

PAIA MANUAL

FOR

**RAM GROUP HOLDINGS PROPRIETARY LIMITED
("RAM")**

PREPARED IN TERMS OF THE REQUIREMENTS OF

**THE PROMOTION OF ACCESS TO INFORMATION ACT No. 2 OF 2000
("PAIA")**

READ TOGETHER WITH

**THE PROTECTION OF PERSONAL INFORMATION ACT, No. 4 OF 2013
("POPIA")**



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I. SECTION 1 – SALIENT INFORMATION

1 SALIENT DETAILS

1.1 RAM GROUP DETAILS		
1.1.1	MANUAL	PAIA MANUAL
1.1.2	COMPANY	RAM GROUP HOLDINGS PROPRIETARY LIMITED
1.1.3	REVISION DATE	1 AUGUST 2026

2 RAM GROUP

DEFINITION	COMPANY	REGISTRATION NUMBER
RGH	RAM GROUP HOLDINGS PROPRIETARY LIMITED	2017/348826/07
DEFINITION	COMPANY	REGISTRATION NUMBER
RAM TRANSPORT	RAM TRANSPORT (SOUTH AFRICA) PROPRIETARY LIMITED	1997/009992/07
RAM INSURANCE	RAM INTERNATIONAL INSURANCE BROKERS PROPRIETARY LIMITED	1995/013146/07
RAM PROPERTIES	RAM HAND-TO-HAND PROPERTIES PROPRIETARY LIMITED	2007/021611/07
RAM SOLUTIONS	DOTCOM TRADING 386 PROPRIETARY LIMITED T/A RAM SOLUTIONS	2000/009130/07
SCDS	SECURE CONFIDENTIAL DETERRENT SECURITY PROPRIETARY LIMITED	2009/001994/07
RAM SCS	RAM SUPPLY CHAIN SOLUTIONS PROPRIETARY LIMITED	2000/020621/07
RMS	RAM MANAGEMENT SERVICES PROPRIETARY LIMITED	2016/054730/07
RAM CONSTRUCTION	RAM CONSTRUCTION AND MAINTENANCE PROPRIETARY LIMITED	2014/132342/07
Go To Hub	GO TO HUB PROPRIETARY LIMITED	2025/479608/07
COMPANY		REGISTRATION NUMBER
RAM BOTSWANA	RAM TRANSPORT BOTSWANA PROPRIETARY LIMITED	CO 2001/2852
RAM NAMIBIA	RAM HAND-TO-HAND COURIERS NAMIBIA PROPRIETARY LIMITED	2002/302
INTERNATIONAL INVESTMENTS		REGISTRATION NUMBER
BITTERSWEET	BITTERSWEET TRADE AND INVEST 61 PROPRIETARY LIMITED	2011/002924/07
JOINT VENTURES		REGISTRATION NUMBER
SOCI	SOCI FUELS PROPRIETARY LIMITED	2016/288245/07
FAST TRAINING	FAST TRAINING & DEVELOPMENT PROPRIETARY LIMITED	2018/571946/07
MANVEST	MANVEST PROPRIETARY LIMITED	2018/5711939/07



II. SECTION 2 – MANUAL

1 INTERPRETATION

1.1 DEFINITIONS

In this PAIA MANUAL (“**MANUAL**”) -

- 1.1.1 the headings of the clauses are for the purpose of convenience and reference only and shall not be used in the interpretation of, nor modify, nor amplify the terms of this MANUAL nor any clause hereof;
- 1.1.2 unless the context clearly indicates a contrary intention, an expression which denotes any gender includes the other genders, a natural person includes an artificial person and vice versa and the singular includes the plural and vice versa.

1.2 DEFINITIONS

- 1.2.1 The provisions of **RAM’s INTERPRETATION SCHEDULE** relating to interpretation shall apply and the expressions defined in **RAM’s INTERPRETATION SCHEDULE** shall bear the meanings assigned to them therein.
- 1.2.2 Unless the context clearly indicates a contrary intention, the following words and expressions shall bear the meanings stated opposite them and cognate words and expressions shall bear similar meanings -

