



KUMBA IRON ORE

UNRESTRICTED

**KUMBA IRON ORE LIMITED**  
(Registration number 2005/015852/06)  
("Kumba")

**THE PROMOTION OF ACCESS TO INFORMATION MANUAL**  
**("PAIA Manual")**  
in terms of Section 51 of  
The Promotion of Access to Information Act 2/2000 and the Protection of Personal  
Information Act, 2013 (the "ACTS")

Last Updated: July 2024

A copy of the manual will be available for inspection at Kumba Iron Ore Head Office and is  
available on the company's website at [www.angloamericankumba.com](http://www.angloamericankumba.com)

## TABLE OF CONTENTS

1.	INTRODUCTION .....	2
2.	COMPANY OVERVIEW.....	3
3.	SCOPE & PURPOSE OF MANUAL.....	3
4.	ADMINISTRATION OF THE ACT .....	4
5.	GUIDE FOR REQUESTERS ON HOW TO USE THE ACT.....	5
6.	AUTOMATIC AVAILABILITY OF CERTAIN RECORDS .....	5
7.	RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION.....	5
8.	RECORDS SUBJECTS AND CATEGORIES – KUMBA CORPORATE OFFICE .....	7
8.1	Chief Executive’s Office .....	7
8.2	Finance .....	8
8.3	Company Secretariat.....	8
8.4	Information Management.....	8
8.5	Supply Chain Management .....	9
8.6	Strategy and Business Development .....	9
8.7	Technical Services and Projects .....	9
8.8	Stay-in-Business Projects .....	11
8.9	Business Integration .....	12
8.10	Safety, Health and Environment.....	13
8.11	Land Management .....	13
8.12	Corporate Affairs and Mineral Rights .....	14
8.13	People and Organisation .....	14
9.	PERSONAL INFORMATION .....	15
10.	ACCESS REQUEST PROCEDURE.....	17
11.	COMPLETION OF ACCESS REQUEST FORM.....	17
12.	SUBMISSION OF ACCESS REQUEST FORM.....	17
13.	PAYMENT OF FEES .....	18
14.	NOTIFICATION .....	18
15.	ADDITIONAL PRESCRIBED INFORMATION .....	19
16.	REQUEST FOR A COPY OF THE GUIDE .....	21
17.	REQUEST ACCESS REQUEST FORM FOR ACCESS TO RECORD PRESCRIBED FEES .....	22
18.	OUTCOME OF REQUEST AND FEES PAYABLE .....	26
19.	LODGING OF INTERNAL APPEAL .....	28
20.	LODGING OF INTERNAL COMPLIANT .....	31

## 1. INTRODUCTION

The Promotion of Access to Information Act of 2000 (hereinafter referred to as the “Act”) came into effect on 9 March 2001. The purpose of the Act is to give effect to Section 32(2) of the Constitution, which provides that any person has a right to gain access to any information held by a public or private body. If the record is requested from a private body, the requester needs to prove that the record/s is required for the exercise or protection of a right.

One of the main requirements specified in the Act is the compilation of a manual that provides information on both the types and categories of records held by a private body. In terms of the Act, a private body includes any former or existing juristic person. Kumba Iron Ore Limited is regarded as a “private body” and both the manual and the requirements regarding access must be in compliance with the provisions of the Act relevant to private bodies.

This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 (“POPIA”), which gives effect to everyone’s constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.

The POPI Act defines personal information as follows:

**“personal information”** means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—

- (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person;
- (b) information relating to the education or the medical, financial, criminal or employment history of the person;
- (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier, or other particular assignment to the person;
- (d) the biometric information of the person. **“biometrics”** means a technique of personal identification that is based on physical, physiological, or behavioural characterisation including blood typing, fingerprinting, DNA analysis, retinal scanning, and voice recognition;
- (e) the personal opinions, views or preferences of the person;
- (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- (g) the views or opinions of another individual about the person; and
- (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

The POPI Act provides that data subjects have the right to have their personal information processed in accordance with the conditions for the lawful processing of personal information, which are set out in the POPI Act. One of the requirements specified in the PAIA, is the compilation of an information manual that provides information which includes the types and categories of records held by a private body (this relates to PAIA) as well certain information

relating to the processing of personal information (this relates to the POPI Act). The PAIA and the POPI Act are collectively referred to in this document as the “Acts.”

