



PAIA & POPIA MANUAL

This manual was prepared in accordance with section 51 of the Promotion of Access to Information Act, 2000 and to address requirements of the Protection of Personal Information Act, 2013

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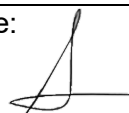
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1 Definitions

Roles & Terms	Definition/Description
Information Officer	<p>In the case of the National Housing Finance Corporation it is the Chief Information Officer.</p> <p>The Information Officer of the National Housing Finance Corporation may delegate a power or duty conferred or imposed on that Information Officer by this Act to a deputy Information Officer of this department.</p> <p>Any delegation:</p> <ul style="list-style-type: none"> • must be in writing; • does not prohibit the person who made the delegation from exercising the power concerned or performing the duty concerned himself or herself; and • may at any time be withdrawn or amended in writing by that person.
Deputy Information Officer(s)	<p>The Chief Executive Officer of National Housing Finance Corporation must designate such number of persons as Deputy Information Officer(s) as necessary to render the National Housing Finance Corporation as accessible as reasonably possible for requesters of its records.</p> <p>The Information Officer of the National Housing Finance Corporation has direction and control over every deputy information officer of the organisation.</p>
Personal Requester	<p>A requester seeking access to a record containing personal information about the requester.</p> <p>'Personal information' means information about an identifiable individual, including, but not limited to:</p> <ul style="list-style-type: none"> • 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 individual; • information relating to the education or the medical, criminal or employment history of the individual, or information relating to financial transactions in which the individual has been involved; • any identifying number, symbol or other particular assigned to the individual; • the address, fingerprints or blood type of the individual;

Roles & Terms	Definition/Description
	<ul style="list-style-type: none"> • the personal opinions, views or preferences of the individual, except where they are about another individual or about a proposal for a grant, an award or a prize to be made to another individual; • correspondence sent by the individual that is implicitly or explicitly of a private or confidential nature, or further correspondence that would reveal the contents of the original correspondence; • the views or opinions of another individual about the individual; • the views or opinions of another individual about a proposal for a grant, an award or a prize to be made to the individual, but excluding the name of the other individual where it appears with the views or opinions of the other individual; and • the name of the individual where it appears with other personal information relating to the individual, or where the disclosure of the name itself would reveal information about the individual, but excluding information about an individual who has been dead for more than 20 years.
Requester	<ul style="list-style-type: none"> • Any person making a request for access to a record of the National Housing Finance Corporation; or • only those public bodies that are exercising a public power or performing a public function in terms of legislation.
Third Party	<p>In relation to a request for access to a record of the National Housing Finance Corporation, a third party means:</p> <ul style="list-style-type: none"> • any person (including, but not limited to, the government of a foreign state, an international organisation or an organ of that government or organisation) other than: <ul style="list-style-type: none"> ○ the requester concerned; and ○ the National Housing Finance Corporation; • but for the purposes of sections 34 of the Act, the reference to 'person' in paragraphs (a) and (b) must be construed as a reference to a 'natural person'.
Relevant Authority	<p>In relation to National Housing Finance Corporation, the Relevant Authority means the Chief Executive Officer responsible for the National Housing Finance Corporation or the person designated in writing by that Chief Executive Officer.</p>
Human Rights Commission	<p>Means the South African Human Rights Commission referred to in section 181 (1) (b) of the Constitution.</p>

Roles & Terms	Definition/Description
Record	In relation to the National Housing Finance Corporation, a record means any recorded information: <ul style="list-style-type: none"> • regardless of form or medium; • in the possession or under the control of that public body; and • whether or not it was created by that public body.
Days	When any particular number of days is prescribed for the doing of any act, or for any other purpose, the same shall be reckoned exclusively of the first and inclusively of the last day, unless the last day happens to fall on a Sunday or on any public holiday, in which case the time shall be reckoned exclusively of the first day and exclusively also of every Sunday or public holiday"
Working Days	Means any days other than Saturdays, Sundays or public Holidays, as defined in section 1 of the Public Holidays Act, 1994 (Act No 36 of 1994)

2 Introduction

The Promotion of Access to Information Act (PAIA), Act 2 of 2000 (hereafter also called the Act) came into effect on 9 March 2001, underlining the importance of access to information for an open, democratic, transparent society. The Act gives legislative form to section 32 of the Bill of Rights of the Constitution and should be interpreted as legislation giving effect to a constitutional right. This right states:

Access to information

32 (1) everyone has the right of access to:

- a) any information held by the state; and
- b) any information that is held by another person and that is required for the exercise of any rights.

This manual is applicable to the NHFC and all its subsidiary companies.