1.2.2.1	CLIENT	any natural or juristic person that received or receives services from RAM
1.2.2.2	COMPANIES ACT	Companies Act, 2008 (Act No. 71 of 2008) and shall include the provisions of the Companies Act, 1973 (Act No. 61 of 1973) that have not been repealed
1.2.2.3	CONDITIONS	the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPI and 14.1
1.2.2.4	INFORMATION OFFICER	the individual who is identified in 5 (BUSINESS AND CONTACT DETAILS) of this MANUAL
1.2.2.5	MANUAL	this MANUAL
1.2.2.6	PAIA	the Promotion of Access to Information Act 2 of 2000
1.2.2.7	PERSONAL INFORMATION	means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to – i. 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; ii. information relating to the education or the medical, financial, criminal or employment history of the person; iii. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; iv. the biometric information of the person; v. 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; vi. the views or opinions of another individual about the person; and vii. 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
1.2.2.8	PERSONNEL	any person who works for, or provides services to or on behalf of RAM and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of RAM, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and contract workers
1.2.2.9	POPI	the Protection of Personal Information Act 4 of 2013



1.2.2.10	POPI REGULATIONS	the regulations promulgated in terms of section 112(2) of POPI
1.2.2.11	PRIVATE BODY	means- i. a natural person who carries or has carried on any trade, business or profession, but only in such capacity; ii. a partnership which carries or has carried on any trade, business or profession; or iii. any former or existing juristic person, but excludes a public body
1.2.2.12	PROCESSING	means any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including— i. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; ii. dissemination by means of transmission, distribution or making available in any other form; or iii. merging, linking, as well as restriction, degradation, erasure or destruction of information
1.2.2.13	RAM	RAM Group Holdings Proprietary Limited
1.2.2.14	RAM'S INTERPRETATION SCHEDULE	RAM's <u>INTERPRETATION SCHEDULE</u> which is available on RAM's website at https://www.ram.co.za/Legal
1.2.2.15	SAHRC	the South African Human Rights Commission

2 RAM GROUP

- 2.1 RAM Group Holdings Proprietary Limited is a holding company which operates through several subsidiary and associate companies that are divided into various subsidiaries, associate companies and divisions ("**RAM Group**").
- 2.2 The RAM Group consists of the companies set out in Clause 2 of SECTION 1 – SALIENT INFORMATION.
- 2.3 The information regarding the RAM Group is updated annually at year end.
- 2.4 The subsidiaries and associate companies in the RAM Group operate in a decentralized manner, while being accountable to the holding company.
- 2.5 This MANUAL applies to the subsidiaries and associate companies of RAM operating in South Africa, unless any subsidiary or associate business has their own PAIA Manual on their corporate website which applies to their business.
- 2.6 Should you have a PAIA Request for Access to a record held by any of our subsidiaries or associate companies, kindly follow the procedures as set out in this MANUAL and the Request for Access will be directed to the Information Officer.

3 INTRODUCTION

- 3.1 PAIA gives effect to the constitutional right of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.
- 3.2 Specifically, section 51(1) of PAIA provides that within 6 (six) months after the commencement of this section (now the 31st August 2005) or within 6 (six) months after coming into existence of the private body concerned, the head of a private body must compile a manual that must contain information regarding the subjects and categories of records held by such private bodies.
- 3.3 In this context, a "**PRIVATE BODY**" is defined as any natural person who carries or has carried on any trade, business or profession, but only in such capacity or any partnership which carries or has carried on any trade, business or profession or any former or existing juristic person (i.e. any company, close corporation or business trust).
- 3.4 RAM falls within the definition of a "private body" and this Manual has been compiled in accordance with the said provisions and to fulfil the requirements of the PAIA, as well as POPIA.
- 3.5 In terms of PAIA, where a request for information is made to a body, there is an obligation to provide the information, except where the PAIA expressly provides that the information may not be released. In this context, Section 9 of the PAIA recognises that access to information can be limited. The limitation relates to circumstances where such release would pose a threat to the protection of privacy, commercial confidentiality, and the exercising of efficient governance.
- 3.6 Accordingly, this Manual provides a reference to the records held by RAM and the process that needs to be adopted to access such records.
- 3.7 This MANUAL also establishes how compliance with POPIA is to be achieved.
- 3.8 POPIA gives effect to a person's rights to privacy, including the right to data privacy and POPIA describes and



prescribes a series of conditions which have been met when Personal Information is processed and used by another person, which conditions establish the minimum requirements for the processing of Personal Information.

- 3.9 POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of Personal Information.
- 3.10 POPIA has established the office of the Information Regulator who will oversee and ensure that POPIA and PAIA are complied with by all persons, including individuals and public and/or private entities in South Africa.
- 3.11 Where a person is desirous of obtaining information from a private body, including Personal information, in terms of PAIA or POPIA, then such a person must make a request for the required information by following the procedures set out in this MANUAL.