This document serves as Kumba Iron Ore Limited’s manual in terms of the abovementioned Acts, and provides information on the records held and the process that needs to be followed to request access to such records. The manual also provides information on the personal information processed by the Company from time to time and includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

## 2. COMPANY OVERVIEW

Kumba Iron Ore Limited (hereinafter referred to as “Kumba”) was incorporated in South Africa in 2005 and is a subsidiary of Anglo American plc, which is incorporated in the United Kingdom.

Kumba is a supplier of high-quality iron ore to the global steel industry. Kumba operates primarily in South Africa, with mining operations in the Northern Cape, a corporate office in Rosebank, Gauteng, and a port operation in Saldanha Bay, Western Cape. Kumba is listed on the main board of the JSE Limited. Kumba holds a 75.37% interest in Sishen Iron Ore Company (Pty) Ltd (SIOC), an entity that Kumba manages. SIOC, in turn, owns the operating assets of the Company. The remaining 23.43% interest in SIOC is held by our black economic empowerment (BEE) partners Exxaro Resources Limited, a leading BEE company listed on the JSE (20.37%), the SIOC Community Development Trust, a trust that funds projects in local communities (3.06%) and the SIOC Employee Share Ownership Plan Trust (1.2%), a trust established to enable employees to share in the capital growth and/or income of SIOC.

## 3. SCOPE AND PUROSE OF THE MANUAL

The manual applies to Kumba Iron Ore Limited and its direct and indirect wholly owned subsidiaries in South Africa as detailed below:

- 1) Kumba Iron Ore Limited
- 2) Sishen Iron Ore Company (Pty) Ltd and its operating divisions, namely:
  - a. Corporate
    - i. CEO’s Office
    - ii. Chief Operating Officer’s Office
    - iii. Strategy and Business Development
    - iv. Technical Services and Projects
    - v. Corporate Affairs
    - vi. Safety, Health and Environment
    - vii. People and Organisation
    - viii. Finance
    - ix. Information Technology
    - x. Supply Chain
    - xi. Logistics
  - b. Sishen Mine
  - c. Kolomela Mine
  - d. Saldanha Port Operations

- 3) Polokwane Iron Ore Company (Pty) Ltd
- 4) Sibelo Resource Development (Pty) Ltd
- 5) KIO Investment Holdings (Pty) Ltd
- 6) Essential Prospects 101 (Pty) Ltd
- 7) SIOC Solar SPV (Pty) Ltd
- 8) Kumba BSP Trust
- 9) Kumba Iron Ore Rehabilitation Trust
- 10) Dingleton HomeOwners Resettlement Trust
- 11) SIOC Employee Benefit Trust (Karolo)
- 12) Semela Share Ownership Plan Trust

The scope of this manual excludes Kumba's operations outside South Africa and covers the records held by Kumba at its Corporate office and various divisions.

#### PURPOSE OF THE MANUAL

This PAIA Manual is useful for the public to-

- a. check the categories of records held by the company which are available without a person having to submit a formal PAIA request;
- b. have a sufficient understanding of how to make a request for access to a record of the company, by providing a description of the subjects on which the company holds records and the categories of records held on each subject;
- c. know the description of the records of the company which are available in accordance with any other legislation;
- d. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- e. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- f. know if the company 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;
- g. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- h. know the recipients or categories of recipients to whom the personal information may be supplied;
- i. know if the company 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
- j. know whether the company has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

#### 4. ADMINISTRATION OF THE ACT

The Chief Executive Officer (CEO) of Kumba has duly authorised the contact person below to ensure that the requirements of the Act are administered in a fair, objective and unbiased manner:

Contact Person:	The Company Secretary/Deputy Information Officer
Postal Address:	Postnet Suite 153, Private Bag X31, Saxonwold, 2132
Physical Address:	144 Oxford Road, Rosebank, Melrose, 2196
Phone Number:	+27 (12) 683 7000
Email:	cosec.kumba@angloamerican.com

## 5. GUIDE FOR REQUESTERS ON HOW TO USE THE ACT

This PAIA Guide has been developed in fulfilment of the Information Regulator’s (“Regulator”) obligation under Section 10 of the PAIA, which requires the Regulator to update and make available the existing Guide that has been compiled by the South African Human Rights Commission.