3 Purpose of the PAIA and POPIA Manual

- 2.1 check the nature of the records which may already be available at NHFC, without the need for submitting a formal PAIA request;
- 2.2 have an understanding of how to make a request for access to a record of the NHFC;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from the NHFC regarding request for access to the records, before approaching the Information Regulator or the Courts;
- 2.5 the description of the services available to members of the public from the NHFC and how to gain access to those services;
- 2.6 a description of the guide on how to use PAIA, as updated by the Information Regulator and how to obtain access to it;
- 2.7 if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know if the NHFC has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.9 know whether the NHFC has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4 Information Regulator Guide on how to use the Act [Section 14(1)(C)]

It is the responsibility of the Information Regulator to compile a guide, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

This guide will be made available in all the official languages and be available from the Information Regulator.

Any enquiries regarding this guide should be directed to:

Enquiries regarding the Guide should be addressed to the Information Regulator, the contact details of which are as follows:

Postal Address: **The Information Regulator**
Promotion of Access to Information Act Unit
Research and Documentation Department
P. O. Box 31533
Braamfontein
2017

Telephone: +27 10 023 5200

Website: <https://inforegulator.org.za/>

E-mail: enquiries@inforegulator.org.za

5 Information Officer, Deputy Information Officers [Section 14(1)(B)]

In terms of the Act the Chief Executive Officer of the National Housing Finance Corporation is the Information Officer and he delegated his power and duties by designating the following personnel to act as the designated Information Officer and Deputy Information Officers respectively:

Designated Information Officers: National Housing Finance Corporation SOC Ltd.	Vuyokazi Menye Chief Information Officer
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Deputy Information Officer: National Housing Finance Corporation SOC Ltd.	
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6 Contact Details and the Person to whom Requests Pursuant to the Act should be made

Head of Public Body : Azola Mayekiso
Chief Executive Officer NHFC

Designated Information Officer : Vuyokazi Menye
Chief Information Officer
NHFC

Street Address : 90 Grayson Drive ,
Sandown
Sandton 2031

Postal Address : PO Box 31376
Braamfontein
2017

Telephone Number : 011 - 644 9800

Fax Number : 011- 484 6406

Email Address : privacy@nhfc.co.za

Website : www.nhfc.co.za

7 NHFC Operations

The NHFC provides the following forms of funding:

7.1 Commercial lending

The Commercial division lends through intermediaries and has the following product offerings:

- micro lending - funding is made available to end-users via intermediaries. The target market is households with an income between R1 500 and R15000 and with loan amounts from R1 000 to R10 000; and
- home ownership - funding is made available via intermediaries to end-users requiring mortgage bonds or Rent-to-buy opportunities, whose household income is between R1 500 and R15 000.

7.2 Private and public landlords/housing developers

The NHFC provides funds to the following:

- intermediaries (private companies or municipal entities set up by municipalities to fulfil their housing mandate) that provide rental and bonded housing options to end-users; and
- a maximum of 90% of the costs of a housing project. The client is required to provide equity for the balance.

7.3 Social Housing

The NHFC funds Social Housing Institutions, which provide rental, rent-to-buy and instalment sale housing options to end-users in the GAP market for people with household incomes between R3 000 and R12 800.

7.4 Retail

The NHFC implemented a retail mortgage bond option for people with household incomes between R1 500 and R15 000 and provided the funding through employers. This division is no longer functional and is currently collecting on the loan book.

8 Records that may be Requested in Terms of the Act

The list below reflects the NHFC's records per department:

8.1 Corporate Communications and Marketing

- 8.1.1** Documents relating to public communications;
- 8.1.2** Documents relating to internal communications;
- 8.1.3** Brochures, Newsletters and Advertising Materials;
- 8.1.4** Public relations Policies and Procedures;
- 8.1.5** Brand management; and
- 8.1.6** Communications and public relations

8.2 Company Secretariat

Applicable statutory documents such as, but not limited to:

- 8.2.1** Certificate of Incorporation and Certificate to Commence Business;
- 8.2.2** Memorandum and Articles of Association;
- 8.2.3** Statutory returns and records;
- 8.2.4** Share Register and Share Certificates; and
- 8.2.5** Attendance Registers and Directors Registers.

8.3 Enterprise-wide Risk Management

8.3.1 Risk Management Policy, Framework and Strategy

8.3.2 Risk Management Plans;

8.3.3 Risk Register and Mitigation Plans;

8.3.4 Compliance Risk Management Framework

8.3.5 Compliance Risk Management Plans;

8.3.6 Assurance or Internal Audit Plans; and

8.3.7 Anti-money laundering

8.3.8 Fraud Prevention Policy, Strategy and Plans.

8.3.9 Risk Appetite Statement

8.4 Credit

8.4.1 Credit Policies and Procedures.

8.5 Finance and Support Services

8.5.1 All accounting records as required by the Companies Act, 1973;

8.5.2 Asset register;

8.5.3 Finance and Lease Agreements;

8.5.4 Copies of all Income Tax Returns and other tax returns and documents; and

8.5.5 Internal and External Audit Reports.

8.5.6 Procurement Policy

8.6 Human Resources and Industrial Relations

- 8.6.1** Human Resources Policy Manual
- 8.6.2** Employee recruitment records;
- 8.6.3** Records and contracts entered into with the employees;
- 8.6.4** Records pertaining to employee benefits;
- 8.6.5** Records pertaining to statutory obligations of the NHFC as employer;
- 8.6.6** Documents pertaining to Human Resources Policies and Procedures;
- 8.6.7** Documents pertaining to staff performance reviews;
- 8.6.8** Documents pertaining to the development of employees;
- 8.6.9** Documents relating to appointments, promotions, disciplinary actions and termination;
- 8.6.10** Documents pertaining to industrial relations; and
- 8.6.11** Collective agreement entered into with the Union.