4 MANUAL

- 4.1 This MANUAL sets out –

- 4.1.1 how any person may go about requesting information, including Personal Information, which such person believes RAM holds and which such person has a right to;
- 4.1.2 which forms must be completed by a person requesting information from RAM;
- 4.1.3 any fees and/or deposits that may have to be paid before the information is released, should RAM agree to provide the requested information;
- 4.1.4 how any person may lodge a withdrawal, objection or complaint against the processing by RAM of Personal Information in terms of POPIA; and
- 4.1.5 how any person may make or file a request for RAM to delete or destroy Personal information in terms of POPIA.

- 4.2 All requests for access to information (other than information that is available to the public) must be addressed to the Head of the Business, Chief Information Officer or the Deputy Information Officer named in 5 of this MANUAL.

5 BUSINESS AND CONTACT DETAILS

5.1 BUSINESS

NAME OF BUSINESS	RAM GROUP HOLDINGS PROPRIETARY LIMITED
REGISTRATION NUMBER	2017/348826/07

5.2 HEAD OF BUSINESS

HEAD OF BUSINESS	GRAEME ANTHONY LAZARUS
POSITION	Managing Director
POSTAL ADDRESS	P O Box 506, Isando, 1600
STREET ADDRESS	27 Wrench Road, Isando, 1609
PHONE NUMBER	+27 11 977 5000
FAX NUMBER	+27 11 392 5885
EMAIL ADDRESS	info@ram.co.za
WEBSITE	www.ram.co.za

5.3 CHIEF INFORMATION OFFICER

CHIEF INFORMATION OFFICER	ALAN DA COSTA
DEPARTMENT	Legal & Compliance
DESIGNATION	Chief Information Officer
PHYSICAL ADDRESS	27 Wrench Road, Isando, 1609
EMAIL CONTACT DETAILS	information.officer@ram.co.za
CONTACT NUMBER	+27 11 977 5000

5.4 DEPUTY CHIEF INFORMATION OFFICER

DEPUTY INFORMATION OFFICER	JONATHAN STERN
DEPARTMENT	IT Department
DESIGNATION	Deputy Information officer



PHYSICAL ADDRESS	27 Wrench Road, Isando, 1609
EMAIL CONTACT DETAILS	jonathan.stern@ram.co.za
CONTACT NUMBER	+27 11 977 5000

6 GUIDELINES ON PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 6.1 A guide to PAIA and how to access information in terms of PAIA has been published pursuant to section 10 of PAIA.
- 6.2 The guide contains information required by an individual who may wish to exercise their rights in terms of PAIA.
- 6.3 Should you wish to access the guide you may request a copy from the Information Officer by submitting ANNEXURE A - FORM 1 - REQUEST FOR A COPY OF THE GUIDE [REGULATIONS 3], attached hereto, to the details specified in 6 above.
- 6.4 You may also inspect the guide at RAM's offices during ordinary working hours or view it on RAM's website at www.ram.co.za.
- 6.5 You may also inspect the guide at the offices of the Regulator during normal office hours request a copy of the guide from Information Regulator at the following details -

INFORMATION REGULATOR	
POSTAL ADDRESS	P.O. Box 31533, Braamfontein, Johannesburg, 2017
TEL	+27 10 023 5200
WEBSITE	www.justice.gov.za
EMAIL	paiacomplaine.ir@justice.gov.za

- 6.6 A copy of the guide is also available in the following two official languages, for public inspection during normal office hours –

- 6.6.1 English and
- 6.6.2 Afrikaans.

7 RECORDS AVAILABLE IN TERMS OF SECTION 52(2) OF PAIA

At this stage no Notice(s) has / have been published on the categories of records that are available without having to request access to them in terms of PAIA.

8 RECORDS THAT ARE HELD AT THE OFFICES OF THE BUSINESS

8.1 INTRODUCTION

- 8.1.1 RAM holds and/or process the following records for the purposes of PAIA and POPI.
- 8.1.2 The following records may be requested.
- 8.1.3 However, it should be noted that there is no guarantee that the request will be honoured.
- 8.1.4 Each request will be evaluated in terms of PAIA and any other applicable legislation.
- 8.1.5 The following is a list of records that are held at the business's office -

8.2 ADMINISTRATION

8.2.1	Attendance registers;
8.2.2	Correspondence;
8.2.3	Founding Documents;
8.2.4	Licences (categories);
8.2.5	Minutes of Management Meetings;
8.2.6	Minutes of Staff Meetings;
8.2.7	Shareholder Register;
8.2.8	Statutory Returns.

