

# PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

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CITADEL HOLDINGS PROPRIETARY LIMITED  
AND THE CITADEL GROUP; AND  
THE PREFERRED RETIREMENT FUNDS

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THIS MANUAL HAS BEEN PREPARED IN ACCORDANCE WITH  
SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000

Date of compilation: 9 November 2020  
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# CONTENTS

1. INTRODUCTION	3
2. NATURE OF BUSINESS	3
3. CONTACT DETAILS	3
4. THE ACT	4
5. ACCESS TO RECORDS HELD BY THE CITADEL GROUP	4
6. REQUEST PROCEDURE / FORM OF REQUEST	5
7. DECISION	7
8. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION	7
9. REMEDIES AVAILABLE IF THE COMPANY REFUSES A REQUEST FOR INFORMATION	8
10. LIST OF APPLICABLE LEGISLATION	8
11. DESCRIPTION OF RECORDS	8
12. AVAILABILITY OF THIS MANUAL	10
13. UPDATING OF THE MANUAL	10

**ANNEXURE A – REQUEST FOR ACCESS TO RECORD**

**ANNEXURE B – FEES IN RESPECT OF PRIVATE BODIES**

**ANNEXURE C – REQUEST FOR A COPY OF THE GUIDE**

**ANNEXURE D – OUTCOME OF REQUEST AND OF FEES PAYABLE**

**ANNEXURE E – OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION**

**ANNEXURE F - 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)**

**APPENDIX 1: LIST OF APPLICABLE LEGISLATION**

**APPENDIX 2: THE PREFERRED RETIREMENT FUNDS**



**CITADEL HOLDINGS PROPRIETARY LIMITED**  
**REGISTRATION NUMBER: 2000/027580/07**

This manual applies to Citadel Holdings Proprietary Limited, its South African subsidiaries, certain companies in which such subsidiaries hold an interest, and retirement funds administered by a Citadel group company. A list of these entities is available on request. A reference below to the “Company” should be regarded as a reference an entity to which this manual applies.

**1 INTRODUCTION**

The Promotion of Access to Information Act, 2000 (the “Act”) gives third parties the right to approach private bodies and the government to request information held by them, which is required in the exercise and/or protection of any rights. On request, the private body or government is obliged to release such information unless the Act expressly states that the records containing such information must not be released. This manual informs requestors of procedural and other requirements which a request must meet as prescribed by the Act.

**2 NATURE OF BUSINESS**

Citadel Holdings Proprietary Limited is the holding company of the Citadel group which operates in the financial services sector.

**3 CONTACT DETAILS**

<b>Name of body</b>	Citadel Holdings Proprietary Limited and the entities included in the list referred to above
<b>Chief Executive Officer</b>	Andrew Möller
<b>Head of body for purposes of the Act and Information Officer</b>	Sajeel Maharaj
<b>Physical Address</b>	Kaaimans Building, Lynnwood Bridge Office Park, 14 Hilden Road (off Daventry Road), Lynnwood Manor, Pretoria, 0081
<b>Postal Address</b>	Private Bag X9 Lynnwood Ridge 0040
<b>Telephone Number</b>	+27 12 470 2500



**Email address**

IOfficerCitadelHoldings@citadel.co.za

**Website**

[www.citadel.co.za](http://www.citadel.co.za)

**Please refer to Appendix 2 for details relating to the Preferred retirement funds.**

## **4 THE ACT**

- 4.1 The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 4.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in the Regulations to the Act.
- 4.3 An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and the Protection of Personal Information Act (No. 4 of 2013) (“POPIA”). This Guide is made available by the Information Regulator (established in terms of POPIA) in all official languages. Copies of the updated Guide are available from website of the Information Regulator (at <https://www.justice.gov.za/infoereg/docs.html>) and the Information Officer free of charge. Any request for public inspection of the Guide at the office of the Information Officer or a request for a copy of the Guide from the Information Officer must substantially correspond with Form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations. Please refer to Annexure C. A copy of the Guide is available in the following two official languages, for public inspection at the office of the Information Officer, during normal office hours: English and Afrikaans.