8.7 Information Management and Technology

- 8.7.1** IT Governance Framework;
- 8.7.2** IT Risk Management Framework;
- 8.7.3** IT standards, policies, procedures and guidelines;
- 8.7.4** Licensing agreements;
- 8.7.5** Disaster Recovery Plan; and
- 8.7.6** Audit of Systems.

8.8 Insurance and Disability

- 8.8.1** Liability Insurance Policies;
- 8.8.2** Funeral Insurance Scheme;
- 8.8.3** Group Life Insurance Policy;
- 8.8.4** Disability scheme; and
- 8.8.5** Records pertaining to claims and details of insurance cover.

8.9 Legal Agreements and Contracts

8.9.1 Documents pertaining to but not limited to any actual, pending or potential litigation, arbitration or investigation; and

8.9.2 Legal agreements pertaining to a wide range of matters, including but not limited to:

- ❖ Loan Facility Agreements;
- ❖ Shareholder Agreements;
- ❖ Joint Venture and Partnership Agreements; and
- ❖ Agreements with Contractors, clients and suppliers.

8.10 Projects

8.10.1 List of customers; and

8.10.2 Contracts entered into with customers.

8.11 Commercial

8.11.1 List of customers;

8.11.2 Contracts entered into with customers; and

8.11.3 Credit Policy

8.12 Retail

8.12.1 Marketing material;

8.12.2 Borrower education;

8.13 Research and Development

8.13.1 Contracts and agreements; and

8.13.2 Technical publications.

8.14 Business Strategy, Planning and Performance Management

8.14.1 Contracts and agreements; and

8.14.2 Technical publications

9 Availability of manual

The manual is available for inspection at the office of NHFC free of charge, and on the NHFC website. Copies are also available with the Information Regulator and in the Government Gazette.

10 Manner of access

If you wish to request access to any of the above categories of information you are required to complete the request form attached as Annexure A.

There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are as per Annexure B.

You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges.

It is important to note that access is not automatic – you must identify the right you are seeking to exercise or protect and explain why the record you request is required for the exercise or protection of that right. You will be notified in the manner indicated by you on the request form whether your request has been approved.

11 Request procedure

11.1. Records held by NHFC may be accessed upon request once the requirements for access have been compiled with.

11.2. A requester is any person making a request for access to a record of NHFC. There are two of requesters, namely, a personal requester and an “other requester”. A personal requester is a requester who seeks access to a record containing personal information about the requester. An “other requester” is a requester who seeks access to information about third parties. NHFC is not obliged to automatically grant access to any information, and the requester (whether a personal or an “other requester”) must comply with requirement for requesting access in terms of the Act excluding the payment of a fee. As described in the set regulations, a fee is only paid by the requested when:

11.2.1. The Information Officer has determined that the search for such a record will require more than six (6) hours to search. Annexure A is completed and the requester is required to pay as a deposit a portion of the access fee as set out in Annexure B of the PAIA Regulations.

- 11.3. The requester must comply with all the procedural requirements contained in the Act relating to the request for access to information.
- 11.4. The requester must complete the prescribed form attached as Annexure A and submit it.
- 11.5. The prescribed form must be completed with enough detail to enable the Information Officer to identify:
 - 11.5.1. the record of records requested;
 - 11.5.2. the identity of the requester;
 - 11.5.3. what form of access is required, if the requester is granted; and
 - 11.5.4. the postal address and /or fax number of the requester.
- 11.6. The requester must state that he requires the information in order to exercise or protect a right, and clearly state the nature of the right in question. In addition, the requester must clearly specify why the record is necessary to exercise or protect such right.
- 11.7. The requester will be informed in writing as to whether its request is granted or refused. If, in addition to a written reply, the requester wishes to be informed of the decision in any other manner, he must state the manner and necessary particulars to be so informed.
- 11.8. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- 11.9. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally. The Information Officer must complete Annexure A on behalf of the requester and provide a copy to the requester.
- 11.10. This manual, or part thereof can be obtained from either-
 - 11.10.1. NHFC Head Office, at the prescribed fee as set out in Annexure B
 - 11.10.2. the IR, the details of which are set out in paragraph 4 above;
 - 11.10.3. the Government Gazette; or
 - 11.10.4. it can be downloaded from our website at www.nhfc.co.za.