8.3 HUMAN RESOURCES

8.3.1	Conditions of Service;
8.3.2	Employee Records;
8.3.3	Employment Contracts;



8.3.4	Employment Equity Records;
8.3.5	General Correspondence;
8.3.6	Industrial and Labour Relations Records;
8.3.7	Information relating to Health and Safety Regulations;
8.3.8	Pension and Provident Fund Records;
8.3.9	Performance Appraisals;
8.3.10	Personnel Guidelines, Policies and Procedures;
8.3.11	Remuneration Records and Policies;
8.3.12	Salary Surveys;
8.3.13	Skills Requirements;
8.3.14	Staff Recruitment Policies;
8.3.15	Statutory Records;
8.3.16	Training Records.

8.4 OPERATIONS

8.4.1	Brochures on RAM Information;
8.4.2	Client and Customer Registry;
8.4.3	Contracts;
8.4.4	General Correspondence;
8.4.5	Information relating to Employee Sales Performance;
8.4.6	Information relating to Work-In-Progress;
8.4.7	Marketing and Future Strategies;
8.4.8	Marketing Records;
8.4.9	Production Records;
8.4.10	Sales Records;
8.4.11	Suppliers' Registry.

8.5 FINANCES

8.5.1	Annual Financial Statements;
8.5.2	Asset Register;
8.5.3	Budgets;
8.5.4	Contracts;
8.5.5	Financial Transactions;
8.5.6	General Correspondence;
8.5.7	Insurance Information;
8.5.8	Internal Audit Records;
8.5.9	Management Accounts;
8.5.10	Purchase and Order Information;
8.5.11	Stock Records;
8.5.12	Tax Records (RAM and employee).



8.6 INFORMATION TECHNOLOGY

8.6.1	IT Policies and Procedures;
8.6.2	Network Diagrams;
8.6.3	User Manuals

8.7 STATUTORY RECORD

RAM may be in possession of records in terms of the following legislation as and when applicable. At present these include records (if any) held in terms of -

8.7.1	Administration of Estates Act 66 of 1965;
8.7.2	Arbitration Act 42 of 1965;
8.7.3	Basic Conditions of Employment 75 of 1997;
8.7.4	Companies Act 61 of 1973;
8.7.5	Compensation for Occupational Injuries and Health Diseases Act 130 of 1993;
8.7.6	Consumer Affairs (Unfair Business Practices) Act 71 of 1988;
8.7.7	Copyright Act 98 of 1978;
8.7.8	Credit Agreements Act 75 of 1980;
8.7.9	Currency and Exchanges Act 9 of 1933;
8.7.10	Debtor Collectors Act 114 of 1998;
8.7.11	Employment Equity Act 55 of 1998;
8.7.12	Finance Act 35 of 2000;
8.7.13	Financial Advisory and Intermediary Services Act 37 of 2002;
8.7.14	Financial Intelligence Centre Act 38 of 2001;
8.7.15	Financial Services Board Act 97 of 1990;
8.7.16	Financial Relations Act 65 of 1976;
8.7.17	Harmful Business Practices Act 23 of 1999;
8.7.18	Income Tax Act 95 of 1967;
8.7.19	Insolvency Act 24 of 1936;
8.7.20	Intellectual Property Laws Amendments Act 38 of 1997;
8.7.21	Labour Relations Act 66 of 1995;
8.7.22	Long Term Insurance Act 52 of 1998;
8.7.23	Medical Schemes Act 131 of 1998;
8.7.24	Occupational Health & Safety Act 85 of 1993;
8.7.25	Pension Funds Act 24 of 1956;
8.7.26	Post Office Act 44 of 1958;
8.7.27	Protection of Businesses Act 99 of 1978;
8.7.28	Regional Services Councils Act 109 of 1985;
8.7.29	SA Reserve Bank Act 90 of 1989;
8.7.30	Short Term Insurance Act 53 of 1998;
8.7.31	Skills Development Levies Act 9 of 1999;
8.7.32	Skills Development Act 97 of 1998;
8.7.33	Stamp Duties Act 77 of 1968;



8.7.34	Stock Exchange Control Act 1 of 1985;
8.7.35	Tax on Retirement Funds Act 38 of 1996;
8.7.36	Trade Marks Act 194 of 1993;
8.7.37	Unemployment Contributions Act 4 of 2002;
8.7.38	Unemployment Insurance Act 63 of 2001;
8.7.39	Usury Act No 73 of 1968;
8.7.40	Value Added Tax Act 89 of 1991.