## **5 ACCESS TO RECORDS HELD BY THE CITADEL GROUP**

Records held by the Citadel group may be accessed on request only once the requirements for access have been met.

A requester is any person making a request for access to a record of the Citadel group and in this regard, the Act distinguishes between two types of requesters:

### **Personal Requester**

A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act and applicable law, the Company will provide the requested information, or give access to any record with regard to the



requester's personal information. The prescribed fee for reproduction of the information requested will be charged by the Company.

### **Other Requester**

This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, the Company is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by the Company.

## **6 REQUEST PROCEDURE/FORM OF REQUEST**

### **6.1 Completion of the prescribed form**

- 6.1.1 Any request for access to a record in terms of PAIA must substantially correspond with Form 2 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations and should be specific in terms of the record requested. Please refer to Annexure A.
- 6.1.2 A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.
- 6.1.3 POPIA provides that a data subject may, upon proof of identity, request the Company to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information. A data subject is defined in POPIA as a person to whom personal information relates.
- 6.1.4 POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, the Company must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- 6.1.5 Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.
- 6.1.6 POPIA provides that a data subject may object, at any time, to the processing of personal information by the Company, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Annexure E and submit it to the



Information Officer at the postal or physical address or electronic mail address set out above.

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

6.1.8 A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address or electronic mail address set out above on the form attached hereto as Annexure F.

## 6.2 **Proof of identity**

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

## 6.3 **Payment of the prescribed fees**

6.3.1 There are two categories of fees which are payable:

6.3.1.1 The request fee: R140

6.3.1.2 The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in Annexure B.

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

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



## 7 DECISION

- 7.1 Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.
- 7.2 The Information Officer will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with Form 3 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.
- 7.3 Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

## 8. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

- 8.1 There are various grounds upon which a request for access to a record may be refused. These grounds include:
- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
  - the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
  - if disclosure would result in the breach of a duty of confidence owed to a third party;
  - if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
  - if the record was produced during legal proceedings, unless that legal privilege has been waived;
  - if the record contains trade secrets, financial or sensitive information or any information that would put the Company (at a disadvantage in negotiations or prejudice it in commercial competition); and/or
  - if the record contains information about research being carried out or about to be carried out on behalf of a third party or by the Company.
- 8.2 Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an



imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

- 8.3 If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

## **9. REMEDIES AVAILABLE IF THE COMPANY REFUSES A REQUEST FOR INFORMATION**

### **Internal Remedies**

The Company does not have internal appeal procedures. As such, the decision made by the Information Officer pertaining to a request is final, and requestors will have to exercise such external remedies at their disposal if a request is refused and the requestor is not satisfied with the response provided by the Information Officer.

### **External Remedies**

A requestor that is dissatisfied with the Information Officer's refusal to disclose information may, within 30 days of notification of the decision, apply to a court for relief. Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a court for relief. For purposes of the Act, courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

## **10. LIST OF APPLICABLE LEGISLATION**

Records may be kept by or on behalf of the Company in accordance with the legislation listed in Appendix 1 attached hereto, as amended from time to time, (some of which may not be applicable to every Company), as well as with other legislation that may apply to the Company from time to time. Such records are available in accordance with the applicable legislation.

## **11. DESCRIPTION OF RECORDS**

The following is a description of the subjects on which the Company holds records and the categories of records held on each subject. In order to access any of this information, a request in accordance with this manual must be made by the requester.

### **11.1 Companies Act records**

- Memorandum of Incorporation





- Minutes of Board of Directors meetings
- Minutes of shareholder meetings
- Records relating to the appointment of directors/ auditor/ secretary/ public officer and other officers
- Share Register and other statutory registers

#### **11.2 Financial records**

- Annual Financial Statements
- Tax Returns
- Accounting Records
- Banking Records
  - o Bank Statements
  - o Electronic banking records
- Asset Register
- Rental Agreements
- Invoices
- Investment performance fact sheets / minimum disclosure documents

#### **11.3 Income tax records**

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
  - o VAT
  - o Regional Services Levies
  - o Skills Development Levies
  - o UIF
  - o Workmen's Compensation

#### **11.4 Personnel documents and records**

- Employment contracts
- Employment Equity Plan
- Medical Aid records



- Pension Fund records
- Disciplinary records
- Salary records
- SETA records
- Disciplinary code
- Leave records
- Training records
- Training Manuals

**12. AVAILABILITY OF THIS MANUAL**

This manual is available for inspection, on reasonable prior notice, at the office of the Company free of charge. A copy of this manual is also on the Company's website.