This Guide is available on the Company’s website of [www.angloamericankumba.com](http://www.angloamericankumba.com) and it can be requested from the Information Regulator. Please direct any queries to:

### Information Regulator

Information Officer

Chief Executive Officer: Mr. Mosalanyane Mosala

Deputy Information Officer: Ms. Varsha Sewlal

Access to general information contact:

Email: [PAIA.IR@justice.gov.za](mailto:PAIA.IR@justice.gov.za)

Physical Address:

JD House, 27 Stiemens Street

Braamfontein

Johannesburg

2001

Telephone: 010 023 5200

Postal Address:

P.O. Box 31533

Braamfontein

Johannesburg

2017

## 6. AUTOMATIC AVAILABILITY OF CERTAIN RECORDS

Records lodged in terms of Government requirements with various statutory bodies, including the Registrar of Companies are available for inspection, purchase or copying on the Company’s website of [www.angloamericankumba.com](http://www.angloamericankumba.com) or at Kumba offices from 07h30 to 16h00 during weekdays excluding public holidays.

The information available on our website may be automatically accessed without having to go through the formal PAIA request.

## 7. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

Records are available in accordance with the following legislation. This list is not exhaustive:

Legislation	Records subjects and categories reference
-------------	---

Legislation	Records subjects and categories reference
Arbitration Act No. 42 of 1965	8.13
Apportionment of Damages Act No. 34 of 1956	8.3
Assessment of Damages Act No. 9 of 1969	8.3
Atmospheric Pollution Prevention Act No. 45 of 1965	8.10
Aviation Act No. 74 of 1962	8.10
Basic Conditions of Employment Act No. 75 of 1997	8.13
Broad Based Black Economic Empowerment Act No. 53 of 2003	8.12
Broadcasting Act No. 4 of 1999	8.12
Companies Act No. 71 of 2008	8.3
Compensation for Occupational Injuries and Disease Act No. 130 of 1993	8.10
Competition Act No. 89 of 1998 as amended	8.2, 8.6
Conventional Penalties Act No. 15 of 1962	8.2, 8.3
Corporate Laws Amendment Act, 2006	8.3
Conservation of Agricultural Resources Act No. 43 of 1983	8.10
Constitution of South Africa Act No. 108 of 1996	All
Copyright Act No. 98 of 1978	8.12
Currency and Exchanges Act No. 9 of 1933	8.2
Customs and Excise Act No. 91 of 1964	8.2
Deeds Registries Act No. 47 of 1937	8.12
Disaster Management Act No. 57 of 2002	8.10
Electronic Communications Amendment Act No. 1 of 2014	8.12
Electronic Communications and Transactions Act No. 25 of 2002	8.3
Employment Equity Act No. 55 of 1998	8.13
Environment Conservation Act No. 73 of 1989	8.10
Environmental Laws Rationalisation Act No. 51 of 1997	8.10
Explosives Act No. 15 of 2003	8.10
Financial Advisory and Intermediary Services Act No. 37 of 2002	8.2
Financial Intelligence Centre Act No. 38 of 2001	8.2, 8.3
Financial Markets Act No. 19 of 2012	8.2
Financial Markets Control Act No. 55 of 1989	8.2
Fire Brigade Services Act No. 99 of 1987	8.10
Formalities in respect of Leases of Land Act No. 18 of 1969	8.12
Hazardous Substances Act No. 15 of 1973	8.10
Health Act No. 63 of 1977	8.10
Health Professions Act No. 56 of 1974	8.10
Immovable Property (Removal or Modification of Restrictions) Act No. 94 of 1965	8.12
Income Tax Act No. 58 of 1962	8.2
Insolvency Act No. 24 of 1936	8.2
Inquests Act No. 58 of 1959	8.2
Labour Relations Act No. 66 of 1995	8.13
Land Survey Act No. 8 of 1997	8.11, 8.12
Long-Term Insurance Act No. 52 of 1998	8.3
Marketable Securities Act No. 32 of 1948	8.2, 8.3
Medical Schemes Act No. 131 of 1998	8.13
Mine Health and Safety Act No. 29 of 1996	8.10
Minerals Act No. 50 of 1991	8.11, 8.12
Mineral and Petroleum Resources Development Act No. 28 of 2002	8.10, 8.11, 8.12
Mutual Banks Act No. 124 of 1993	8.2
National Credit Act No. 34 of 2005	8.2