9 REQUESTS

9.1 INTRODUCTION

- 9.1.1 Any request for access to Personal Information as per the provisions of POPIA, must be made in accordance with the provisions of PAIA. This process is outlined in 9.2 below.
- 9.1.2 You have the right to request the correction, deletion or destruction of your Personal Information, in the prescribed form, which form is attached as ANNEXURE D - FORM 4 - REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION
- 9.1.3 You may object to the processing of your Personal Information in the prescribed form, which form is attached as ANNEXURE D - FORM 4 - REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION.

9.2 PROCESS FOR REQUESTS TO INFORMATION

- 9.2.1 Any requests for access to records of RAM are subject to PAIA and, in respect of Personal Information, POPIA.
- 9.2.2 In terms of PAIA, a request for access is to be made on the prescribed form set out in ANNEXURE B - FORM 2 - REQUEST FOR ACCESS TO RECORD [REGULATION 7] to this MANUAL.
- 9.2.3 The request is to be made to the Information Officer addressed to the contact details set out in 5 (section 53(1) of PAIA).
- 9.2.4 The requester must provide sufficient detail on the form to enable the Information Officer to identify the record and the requester.
- 9.2.5 The requester should also indicate which form of access is required and specify a postal address in the Republic or email address.
- 9.2.6 The requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the requester and state the necessary particulars to be so informed (section 53(2)(a), (b), (c) and (e) of PAIA).
- 9.2.7 The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right (section 53(2)(d) of PAIA).
- 9.2.8 In circumstances where the request for access is being made on behalf of another person, the requester is obliged to prove the capacity in which the request is being made, with any submissions in support thereof being subject to the satisfaction of RAM (section 53(2)(f) of PAIA).
- 9.2.9 Section 71 of the PAIA makes provision for a request for information or records about a third party. In considering such a request, RAM will adhere to the provisions of sections 71 to 74 of the PAIA. The requester is to note the provisions of Chapter 5 of PAIA in terms of which RAM is obliged, in certain circumstances, to advise third parties of requests lodged in respect of information applicable to or concerning such third parties. In addition, the provisions of Chapter 2 of PAIA entitle third parties to dispute the decisions of RAM by referring the matter to the High Court.
- 9.2.10 The Information Officer will decide on whether or not to grant the request as soon as is reasonably possible (but in any event within 30 (thirty) days of the request having been submitted) and notify the requester accordingly. An outcome will be in substantially in the form set out in ANNEXURE C - FORM 3 - OUTCOME OF REQUEST AND OF FEES PAYABLE [REGULATION 8].
- 9.2.11 The Information Officer may decide to extend the period of thirty days for another period of not more than 30 (thirty) days if -
 - 9.2.11.1 the request is for a large number of records;
 - 9.2.11.2 the search for the records is to be conducted at premises not situated in the same town or city as the head office of RAM;
 - 9.2.11.3 consultation among divisions or departments, as the case may be, of RAM is required;
 - 9.2.11.4 the requester consents to such an extension in writing; and
 - 9.2.11.5 the parties agree in any other manner to such an extension.
- 9.2.12 Should RAM require an extension of time, the requester shall be informed in the manner stipulated in the



prescribed form of the reasons for the extension.

9.2.13 If the Information Officer fails to respond (or extend the period within which the respond) within 30 (thirty) days after a request has been received, it will, in terms of PAIA, be deemed to have refused the request (section 58 read together with section 56(1) of PAIA).

9.2.14 Where access is granted -

9.2.14.1 the Information Officer will advise the requester of -

9.2.14.1.1 the access fee to be paid for the information (in accordance with paragraph 18 of this MANUAL below) prior to RAM being able to process the request and grant the access (section 54(1) of PAIA);

9.2.14.1.2 the format in which access will be given; and

9.2.14.1.3 the fact that the requester may lodge an appeal with a court of competent jurisdiction against the access fee charged or the format in which access is to be granted (section 56(2) of PAIA); and

9.2.14.1.4 access to the record requested will be given as soon as reasonably possible.

9.2.15 If the request for access is refused, the Information Officer shall advise the requester in writing of the refusal, including adequate reasons for the refusal and that the requester may lodge an appeal with a court of competent jurisdiction against the refusal of the request (section 56(3) of PAIA).

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

9.2.17 The requester may lodge an appeal with a court of competent jurisdiction against any process set out in this 9.

10 RECORDS NOT FOUND

10.1 If a record cannot be found or if the records do not exist, the Information Officer shall notify the requester (providing full details of steps taken to find the record or determine its existence) that it is not possible to give access to the requested record.

10.2 If the record in question should later be found, the requester shall be given access to the record unless access is refused by RAM.