12 Fees

- 12.1. The Act provides for the payment of two types of fees, namely-
 - 12.1.1. a request fee, which will be a standard fee; and fee,
 - 12.1.2. an access fee which must be calculated by taking into account production costs, search and preparation time and cost, as well as postal costs.
- 12.2. When a request is received by the Information Officer, such person shall by notice, require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing such a request.
- 12.3. If the search for the request has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Office shall notify the requester to pay as a deposit the prescribed portion (being not more than one third) of the access fees which would be payable if the request is granted.

- 12.4. The Information Officer is entitled to withhold access to a record until the requester has paid the applicable fees set out in Appendix 2.
- 12.5. A requester whose request for access to a record has been granted must pay an access fee for reproduction and for search and preparation time, and for any time reasonably required in excess of the prescribed hours, including making arrangements to make it available in the requested format.
- 12.6. If a deposit has been paid in respect of a request for access, which is refused, the Information Officer must repay the deposit to the requester.

13 Decision

- 13.1. NHFC will within thirty days of receipt of the request, endeavor to determine whether or not to accept the request and notify the requester of such determination in writing.
- 13.2. The thirty-day period may be extended for a further period of not more than thirty days if the request is for a large amount of information, or request requires a search for information cannot reasonably be obtained within the initial thirty-day period. NHFC will notify the requester in writing should an extension be sought.

14 Records that cannot be obtained or do not exist

If NHFC has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

15 Grounds for refusal of access to records

The grounds on which NHFC may or must refuse a request for access to information are set out in the sections 63 to 69 of PAIA which are listed below:

- 15.1. Protecting the privacy of a third party
- 15.2. Protecting the commercial records of a third party in terms of an agreement
- 15.3. Protecting confidential information in terms of an agreement
- 15.4. Protecting the safety of a person or Juristic person
- 15.5. Protecting information in legal proceedings
- 15.6. National security

16 Remedies available when a request is refused

- 16.1. Internal Remedies
- 16.2. A decision made by the Information Officer is final, and requester will have to exercise remedies at their disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the Information Officer.
- 16.3. External Remedies
 - 16.3.1. A requester that is dissatisfied with the Information Officer's refusal to of the

decision apply to court for relief.

16.3.2. A third party dissatisfied with the Information Officer's decision to grant a request for information may, within a prescribed period, apply to a court of relief.

17 Categories of data subjects and their personal information

NHFC may possess or possesses records relating to clients/customer, suppliers, board members, contractors, service providers, members of the public who lodges complaints

DATA SUBJECT CATEGORY	PERSONAL INFORMATION PROCESSED
Natural Persons	Names; contact details; physical and postal addresses; date of birth; ID number; passport number; tax related information; nationality; gender; confidential correspondence.
Juristic Persons/Entities	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorized signatories beneficiaries; ultimate beneficial owners.
Contracted Service Providers	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorized signatories; beneficiaries; ultimate beneficial owners.
Board	Names; gender; marital status; ethnicity; age; home language; educational information; financial information; employment history; ID number; physical and postal address; contact details.

18 Protection of Personal Information that is processed by NHFC

18.1. Processing Limitation, Minimality and Consent

- 18.1.1. All personal information collected and used by NHFC will be done lawfully, reasonably and in a way which does not infringe on the privacy of any individual.
- 18.1.2. Only the minimal amount of information required for the purpose will be collected, stored and used.
- 18.1.3. Consent to use personal information will be obtained, unless otherwise allowed by law, as far as possible, and evidence of this consent will be stored together with the information collected.
- 18.1.4. Individuals will be allowed to object to the use of their information before it is collected and at any time thereafter.
- 18.1.5. The NHFC CIO will be notified in the event that any objections to the use of personal information are received after collection of this information.
- 18.1.6. As far as possible, personal information will be collected directly from the data subject, unless otherwise allowed by law.

18.2. Purpose Specification and Retention

- 18.2.1. At all times, personal information will be collected and only used for specific purposes that are linked to the business needs or interests of NHFC.
- 18.2.2. The data subject will be aware of the information being collected and the specific purposes for which it is being collected.
- 18.2.3. Personal information will only be kept for such time as required for the specified purpose, as specified by the individual (where lawful), as specified by organisational rules and as required by law.
- 18.2.4. Once personal information is no longer needed to fulfil the specific purpose it was collected for, it will be securely disposed of in such a way that prevents its reconstruction in an intelligible form.
- 18.2.5. In cases where personal information needs to be retained, archived or kept for proof or evidentiary purposes, access to such records will be appropriately secured so that this information cannot be used for any other purposes.

18.3. Further Processing Limitation

- 18.3.1. If personal information is to be used for a purpose other than the one that was specified at the time it was collected, consent from the data subject for the new purpose will be obtained prior to using the personal information for the new purpose.
- 18.3.2. In cases where personal information is anonymised to the extent that it is not possible to identify data subjects, then such information may be used for other purposes and data subject consent is not required.