Legislation	Records subjects and categories reference
National Environmental Management Act No. 107 of 1998	8.10
National Environmental Management: Air Quality Act No. 39 of 2004	8.10
National Environmental Management: Biodiversity Act No. 10 of 2004	8.10
National Environmental Management: Integrated Coastal Management Act No. 24 of 2008	8.10
National Environmental Management: Protected Areas Act No. 57 of 2003	8.10
National Environmental Management: Waste Act No. 59 of 2008	8.10
National Payment Systems Act No. 78 of 1998	8.2
National Veld and Forest Fire Act No. 101 of 1998	8.10
National Water Act No. 36 of 1998	8.10
Occupational Diseases in Mines and Works Act No. 78 of 1973	8.10
Occupational Health and Safety Act No. 85 of 1993	8.10
Pension Funds Act No. 24 of 1956	8.13
Prevention and Combating of Corrupt Activities Act No. 12 of 2004	8.3
Prevention of Illegal Eviction from and Unlawful Occupation of Land Act No. 19 of 1998	8.2
Precious Metals Act No. 37 of 2005	8.12
Prescription Act No.68 of 1969	8.3
Promotion of Access to Information Act No. 2 of 2000	8.3
Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000	8.13
Protection of Personal Information Act No. 4 of 2013	8.3
Road Transportation Act No. 74 of 1977	8.10
Second Hand Goods Act No. 23 of 1955	8.2
Securities Transfer Tax Act 25 of 2007	8.2
Securities Transfer Tax Administration Act No. 26 of 2007	8.2
Skills Development Levies Act No. 9 of 1999	8.13
Skills Development Act No. 97 of 1998	8.13
South African Reserve Bank Act No. 90 of 1989	8.2
Stock Exchanges Control Act No. 1 of 1985	8.3
Tax Administration Act No. 28 of 2011	8.2
Trademarks Act No. 194 of 1993	8.3
Transfer Duty Act No. 40 of 1949	8.12
Trust Property Control Act No. 57 of 1988	8.3
Unemployment Insurance Act No. 63 of 2001	8.13
Unemployment Insurance Contributions Act No. 4 of 2002	8.13
Value-Added Tax Act No. 89 of 1991	8.2
Water Services Act No. 108 of 1997	8.10
Legislation which would ordinarily be considered applicable to the business of Kumba Iron Ore Limited	

## 8. RECORDS SUBJECTS AND CATEGORIES – KUMBA CORPORATE OFFICE

### 8.1 Chief Executive's Office

The Chief Executive's Office records comprise the following main categories:



- Administration Records

## 8.2 Finance

This department maintains financial and management accounts for the Company. It further provides back-office activities that support Integrated Treasury and Cash Management. Corporate Accounting records comprise the following main categories:

- Accounting Records and Consolidation Records
- Investment Records
- General Correspondence
- Management Reports
- Treasury Dealing and Settlement Records
- Transactional Records
- Detailed accounting policies and accounting directives
- Budgets and forecasts
- Contracts and Agreements
- VAT Records
- PAYE Records
- Tax Records

## 8.3 Company Secretariat

The Company Secretary provides company secretarial (corporate governance) services to the Company and its subsidiaries. The secretariat records comprise the following main categories:

- Statutory Records
- Governance documents
- Meeting packs, Minutes of Meetings and Resolutions
- Agreements and Contracts
- Company Registration Information
- Policies and Procedures
- Ethics related records
- Regulatory Compliance audit reports and related documents
- Intellectual Property records
- Share Registration Records

## 8.4 Information Management

Information Management is provided by Anglo American and it is responsible for developing, supporting and providing assurance on the implementation of IT policies, standards and best practice in the Company. On-site IM records comprise the following main categories.