11 REFUSAL OF ACCESS

11.1 Access to any record may be refused under certain limited circumstances. These include -

11.1.1 the protection of personal information from unreasonable disclosure concerning any natural person;

11.1.2 the protection of commercial information held concerning any third party (for example trade secrets);

11.1.3 the protection of financial, commercial, scientific or technical information that may harm the commercial or financial interests of any third party;

11.1.4 disclosures that would result in a breach of a duty of confidence owed to a third party;

11.1.5 disclosures that would jeopardize the safety or life of an individual;

11.1.6 disclosures that would prejudice or impair the security of property or means of transport;

11.1.7 disclosures that would prejudice or impair the protection of a person in accordance with a witness protection scheme;

11.1.8 disclosures that would prejudice or impair the protection of the safety of the public;

11.1.9 disclosures that are privileged from production in legal proceedings unless the privilege has been waived;

11.1.10 disclosures of details of any computer programme;

11.1.11 disclosures that will put RAM at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;

11.1.12 disclosures of any record containing any trade secrets, financial, commercial, scientific, or technical information that would harm the commercial or financial interests of RAM;

11.1.13 disclosures of any record containing information about research and development being carried out or about to be carried out by RAM.

11.2 If access to a record or any other relevant information is denied, our response will include -

11.2.1 adequate reasons for the refusal; and

11.2.2 notice that you may lodge an application with the court against the refusal and the procedure including details of the period for lodging the application.

12 REMEDIES SHOULD A REQUEST BE REFUSED

12.1 RAM does not have an internal appeal procedure in light of a denial of a request.

12.2 Decisions made by the Information Officer are final.

12.3 The requester may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 (one hundred and eighty) days of notification of the decision for appropriate relief.



13 INFORMATION RELATED TO POPIA

In terms of POPIA, RAM is required to provide persons, legal entities or individuals (“**DATA SUBJECT(S)**”) with a description of the Personal Information which RAM processes and why it has been processed and who RAM may share this information with.

14 PERSONAL INFORMATION RAM PROCESSES

14.1 CONDITIONS FOR LAWFUL PROCESSING

14.1.1 POPI has eight conditions for lawful processing and includes -

- 14.1.1.1 accountability;
- 14.1.1.2 processing limitation;
- 14.1.1.3 purpose specification;
- 14.1.1.4 further processing limitation;
- 14.1.1.5 information quality;
- 14.1.1.6 openness;
- 14.1.1.7 security safeguards;
- 14.1.1.8 Data Subject participation.

14.1.2 RAM is involved in the following types of processing -

- 14.1.2.1 collection;
- 14.1.2.2 recording;
- 14.1.2.3 organization;
- 14.1.2.4 storage;
- 14.1.2.5 retrieval;
- 14.1.2.6 consultation;
- 14.1.2.7 use;
- 14.1.2.8 dissemination or otherwise making available;
- 14.1.2.9 erasure; or
- 14.1.2.10 destruction.

14.1.3 RAM Processes information for the following purposes -

- 14.1.3.1 to fulfil agreements in relation to its employees;
- 14.1.3.2 to provide services to its clients, in accordance with terms agreed to by the Clients;
- 14.1.3.3 to undertake activities related to the provision of Services, such as -
 - 14.1.3.3.1 to fulfil domestic legal, regulatory and compliance requirements
 - 14.1.3.3.2 to verify the identity of Client representatives who contact RAM or may be contacted by RAM;
 - 14.1.3.3.3 for risk assessment, information security management, statistical, trend analysis and planning purposes;
 - 14.1.3.3.4 to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud;
- 14.1.3.4 prevention purposes;
- 14.1.3.5 to enforce or defend RAM or RAM’s affiliates’ rights;
- 14.1.3.6 to manage RAM’s relationship with its clients, which may include providing information to its Clients and its Clients;
- 14.1.3.7 related to any authorised disclosure made in terms of agreement, law or regulation;
- 14.1.3.8 any additional purposes expressly authorised by RAM’s Client;
- 14.1.3.9 any additional purposes as may be notified to the Client or Data Subjects in any notice provided by RAM. The type of Personal Information that RAM processes will depend on the purpose for which it is collected.

14.2 RAM will disclose to you why the Personal Information is being collected and will process the Personal Information for that purpose only, which is done in accordance with RAM’s Data Processing and Privacy Schedule, available on RAM’s website at www.ram.co.za.

14.3 Below is a list of the Personal Information that is processed by RAM, including the category of Data Subject that it belongs to.