18.4. Information Quality and Data Subject Participation

- 18.4.1. NHFC will take steps to ensure that all personal information under its control is complete, accurate, up to date, and not misleading.
- 18.4.2. NHFC will ensure that data subjects are provided access to their personal information, as appropriate, so that they may correct or update it, or exercise any other rights that they may have under applicable information privacy or data protection laws.

18.4.3. NHFC will ensure that a data subject's identity has been suitably verified before allowing them to gain access to, correct or update any personal information related to them.

18.5. Special Information

18.5.1. The use of any of the categories of special personal information will be appropriately considered in line with POPI requirements, and suitable security measures placed on such information.

18.5.2. Explicit consent will be obtained in a recorded form from any data subject, except where allowed by law, before special personal information is collected.

18.5.3. Where data subjects are minors (that is, under the age of 18), or adults who are not legally competent, consent will be obtained from their parent or legal guardian before special personal information is collected.

18.5.4. In such cases where special personal information will be collected in order for NHFC to comply with other legal obligations (such as employment equity, occupational health and safety or other regulations), consent is not required but data subjects will still be informed of the purpose of collection.

18.6. Recipients of Personal Information

18.6.1. The NHFC may provide a Data Subject's Personal Information to the following recipients:

18.6.1.1. NHFC employees;

18.6.1.2. third parties such as Government Institutions, Funds and Service Providers;

18.6.1.3. auditors; and

18.6.1.4. as required by law.

18.7. Cross-border flows of Personal Information

18.7.1. The transfer of personal information to third parties outside the Republic of South Africa is prohibited unless the transfer adheres to the requirements of POPI.

18.7.2. Personal information may only be transferred to legal jurisdictions which have similar data protection laws to POPI and as allowed by any regulations.

18.7.3. Where such laws do not exist, NHFC will ensure that appropriate security safeguards are in place and that the organisation to which the information is transferred agrees to uphold the conditions of POPI. The NHFC CIO must evaluate such transfers of information.

18.8. Description of information security measures being implemented by the NHFC

18.8.1. In order to secure the integrity and confidentiality of the personal information in our possession, and to protect it against loss or damage or unauthorised access, NHFC has implemented the following security safeguards:

18.8.1.1. firewalls;

18.8.1.2. anti-virus;

18.8.1.3. locked storage;

- 18.8.1.4. password protected computers;
 - 18.8.1.5. password protected payroll software;
 - 18.8.1.6. encrypted servers;
 - 18.8.1.7. encrypted email;
 - 18.8.1.8. business premises where records are kept will remain protected by access control, burglar alarms and armed response;
 - 18.8.1.9. vulnerability assessments will be carried out on NHFC digital infrastructure to identify weaknesses and to ensure we have adequate security in place; and
 - 18.8.1.10. NHFC staff will be trained to carry out their duties in compliance with POPI, and this training will be ongoing.
- 18.8.2. NHFC will continually assess the suitability of the information security measures in order to ensure that the Personal Information that is processed by the NHFC is safeguarded and Processed in accordance with the Conditions for Lawful Processing.

18.9. Objection to the Processing of Personal Information by a Data Subject

- 18.9.1. Section 11 (3) of POPI and regulation 2 of POPI Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form, subject to exceptions contained in POPI.

18.10. Request for correction or deletion of Personal Information

- 18.10.1. Section 24 of POPI and regulation 3 of POPI Regulations provides that a Data Subject may in the prescribed form request for their Personal Information to be corrected or deleted.

Manual Last Updated: October 2023

ANNEXURE A

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

Note: If requests made on behalf of another person, proof of the capacity in which the request is made, 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 (<i>when made on behalf of another person</i>):			
Postal Address:			
Street Address:			
E-mail address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
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):		Facsimile
	Cellular:		
PARTICULARS OF RECORD REQUESTED			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or			

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

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)	

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)	
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:	

FEEES

- a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.*
- b) *You will be notified of the amount required to be paid as the request fee.*
- 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	Post to street address	Facsimile	E-mail

Signed at _____ 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 B**

Fees payable

Item	Description	Amount
1.	Copy of Guide per A4-size page	R3.90 per page.
2.	Photocopy of A4-size page	R3.90 per page or part thereof.
3.	Printed copy of A4-size page	R4.80 per page or part thereof.
Item	Description	Amount
4.	For a copy in a computer-readable form on: a) Flash drive b) Compact disc	a) R0 b) R56.00
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	
8.	Copy of an audio record	R56.00
9.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
10.	Postage	Actual expense.