**13. UPDATING OF THE MANUAL**

The Information Officer will on a regular basis update this manual.



**Annexure A - FORM 2: REQUEST FOR ACCESS TO RECORD**

**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

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*(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):	
Cellular:	
Facsimile	
Full names of person on whose behalf request is made ( <i>if applicable</i> ):	
Identity number:	
Postal Address:	
Street Address:	
E-mail Address:	
Contact numbers:	
Tel. (B):	
Cellular:	
Facsimile	
<b>PARTICULARS OF RECORD REQUESTED</b> <b>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.)</b>	
Description of record or relevant part of the record:	
Reference number, if available:	
Any further particulars of record:	



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

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b> <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	



<b>FEES</b>	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
c)	The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
d)	If you qualify for exemption of the payment of any fee, please state the reason for exemption.
Reason:	

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

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

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

\_\_\_\_\_  
Signature of requester / person on whose behalf request is made

.....



**FOR OFFICIAL USE**

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

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*Signature of information officer*



**Annexure B - FEES IN RESPECT OF PRIVATE BODIES**

<b>Item</b>	<b>Description</b>	<b>Amount</b>
1.	The request fee payable by every requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of:	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.





**Annexure C - Form 1: REQUEST FOR A COPY OF THE GUIDE**

**REQUEST FOR A COPY OF THE GUIDE**  
[Regulations 2 and 3]

TO: The Information Regulator

P.O. Box 31533

Braamfontein

2017

Email address:

Tel number: +27 (0) 10 023 5200

**OR**

The Information Officer

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I,

Full names:				
In my capacity as (mark with "x")	Information Officer		Other	
Name of public/private body (if applicable)				
Postal Address:				
Street Address:				
Email Address:				
Facsimile:				
Contact numbers:	Tel. (B):		Cellular:	

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

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

Manner of collection (mark with "x")

Postal address	Facsimile	Electronic communication (please specify)



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

\_\_\_\_\_  
Signature of requester



**Annexure D - FORM 3: OUTCOME OF REQUEST AND OF FEES PAYABLE**

**OUTCOME OF REQUEST AND OF FEES PAYABLE**

[Regulation 8]

Note:

1. 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.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**You requested:**

<p>Personal inspection of information at the registered address of the Company (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 are liable for the fees prescribed in Annexure B.</p>	
---	--

OR



**You requested:**

Printed copies of the information (including copies of 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:**

<b>Item</b>	<b>Cost per A4-size page or part thereof/item</b>	<b>Number of pages/items</b>	<b>Total</b>
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(iii) Flash drive (to be provided by requestor)	R40.00		
(iv) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.		
Copy of visual images			
Transcription of an audio record, per A4-size page	R24.00		
Copy of an audio record on:			
(iii) Flash drive (to be provided by requestor)	R40.00		
	R40.00		
(iv) Compact disc	R60.00		



<ul style="list-style-type: none"> <li>• If provided by requestor</li> <li>• If provided to the requestor</li> </ul>			
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL</b>			

Deposit payable (if search exceeds six hours):

Yes  No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of bank: \_\_\_\_\_

Name of account holder: \_\_\_\_\_

Type of account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch code: \_\_\_\_\_

Reference number: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

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

\_\_\_\_\_  
Signature of Information Officer



**Annexure E - OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**  
[Regulation 2]

Note:

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

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




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

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





**Annexure F - REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**  
[Regulation 3]

Note:

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

Mark the appropriate box with an "x".