14.4 It is worth mentioning that the below list is not exhaustive.

14.4.1 CUSTOMER / CLIENTS - NATURAL PERSONS

- 14.4.1.1 names;



- 14.4.1.2 contact details;
- 14.4.1.3 physical and postal addresses;
- 14.4.1.4 ID number / copy;
- 14.4.1.5 tax related information;
- 14.4.1.6 banking information;
- 14.4.1.7 nationality;
- 14.4.1.8 gender;
- 14.4.1.9 confidential correspondence.

14.4.2 **CUSTOMERS / CLIENTS – JURISTIC PERSONS AND/OR ENTITIES**

- 14.4.2.1 names of contact persons;
- 14.4.2.2 name of legal entity;
- 14.4.2.3 physical and postal address;
- 14.4.2.4 contact details;
- 14.4.2.5 financial information;
- 14.4.2.6 banking information;
- 14.4.2.7 registration number;
- 14.4.2.8 founding documents;
- 14.4.2.9 tax related information.

14.4.3 **CONTRACTED SERVICE PROVIDERS**

- 14.4.3.1 Names of contact persons;
- 14.4.3.2 name of legal entity;
- 14.4.3.3 physical and postal address;
- 14.4.3.4 contact details;
- 14.4.3.5 financial information;
- 14.4.3.6 registration number;
- 14.4.3.7 founding documents;
- 14.4.3.8 tax related information;
- 14.4.3.9 authorised signatories.

14.4.4 **ADVISORS**

- 14.4.4.1 names of contact persons;
- 14.4.4.2 name of legal entity;
- 14.4.4.3 physical and postal address;
- 14.4.4.4 contact details;
- 14.4.4.5 financial information;
- 14.4.4.6 registration number;
- 14.4.4.7 founding documents;
- 14.4.4.8 banking information;
- 14.4.4.9 tax related information;
- 14.4.4.10 authorised signatories.

14.4.5 **EMPLOYEES / DIRECTORS / POTENTIAL PERSONNEL / SHAREHOLDERS / TEMPORARY STAFF**

- 14.4.5.1 gender;
- 14.4.5.2 pregnancy;
- 14.4.5.3 marital status;
- 14.4.5.4 race;
- 14.4.5.5 age;
- 14.4.5.6 language;
- 14.4.5.7 education information;
- 14.4.5.8 financial information;
- 14.4.5.9 employment history;



- 14.4.5.10 ID number / copy;
- 14.4.5.11 next of kin;
- 14.4.5.12 children's name, gender, age, school, grades;
- 14.4.5.13 physical and postal address;
- 14.4.5.14 contact details;
- 14.4.5.15 criminal behaviour and/or criminal records;
- 14.4.5.16 medical information.

14.4.6 **WEBSITE END-USERS / APPLICATION END-USERS**

- 14.4.6.1 IP address or data;
- 14.4.6.2 log-in data;
- 14.4.6.3 cookies;
- 14.4.6.4 electronic localization data;
- 14.4.6.5 cell phone details;
- 14.4.6.6 GPS data.

15 **SHARING OF PERSONAL INFORMATION**

- 15.1 RAM may supply Personal Information to the following potential recipients, which sharing is related to the purpose or reason why RAM is using the Personal Information -
 - 15.1.1 management and employees including temporary staff;
 - 15.1.2 contractors, service providers or business partners;
 - 15.1.3 stakeholders and shareholders;
 - 15.1.4 law enforcement agencies and regulators.

16 **ORGANISATIONAL MEASURES**

RAM makes use of appropriate, reasonable technical and organisational measures to prevent loss of, damage to, or unauthorised destruction of Personal Information and unlawful access to or processing of Personal Information.

17 **CROSS BORDER TRANSFER**

- 17.1 RAM may share Personal Information with third parties and in certain instances this may result in cross border transfer of the Personal Information.
- 17.2 The Personal Information will always be subject to protection, not less than the protection it is afforded under POPIA.

18 **FEES IN RESPECT OF PRIVATE BODIES**

NO.	DESCRIPTION	AMOUNT
18.1	The request fee payable by every requester	R140.00
18.2	Photocopy/print black and white copy of A4 size page	R2.00 per page or part thereof
18.3	Printed copy of A4 size page	R2.00 per page or part thereof
18.4	For a copy in a computer-readable form or -	
	i. Flash drive (to be provided by requester)	R40.00
	ii. Compact disc –	
	a. If provided by requester	R40.00
	b. If provided to the requester	R60.00
18.5	Transcription of visual images per A4 page	As per quotation of service provider
18.6	Copy of visual images	As per quotation of service provider
18.7	Transcription of an audio record per A4 page	R24.00
18.8	Copy of an audio record on flash drive (flash drive to be provided by Requester)	R40.00
18.9	Copy of an audio on a compact disc (compact disc to be provided by Requester)	R40.00
18.10	Copy of an audio on a compact disc (compact disc to be provided by RAM)	R60.00