LODGING OF AN INTERNAL APPEAL

[Regulation 9]

Reference number: _____

PARTICULARS OF PUBLIC BODY			
Name of public body:			
Name and surname of information officer:			
PARTICULARS OF APPELLANT WHO LODGES THE INTERNAL APPEAL			
Full names:			
Identity number:			
Postal address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
E-mail address:			
Is the internal appeal lodged on behalf of another person?		Yes	No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (if lodged by a third party)			
Full names:			
Identity number:			
Postal address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
E-mail address:			
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>			
Refusal of request for access:			
Decision regarding fees prescribed in terms of section 22 of the Act:			
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act:			
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester:			
Decision to grant request for access:			
GROUND(S) FOR APPEAL			
<i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed.)</i>			
State the grounds on which the internal appeal is based:			

State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Post to street address	Facsimile	E-mail

Signed at _____ this _____ day of _____ 20 _____

Signature of appellant/Third party

**FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL**

Appeal received by: <i>(state rank, name and surname of Information officer)</i>							
Date received:							
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			<table border="1"> <tr> <td>Yes</td> <td><input type="checkbox"/></td> </tr> <tr> <td>No</td> <td><input type="checkbox"/></td> </tr> </table>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Yes	<input type="checkbox"/>						
No	<input type="checkbox"/>						
OUTCOME OF APPEAL							
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>				
	No	<input type="checkbox"/>					
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>				
	No	<input type="checkbox"/>					

Extension (Sec 26(1)). Confirmed?	Yes		New decision (if not confirmed)	
	No			
Access (Sec 29(3)). Confirmed?	Yes		New decision (if not confirmed)	
	No			
Request for access granted. Confirmed?	Yes			
	No		New decision (if not confirmed)	

Signed at _____ this _____ day of _____ 20 _____

Relevant authority

LODGING OF COMPLAINT

[Regulation 10]

Note:

1. This form is designed to assist the Requester (hereinafter referred to as “the Complainant”) in requesting a review of a public or private body’s response or non-response to a request for access to records under the Promotion of Access to Information Act 2 of 2000 (“PAIA”). Please fill out this form and send it to the Information Regulator (“Regulator”) or complete the online complaint form available at <https://www.justice.gov.za/inforeg/>.
2. PAIA gives the public a right to file a complaint with the Regulator about any of the nature of complaints detailed in part E of this complaint form-
3. It is the policy of the Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as “the Body”) an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Regulator, you are required to complete the prescribed PAIA form and submit it to the Body.
4. A copy of this form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein
5. The Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. Please attach copies of the following documents, if you have them:
 - Copy of the form to the organisation requesting access to records;
 - The organisation’s response to your complaint or access request;
 - Any other correspondence between you and the organisation regarding your request;
 - Copy of the appeal form, if your complaint relate to a public body;
 - The organisation’s response to your appeal;
 - Any other correspondence between you and the organisation regarding your appeal;
 - Documentation authorizing you to act on behalf of another person (if applicable);
 - Court order or court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

TO: The Information Regulator
 P.O Box 31533
 Braamfontein,
 2017

E-mail address:

enquiries@inforegulator.org.za

r.org.za

Tel number:

+27 (0) 10 023 5200

PREREQUISITES			
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Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR REGULATOR'S USE ONLY

Received by: (Full names)			
Position:			
Signature:			
Complaint accepted:	Yes		No
Reference Number:			
<i>Date stamp</i>			

**PART A
PERSONAL INFORMATION OF COMPLAINANT**

Full names:			
Identity number:			
Postal Address:			
Street Address:			
E-mail address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular:		

I consent to being contacted at the above e-mail address or through that of my representative on my behalf. I acknowledge that sending e-mail over the Internet is not secure, in that it can be intercepted and/or manipulated and retransmitted.

**PART B
REPRESENTATIVE INFORMATION**

(Complete only if you will be represented. A Power of Attorney must be attached if complainant is a representative, failing which the complaint will be rejected)

Full names of representative:			
Nature of representation:			
Identity number/Registration number:			
Postal Address:			
Street Address:			
E-mail address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular:		

PART C ORGANISATION AGAINST WHICH THE COMPLAINT IS LODGED			
Type of body:	Private		Public
Name of *public/private body:			
Registration number (if any):			
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request to access of information:			
Postal Address:			
Street Address:			
E-mail address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		
Reference number given (if any):			

PART D COMPLAINT			
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public body for response and possible resolution; there are limited exceptions)</i>			
Date on which request for access to records submitted:			
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body:			
Have you attempted to resolve the matter with the organisation?	Yes		No
If yes, when did you receive it? (Please attach the letter to this application.)			
Did you appeal against a decision of the information officer of the public body?	Yes		No
If yes, when did you lodge an appeal?			
Have you applied to Court for appropriate relief regarding this matter?	Yes		No

If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.	
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PART E DETAILED TYPE OF ACCESS TO RECORDS <i>(Please select one or more of the following to describe your complaint to the Regulator)</i>

Unsuccessful appeal: (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>	
Unsuccessful application for condonation:	<i>I filed my appeal against the decision of the public body late and applied for</i>	

