIMITED
REGISTRATION NUMBER: 2003/026165/07**

**MANUAL PREPARED IN TERMS OF SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000)**

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1. INTRODUCTION

The Promotion of Access to Information Act 2 of 2000 (“**PAIA**”) came into operation on 9 March 2001, giving effect to the right of access to information in terms of section 32 of the Constitution of the Republic of South Africa 1996.

One of the main requirements specified in PAIA, is the compilation of a manual in terms of section 51 of PAIA, which contains information on how to use PAIA and how to access records under PAIA. This manual is prepared in accordance with section 51 of PAIA and to address the requirements of the Protection of Personal Information Act 4 of 2013 (“**POPIA**”). This document serves as HEINEKEN Beverages’ manual and provides reference to the records held by HEINEKEN Beverages and the process to request access to such records.

Heineken Beverages respects your right of access to information. This manual will help you (the requester of information) to exercise your right to information and help you know how you may access our records in order for you to:

- 1.1. Know what types of information we have, and
- 1.2. Know how to request access.

2. SCOPE OF THE MANUAL

Nature of Business: HEINEKEN Beverages produces, packages, distributes, markets, and sells beer, wines, spirits, ciders and other alcoholic and alcohol-free beverages. For more information on HEINEKEN Beverages, please visit our website:

www.heinekenbeverages.co.za

Scope: The scope of this manual is limited to the records held by HEINEKEN Beverages.

Our Details:

Organisation name	Heineken Beverages South Africa (Pty) Ltd
Website	www.heinekenbeverages.co.za
Registration number	2003/026165/07
Default Information officer	Jordi Burrut
Information officer	Matshidiso Dibakwane
Information officer email	legalsa@heineken.com
HEAD OFFICE	
Physical Address	Inanda Business Park, 54 Wierda Road West, Sandton, Gauteng, 2196
Phone number	+27 [0] 10 226 5000
STELLENBOSCH	
Physical Address	Libertas Parva, Aan-de-Wagen Road, Stellenbosch, 7600
Phone number	+27 [0] 21 809 7000

3. DESCRIPTION OF GUIDE REFERRED TO IN SECTION 10

The Information Regulator (established in terms of POPIA) has compiled a Guide in terms of Section 10 of PAIA. It contains information required by a person wishing to exercise any right of access to information, contemplated by PAIA and POPIA. It is available in all South African official languages. Copies of the Guide are available from the Information Regulator and the Information Officer free of charge. Any request for public inspection of the Guide at the office of the Information Regulator or Information Officer or a request for a copy of the Guide from the Information Regulator or Information Officer must substantially correspond with Form 1 (see **Annexure A of this Manual**).

The Guide is available for inspection free of charge at the office of the Information. The Information Regulator contactable details are as follows:

<i>The Information Regulator</i>	www.inforegulator.org.za
<i>Postal address</i>	PO Box 3153, Braamfontein, Johannesburg, 2017
<i>Physical address</i>	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
<i>Phone number</i>	010 023 5200
<i>Ask a general enquiry by email</i>	enquiries@inforegulator.org.za
<i>Lodge a complaint by email</i>	PAIAComplaints@inforegulator.org.za

4. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records available in terms of other legislation (and applicable regulations, codes and notices) are set out in **Annexure B** below.

5. RECORDS AUTOMATICALLY AVAILABLE

Some information is readily available without a person having to request access in terms of PAIA. No notice has been submitted by the practice to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the business is automatically available without having to request access in terms of PAIA.

6. SUBJECTS AND CATEGORIES OF RECORDS HELD BY HEINEKEN BEVERAGES

General information about HEINEKEN Beverages can be accessed at www.heinekenbeverages.co.za, which is available to all persons who have access to the internet.

The subjects on which the private body holds records and the categories on each subject in terms of Section 51(1)(e) are as listed below. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of PAIA:

<u>Companies Act Records</u>	Registration documents; names of directors; names of company secretaries; memorandum of incorporation; minutes of meeting of the Board of Directors; Minutes of meetings of Shareholders; Proxy forms; share register and other statutory registers and/or records and/or documents; record of shareholding; share certificates; resolutions passed at board meeting or shareholder meetings; notices and agendas; records relating to the appointment of auditors, directors; public officer, secretary
<u>Financial Records</u>	Accounting records; annual financial statement and reports; asset registers; bank statements; banking details and bank accounts; banking records; debtors / creditors statements and invoices; general ledgers and subsidiary ledgers; general reconciliation; invoices; cheques; policies and procedures; tax returns; credit application information.
<u>Income Tax Records</u>	PAYE records; documents issued to employees for income tax purposes; records of payments made to SARS on behalf of employees; all other statutory compliances such as VAT, Regional Services Levies, Skills Development Levies, UIF and Workmen's Compensation
<u>Insurance Records</u>	Insurance policies, claims, immovable and movable property owned
<u>Regulatory documents</u>	License, permits, certificates of authorisation
<u>Personnel Documents and Records</u>	Accident books and records; address lists; disciplinary code and records; employee benefits arrangements rules and records; employment contracts; employment equity plan; forms and applications; grievance procedures; leave records; medical aid records; payroll reports/ wage register; pension fund records; safety, health and environmental records; salary records; SETA records; standard letters and notices; training manuals; training records; workplace and union agreements and records
<u>Procurement Department</u>	Standard Terms and Conditions for supply of services and products; contractor, client and supplier agreements; lists of suppliers, products, services and distribution; and policies and procedures; rental agreements
<u>IT Department</u>	Computer / mobile device usage policy documentation; disaster recovery plans; hardware asset registers; information security policies/standards/procedures; information technology systems and user manuals; information usage policy documentation; project implementation plans; software licensing; system documentation and manuals; audit reports; risk management frameworks; risk management plans
<u>Sales Department</u>	Customer details; information and records provided and collected from third parties