18.11	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	R145.00
18.12	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 (cannot exceed total cost)	R435.00
18.13	Deposit if search exceeds 6 (six) hours	One third of amount per request calculated in terms of 2 to 10
18.14	Postage, email or any other electronic transfer	Actual expense if any

19 **UPDATING OF THE MANUAL**

The Head of the Business will on a regular basis update this Manual.



1 ANNEXURE A - FORM 1 - REQUEST FOR A COPY OF THE GUIDE [REGULATIONS 3]

TO: 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			
E-mail Address			
Facsimile			
Contact Numbers	Tel		Cellular

Hereby request the following copy(ies) of the Guide -

Language (mark with "X")		No. of copies	Language (mark with "X")	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



2 ANNEXURE B - 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 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	
(Mark the applicable box with an "X")	
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS	
(Mark the applicable box with an "X")	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	
MANNER OF ACCESS	



(Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note 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	
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 (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 (state rank, name and surname of information officer)	
Date received	
Access Fees	
Deposit (if any)	

Signature of Information Officer



3 ANNEXURE C - FORM 3 - OUTCOME OF REQUEST AND OF FEES PAYABLE [REGULATION 8]

NOTE -

- If your request is granted the—
 (a) amount of the deposit, (if any), is payable before your request is processed; and
 (b) requested record/portion of the record will only be released once proof of full payment is received.
- Please use the reference number hereunder in all future correspondence.
 Reference number: _____

TO: _____

Your request dated _____, refers.

YOU REQUESTED -

Personal Inspection of information 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) is free of charge. you are required to make an appointment for the inspection of the information and to bring this form with you. if you then require any form of reproduction of the information, you will be liable for the fees prescribed in annexure b

OR

Printed copies of the information (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 information on flash drive (including virtual images and soundtracks)

Copy of information on compact disc drive (including virtual images and soundtracks)

Copy of record saved on cloud storage server

TO BE SUBMITTED -

Postal services to postal address

Postal services to street address

Courier service to street address

Facsimile of information in written or printed format (including transcriptions)

E-Mail of information (including soundtracks if possible)

Cloud share/file transfer

Preferred language (note 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)

Kindly note that your request has been -

Approved

Denied, for the following reasons

Fees payable with regards to your request:

Item	Cost per A4 size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed Copy			
For a Copy in a Computer-Readable Form on -			
I. Flash Drive - To Be Provided by Requester	R40.00		
II. Compact Disc -			
• If Provided by Requester	R40.00		
• If Provided to The Requester	R60.00		



For A Transcription of Visual Images Per A4-Size Page	service to be outsourced. Will depend on the quotation of the service provider		
Copy of Visual Images			
Transcription of an Audio Record, Per A4-Size	R24.00		
Copy of an Audio Record			
I. Flash Drive			
• To Be Provided by Requester	R40.00		
II. Compact Disc			
• If Provided by Requester	R40.00		
• If Provided to The Requester	R60.00		
Postage, E-Mail or Any Other Electronic	Actual Costs		
Total			
Deposit			
Yes		No	
Hours Of Search		Amount of Deposit (Calculated on One Third of Total Amount Per Request)	

The amount must be paid into the following Bank account -

Name of Bank	
Name of Account Holder	
Type of Account	
Account Number	
Branch Code	
Ref No	
Submit Proof of Payment To	
Reference Nr	

Signed at _____ this _____ day of _____ 20 _____

Information Officer



4 ANNEXURE D - FORM 4 - REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [REGULATION 3]

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 DATA SUBJECT
NAME(S) AND SURNAME / REGISTERED NAME OF DATA SUBJECT	
UNIQUE IDENTIFIER / IDENTITY NUMBER/ REGISTRATION NUMBER	
RESIDENTIAL, POSTAL OR BUSINESS ADDRESS	
CODE	
CONTACT NUMBER (S):	
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)	
E-MAIL ADDRESS	
C	INFORMATION TO BE CORRECTED / DELETED / DESTRUCTED / DESTROYED
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 21(1)(b) which the responsible party is no longer authorised to retain (please provide detailed reasons for the request)

SIGNED AT THIS DAY OF 20.....

.....
SIGNATURE OF DATA SUBJECT/DESIGNATED PERSON