(Sections 77A(2)(b) and 75(2) of PAIA)	<i>condonation. The condonation application was dismissed.</i>	
Refusal of a request for access: (Section 77A(2)(c)(i) or 77A (d)(i) or 77A(3)(b) or of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	
The body requires me to pay a fee and I feel it is excessive: (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed request fee.</i>	
	<i>The tender or payment of a deposit.</i>	
	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit: (Section 22(4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	
Disagree with time extension: (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request is inappropriate.</i>	
Form of access denied: (Sections 29(3) or sections 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal: (Sections 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision. No response received and no extension has been taken.</i>	
	<i>Extension period has expired and no response received.</i>	
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	<i>Records that are subject to the grounds for refusal of access to records have been inappropriately or unreasonable disclosed.</i>	
No adequate reasons for the refusal of access: (Section 56(3)(a) of PAIA)	<i>My request for access is refused, and a body did not provide valid or adequate reasons for the refusal, including the provisions of this Act relied on.</i>	
Partial access to record: (Section 28(2) of 59(2) of PAIA)	<i>The body has granted access to part of the requested records and I believe that more of them should be disclosed.</i>	

Fee waiver: (Sections 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and the body has refused to grant my request to waive the fees.</i>	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	<i>The body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records:	<i>The body decided to grant me access to requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	<i>The body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request: (Section 45 of PAIA)	<i>The body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Access to personal information: (Section 23 of POPIA)	<i>My request to a responsible party to confirm whether or not the responsible party holds personal my information has been refused</i>	
	<i>My request for access to record or a description of my personal information held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to my personal information has been refused.</i>	
Other: (Please explain):		

PART F EXPECTED OUTCOME
How do you think the Regulator can assist you? Describe the result or outcome that you seek.

**PART G
AGREEMENTS**

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

I agree that the Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by Protection of Personal Information Act, 2013. I understand that if I do not agree, the Regulator will still process my complaint.

The information in this Complaint Form is true to the best of my knowledge and belief.

I authorize the Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the the right of access to information and / or the protection of the right to privacy.

I authorize anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Regulator. The Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

If any of my contact information changes during the complaint process, it is my responsibility to inform the Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant

**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(2)]**

Note:

1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number....

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the NHFC.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the NHFC and who is no longer authorised to retain the record of information.

A		DETAILS OF THE DATA SUBJECT	
Surname:			
Full names:			
Identity number:			
Residential, postal or business address:			
		Code ()	
Contact number(s):			
Fax number:			
E-mail address:			
B		DETAILS OF RESPONSIBLE PARTY	
Name and surname of responsible party <i>(if the responsible party is a natural person)</i> :			
Residential, postal or business address:			
		Code ()	
Contact number(s):			
Fax number:			
E-mail address:			

APPLICATION FORM FOR AUTHORISATION TO PROCESS SPECIAL PERSONAL INFORMATION

NOTE: *The personal information submitted herein shall be solely used for specific purposes of* authorisation applications submitted to the Information Regulator (“Regulator”) in terms of section 27(2) of the Protection of Personal Information Act 04 of 2013 (POPIA).

All the information submitted herein shall be used for the purpose stated above, as mandated by POPIA. This Information may be disclosed to the public. The Regulator undertakes to secure the integrity and confidentiality of personal information in its possession or under its control by taking 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.

PART A				
RESPONSIBLE PARTY				
Type of Body	Public Body		Private Body	
Full Name of the Body (Registered Name)				
Trading Name (if any)				
Registration No, if any				
Full Name of Information Officer				
Information Officer's Registration Number, if registered				
Postal Address (Official)				

Physical Address (Official)	
Official Landline Number	
Official Cell Number	
Official Fax Number	
Official Email Address	
Website, if any	

PART B
CATEGORY OF SPECIAL PERSONAL INFORMATION

Please select a category of special personal information you intend to process which is subject to an authorisation

1.	Religious Beliefs	
2.	Philosophical Beliefs	
3.	Race	
4.	Ethnic Origin	
5.	Trade Union Membership	
6.	Political Persuasion	
7.	Health Life	
8.	Sex Life	
9.	Biometric Information of a data subject;	

10.	The criminal behaviour of a data subject to the extent that such information relates to the alleged commission by a data subject of any offence; or any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings	
Please explain how the processing of the selected special personal information is in the public interest, as selected or specified above.		
Is the processing of selected special personal information in compliance with the eight conditions for lawful processing of personal information? If no, please confirm if an exemption, in terms of section 37 of POPIA, has been granted by the Regulator.		
Please indicate if the responsible party in the Republic intends to transfer the special personal information to a third party who is in a foreign country? If so, please specify the name of the foreign country.		
Please specify the appropriate security measures to be implemented by the responsible party to ensure the protection of the special personal information of the data subject.		
PART C DECLARATION		

I declare that the information contained herein is true, correct and accurate.