<u>Marketing Department</u>	Advertising and promotional material; promotional terms and conditions; consumer information
<u>Safety, Security Health, and Environment</u>	Complete safety, health and environment risk assessments; environmental management plans; inquiries, inspections, examinations by environmental authorities

7. PURPOSE OF PROCESSING OF PERSONAL INFORMATION

HEINEKEN Beverages processes personal information for number of reasons and these include:

- Compliance with applicable laws and regulations, codes of conducts and notices
- Safety purposes, control and incident management purposes
- Regulation and management of internal and external relationships
- Strategic decisions and engagement with external parties
- Promotional purposes
- Support sales and marketing activities
- Support recruitment and management of staff
- Engagement with suppliers, regulatory authorities, consumers, customers, employees and business partners
- Engagement with the general public
- Engagement with investors and the media
- Response to information requests
- Audit and claims processes

8. DATA SUBJECTS CATEGORIES AND THEIR PERSONAL INFORMATION

Customers: record of customer life cycle and engagements

Employees: record of employee life cycle and engagements

Suppliers: record of supplier life cycle and engagements

General public: tracking general enquiries and website visits

Investors/Shareholders: records as maintained by the Company Secretary

Media: records of media interactions

Consumers: record of consumer life cycle and engagements

Business Partners: record of business partner life cycle and engagements

9. PLANNED RECIPIENTS OF PERSONAL INFORMATION

- Statutory authorities
- Law enforcement authorities
- Tax authorities
- Financial institutions
- Medical schemes
- Employee pension and provident funds
- Industry bodies
- Related entities such as group companies and subsidiaries
- Service providers

10. PLANNED TRANS-BORDER FLOWS OF PERSONAL INFORMATION

- Flows to service providers/operators
- Flows to business partners
- Flows to customers
- Flows to suppliers
- Flows through the use of social media

11. SECURITY MEASURES TO PROTECT PERSONAL INFORMATION

- Physical security measures
- Cyber security measures
- Training in information security
- Policies in information security
- Audits of information security

12. ACCESS REQUEST PROCEDURE AND OTHER REQUESTS

It is important to note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. An application to access to record is subject to certain limitations if the requested record falls within a certain category as specified in Part 3 and Chapter 4 of PAIA. In order to facilitate a timely response to requests for access, all requesters should take note of and comply with the following:

- The requester must complete Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations in BLOCK LETTERS and in legible writing and should be specific in terms of the record requested.
- All questions must be answered. 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".
- The form must be submitted to the Information Officer at his or her address, fax number, or electronic mail address as stated earlier in this manual. The complete form must be submitted together with a request fee (see section below "*Fees in Respect of Private Bodies*"). Records may be withheld until the fees have been paid.
- Proof of identity is required to authenticate the identity of the requester. Therefore, in addition to the Form 2, requesters will be required to supply acceptable proof of identity such as a certified copy of the requester's identity document or other legal forms of identity.

Form of request:

- The requester must use the prescribed Form 2, (see **Annexure C** below) to make the request for access to a record. The request must be made to the Information Officer (see contact details below)
- 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 indicate which form of access is required.
- The requester should indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the designated head of the private body [s 53(2)(f)].
- After the Information Officer has made a decision on the request, the requester must be notified in the required form.

Grounds for refusing a request:

HEINEKEN Beverages has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of PAIA. Other requests as provided in POPIA i.e. the rights to object to the processing of personal information and to the correction or deletion of personal information or destruction or deletion of record of personal information should be made on the prescribed forms (see **Annexure E** and **Annexure F** respectively, as provided in the POPIA Regulations and sent to the Information Officer using the contact details provided below.

13. FEES IN RESPECT OF PRIVATE BODIES

There are two categories of fees which are payable:

- The request fee of R140.00
- The access fee which is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in **Annexure D**.

Section 54 of PAIA entitles HEINEKEN Beverages to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Annexure B of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.

Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

14. CONTACT DETAILS OF HEINEKEN BEVERAGES

Information Officer: Jordi Borrut

Postal Address: PO Box 6146, RIVONIA, 2128, Johannesburg, South Africa

Street Address: Inanda Greens Business Park, 54 Wierda Road West, Wierda Valley

Email address: Jordi.BorrutBel@heineken.com

Tel. No: 010 226 5000

The responsibility for administration of and compliance with PAIA has been delegated to the Deputy Information Officer. Requests should therefore be directed as follows:

Contact Person: Matshidiso Dibakwane

Email Address: legalsa@heineken.com

Tel. No: 010 226 5000/ 021 809 7000

Publication date of this manual: 15 August 2019

Last revision date: 5 June 2023

Annexure A: Form 1 - Request for a Copy of the Guide

REQUEST FOR A COPY OF THE GUIDE

[Regulations 2 and 3]

TO: The Information Regulator

P.O. Box 31533

Braamfontein

2017

Email address:

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 (if applicable)				
Postal Address:				
Street Address:				
Email Address:				
Facsimile:				
Contact numbers:	Tel. (B):		Cellular:	

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

Language (make with "X")		No. of copies	Language (make with "X")		No. of copies
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			IsiXhosa	
	isiZulu				

Manner of collection (mark with "x")

Postal address	Facsimile	Electronic communication (please specify)

Signed at _____ on this _____ day of _____
20_____

Signature of requester

Annexure B : Records Available in terms of Other Legislation

Advertising on Roads and Ribbon Development Act 21 of 1940
Agricultural Products Standards Act 119 of 1990
Basic Conditions of Employment Act 75 of 1997
Broad-based Black Economic Empowerment Act 53 of 2003
Companies Act No 71 of 2008
Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
Competition Act No. 89 of 1998 Consumer Protection Act 68 of 2008 Continuing Education and Training Act 16 of 2006
Copyright Act No. 98 of 1978
Currency and Exchanges Act No .9 of 1933
Customs and Excise Act 91 of 1964 Debt Collector's Act No. 114 of 1998 Electronic Communications Act No. 36 of 2005
Electronic Communications and Transactions Act No 25 of 2002 Employment Equity Act. No. 55 of 1998 Environment Conservation Act 73 of 1989 Financial Intelligence Centre Act No. 38 of 2001
Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972
Hazardous Substances Act 15 of 1973
Income Tax Act No 58 of 1962 Interception and Monitoring Prohibition Act 127 of 1992
Insurance Act No. 27 of 1943
Intellectual Property Laws Amendment Act No. 38 of 1997
International Trade Administration Act 71 of 2002
Labour Relations Act No 66 of 1995
Legal Metrology Act 9 of 2014
Long Term Insurance Act No. 52 of 1998
Medical Schemes Act 131 of 1998 National Credit Act No. 34 of 2005 National Building Regulations and Building Standards Act 103 of 1977
National Environmental Management Act 107 of 1998
National Environmental Management: Air Quality Act 39 of 2004
National Environmental Management: Waste Act 59 of 2008
National Health Act 61 of 2003
National Ports Act 12 of 2005
National Water Act 36 of 1998
Nuclear Energy Act 46 of 1999
Occupational Health and Safety Act No. 85 of 1993
Pension Funds Act No 24 of 1956
Prevention and Combating of Corrupt Activities Act No 12 of 2004
Prevention of Organised Crime Act No. 121 of 1998
Promotion of Access to Information Act No. 2 of 2000
Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000
Protected Disclosures Act No. 26 of 2000
Protection of Personal Information Act 4 of 2013
Public Holidays Act 36 of 1994
Regulation of Interception of Communication and Provision of Communications Act No.2 of 2000
Short Term Insurance Act of 1998
Securities Services Act No. 36 of 2004
Securities Transfer Tax Act 25 of 2007
Skills Development Act 97 of 1998
Skills Development Levies Act No 9 of 1999
South African Revenue Services Act of 1997
Standards Act 8 of 2008
Tax Administration Act 28 of 2011 Tax on Retirement Funds Act of 1996
Trade Marks Act 194 of 1993
Trust Property Control Act No. 57 of 1988
Unemployment Insurance Act No. 63 of 2001
Unemployment Insurance Contributions Act No 4 of 2002
Value Added Tax Act No 89 of 1991

Annexure C : Form 2 - Request for Access to Record of Private Body

In terms of Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)
[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):	
Cellular:	
Facsimile	
Full names of person on whose behalf request is made (<i>if applicable</i>):	
Identity number:	
Postal Address:	
Street Address:	
E-mail Address:	
Contact numbers:	
Tel. (B):	
Cellular:	
Facsimile	
PARTICULARS OF RECORD REQUESTED 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.)	

Description of record or relevant part of the record:	
Reference number, if available:	
Any further particulars of record:	

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	
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 or 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	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/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>	

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:	

FEEES	
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 <i>(Please specify)</i>

Signed at _____ on this _____ day of _____
20_____

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 D : Fees in respect of Private Bodies

FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy 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: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requester • If provided to the requester	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	Service to be outsourced. Will depend on quotation from Service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requester • If provided to the requester	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 E : Objection to the Processing Of Personal Information

(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 F : Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information

(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:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
D	<p>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a)</p> <p>WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or</p> <p>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b)</p> <p>WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at this day of20.....

.....

Signature of data subject/ designated person