**Request for:**

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

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

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	



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

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

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



## APPENDIX 1

### LIST OF APPLICABLE LEGISLATION

	<b>Investment Management, Advice and Administration</b>
1.	Administration of Estates Act 66 of 1965
2.	Civil Union Act 17 of 2006
3.	Collective Investment Schemes Control Act 45 of 2002
4.	Divorce Act 70 of 1979
5.	Financial Advisory and Intermediary Services Act 37 of 2002
6.	Financial Institutions (Protection of Funds) Act 28 of 2001
7.	Financial Intelligence Centre Act 38 of 2001
8.	Financial Markets Act 19 of 2012
9.	Financial Services Board Act 97 of 1990
10.	Financial Sector Regulation Act 9 of 2017
11.	Insurance Act 18 of 2017
12.	Long-term Insurance Act 52 of 1998
13.	Intestate Succession Act 81 of 1987
14.	Maintenance of Surviving Spouse Act 27 of 1990
15.	Matrimonial Property Act 88 of 1984
16.	Medical Schemes Act 131 of 1998
17.	Pensions Funds Act 24 of 1956
18.	Short-term Insurance Act 53 of 1998
19.	Trust Property Control Act 57 of 1988
20.	Wills Act 7 of 1953



	<b>Banking and Exchange Control</b>
21.	Banks Act 94 of 1990
22.	Currencies and Exchanges Act 9 of 1933
	<b>Employer-Employee</b>
23.	Basic Conditions of Employment Act 57 of 1997
24.	Compensation for Occupational Injuries and Diseases Act 130 of 1993
25.	Employment Equity Act 55 of 1998
26.	Labour Relations Act 66 of 1995
27.	Occupational Health and Safety Act 85 of 1993
28.	Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
29.	Protected Disclosures Act 26 of 2000
30.	Skills Development Act 97 of 1998
31.	Skills Development Levy Act 9 of 1999
32.	Unemployment Insurance Act 63 of 2001
33.	Unemployment Insurance Contributions Act 4 of 2002
34.	Tobacco Products Control Act 83 of 1993
	<b>Revenue</b>
35.	Estate Duty Act 45 of 1995
36.	Income Tax Act 58 of 1962
37.	Securities Transfer Tax Act 25 of 2007
38.	Securities Transfer Tax Administration Act 26 of 2007
39.	Tax Administration Act 28 of 2011
40.	Value Added Tax Act 89 of 1991
	<b>General</b>
41.	Broad-based Black Economic Empowerment Act 53 of 2003
42.	Companies Act 71 of 2008
43.	Competition Act 89 of 1998
44.	Constitution of RSA Act 108 of 1996
45.	Consumer Affairs (Unfair Business Practices) Act 71 of 1988



46.	Consumer Protection Act 68 of 2008
47.	Copyright Act 98 of 1978
48.	Electronic Communications and Transactions Act 25 of 2002
49.	Insolvency Act 24 of 1936
50.	King Code of Conduct for Corporate Governance
51.	Prevention and Combating of Corrupt Activities Act 12 of 2004
52.	National Credit Act 34 of 2005
53.	Prevention of Organised Crime Act 121 of 1998
54.	Promotion of Access to Information Act 2 of 2000
55.	Protection of Personal Information Act 4 of 2013



## APPENDIX 2

### **THE PREFERRED RETIREMENT ANNUITY FUND**

REGISTRATION NUMBER 12/8/36052/1

### **THE PREFERRED PENSION PRESERVATION FUND**

REGISTRATION NUMBER 12/8/36054/1

### **THE PREFERRED PROVIDENT PRESERVATION FUND**

REGISTRATION NUMBER 12/8/36053/1

## CONTACT DETAILS

Name of body	The Preferred Retirement Annuity Fund The Preferred Pension Preservation Fund The Preferred Provident Preservation Fund
Principal Officer	S Raswiswi
Information Officer	BM Griesel
Physical Address	The Citadel 15 Cavendish Street (corner of Cavendish and Warwick Streets) Claremont Cape Town 7700
Postal Address	PO Box 23388 Claremont 7735
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Email Address	IOfficerRetirementFunds@citadel.co.za
Website	Not Applicable