SIGNED and DATED at _____ on this the _____ day of _____ **20**_____

INFORMATION OFFICER

PART D

The following information is required for statistical purposes. Please choose a sector(s) that apply to your body.

GOVERNMENT			PUBLIC ENTITIES			PRIVATE BODY			PROFESSION		
Item	Classification of Government	X	Item	Classification of a Public Entity	X	Item	Name of Industry or Sector	X	Item	Type of profession	X
	National Government		1.	Constitutional Entities		1	Education		1	Legal	
	Provincial Government		2.	Schedule 2 Public Entity		2	Insurance		2	Built Environment	
	Local Government		3.	Schedule 3A Public Entity		3	Health Facilities		3	Financial	
LEGISLATURE			4.	Schedule 3B Public Entity		4	Telecommunications		4	Medical and Allied Health Services	
Parliament of the Republic of South Africa			5.	Schedule 3C Public Entity		5	Pharmaceutical		OTHERS, Specify		
			OTHERS, specify			6	Media And Social Media				
Gauteng Provincial Legislature			6.			7	Retail/Direct Marketing				
Western Cape Provincial Legislature						8	Tourism				

Northern Cape Provincial Legislature			9	Transportation, Storage and Logistics		
Limpopo Provincial Legislature			10	Manufacturing/Production		
Northwest Provincial Legislature			11	Banks		
Free State Provincial Legislature			12	International Organizations		
Mpumalanga Provincial Legislature			13	Real Estate		
			14	Credit Bureaus		
Eastern Cape Provincial Legislature			OTHERS, specify			
Kwazulu-Natal Provincial Legislature						

APPLICATION FORM FOR AUTHORISATION TO PROCESS PERSONAL INFORMATION OF CHILDREN

NOTE: *The personal information submitted herein shall be solely used for specific purposes of authorisation applications submitted to the Information Regulator (“Regulator”) in terms of section 35(2) of the Protection of Personal Information Act 04 of 2013 (POPIA).*

PART A				
RESPONSIBLE PARTY				
Type of Body	Public Body		Private Body	
Full Name of the Body (Registered Name)				
Trading Name (if any)				
Registration No, if any				
Full Name of Information Officer				
Information Officer’s Registration Number, if registered				
Postal Address (Official)				
Postal Address (Official)				
Postal Address (Official)				
Physical Address (Official)				
Physical Address (Official)				
Physical Address (Official)				

Official Landline Number	
Official Cell Number	
Official Fax Number	
Official Email Address	
Website, if any	

PART B PROCESSING OF PERSONAL INFORMATION OF CHILDREN
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Please specify description of the categories of personal information of children or categories of information relating thereto, which the responsible party intends to process.	
Please explain how the processing of the specified personal information of children is in the public interest.	
Is the processing of the personal information of children in compliance with the eight conditions for lawful processing of personal information? If no, please confirm if an exemption, in terms of section 37 of POPIA, has been granted by the Regulator.	

<p>Please indicate if the responsible party in the Republic intends to transfer personal information of children to a third party who is in a foreign country?</p> <p>If so, please specify the name of the foreign country.</p>	
<p>Please specify the appropriate security measures to be implemented by the responsible party to ensure appropriate protection of the personal information of the children.</p>	
<p>PART C DECLARATION</p>	

SIGNED and **DATED** at _____ on this the _____ day of _____ **20**_____

INFORMATION OFFICER

PART D

The following information is required for statistical purposes. Please select a sector(s) that apply to your body.

GOVERNMENT			PUBLIC ENTITIES			PRIVATE BODY			PROFESSION		
Item	Classification of Government	of X	Item	Classification of a Public Entity	X	Item	Name of Industry or Sector	X	Item	Type of profession	X
	National Government		1.	Constitutional Entities		1	Education		1	Legal	
	Provincial Government		2.	Schedule 2 Public Entity		2	Insurance		2	Built Environment	
	Local Government		3.	Schedule 3A Public Entity		3	Health Facilities		3	Financial	
LEGISLATURE			4.	Schedule 3B Public Entity		4	Telecommunications		4	Medical and Allied Health Services	
			5.	Schedule 3C Public Entity		5	Pharmaceutical		OTHERS, Specify		
Parliament of the Republic of South Africa		OTHERS, specify			6	Media And Social Media					
Gauteng Provincial Legislature		6.			7	Retail/Direct Marketing					
Western Cape Provincial Legislature					8	Tourism		5.			

Northern Cape Provincial Legislature			9	Transportation, Storage and Logistics		
Limpopo Provincial Legislature			10	Manufacturing/Production		
Northwest Provincial Legislature			11	Banks		
Free State Provincial Legislature			12	International Organizations		
Mpumalanga Provincial Legislature			13	Real Estate		
			14	Credit Bureaus		
			15	Social Media		
Eastern Cape Provincial Legislature			OTHERS, specify			
Kwazulu-Natal Provincial Legislature						