- General Correspondence
- Contracts and Agreements
- Operational Records
- Maps and Diagrams
- Asset Records

- Policy Records

## 8.5 Supply Chain Management

The Supply Chain management department is responsible for buying Kumba's commodities, consumable goods, capital equipment and services. The records in that Unit comprise:

- BEE Expenditure records
- Contracts and Agreements
- Supplier databases

## 8.6 Strategy and Business Development

Strategy and Business Development is responsible for supporting and influencing strategic and tactical decision-making in Kumba. The records in that unit comprise:

- Kumba Strategy as disclosed in the Integrated Report
- Business Development Opportunities as disclosed in the Strategy

## 8.7 Technical Services and Projects

This division comprises Mining, Processing, Technology, Geosciences, Engineering and Growth Projects and records in the division comprise the following:

The Geosciences department is dedicated to satisfying the geoscientific needs of Kumba. Kumba subscribes to the guidelines as prescribed by the South African Code for Reporting Mineral Resources and Reserves (the SAMREC Code). Geosciences records comprise the following main categories.

- Mineral resource Investigation/Assessment records
- Geological and spatial data management records
- Geotechnical and Hydrological engineering records
- Mineral resource evaluation and estimation records
- Exploration geology records
- JSE geological standards compliance records

The Mining department includes mining operational excellence, mine planning, heavy mining equipment (HME) and survey. The department is dedicated to supporting the Kumba mining operations to achieve mining production targets safely and sustainably through the management of key technical processes and delivering on key technical work. These include strategic and integrated mine planning, reserve statement compilation, mine activity design (MAD), mine to plan compliance, ore value chain reconciliation and mining equipment productivity improvements. Mining further provides technical inputs and oversight to growth, stay in business and technology projects and business development initiatives. Lastly, Mining is responsible for assurance related activities and the health of the mining engineering and survey disciplines in Kumba.

Records comprise the following:

- Resource Development Plans
- Life of Mine plans
- Life of Asset plans
- Reserve Statements
- Survey records
- Value chain reconciliation statements
- Mine to plan compliance reports
- HME planning documents

The Technology department is responsible for developing a fit for purpose technology strategy roadmap and accelerating the adoption of appropriate technologies at the operations to:

- Sustainably improve safety
- Improve productivity and efficiencies, resulting in reduced costs

Records comprise the following:

- Technology Strategy Roadmap Documentation
- Technology Governance Documentation
- Project Charters
- Project Assurance Documentation
- Risk Registers
- Non-Disclosure Agreements
- Field Test Agreements

The Engineering Department includes the following disciplines: Electrical, Mechanical, Control & Instrumentation, Industrial Information Technology, Civil and Structural as well as Asset Management. The ultimate goal of the department is to support the operations to ensure safe operations, best practice availability and utilisation, and statutory compliance of all mobile and fixed plants in Kumba. It further supports and provides technical inputs and project assurance into all growth, stay-in-business, and technology projects. The department achieves this by setting minimum requirements on all engineering standards, procedures, specifications, codes of practice and best practice guidelines as well as general health of discipline issues. The department's dedicated team of subject specialists discharge its duties by continuously staying in close collaboration with the operations and other departments as well as external stakeholders.

Records comprise the following:

- HME planning documents
- Governance documents in terms of minimum technical and legal requirements
- Technical and SIMMS audit reports
- Statutory proof of compliance records
- Chamber of Mines Communications
- Energy Intensive User Group correspondence
- Engineering drawings, design calculations and documentation
- Eskom contracts and correspondence
- Export water supply contract and correspondence
- Energy and Carbon footprint disclosure reports
- Water use disclosure reports

The Processing department is responsible for all processing development activities within current and future operational plants. This includes process design, process reviews and optimization, analytical testing and technology development. Records comprise the following main categories:

- Metallurgical/Analytical review and technical reports
- Analytical and sampling audits across the whole value chain including external entities
- Annual algorithm development and compliance report

- Process Design Criteria for all capital projects with detailed technical reports on process and technology development
- And maximise the resource utilisation of current and future resources in order to remain competitive in the long term through the development of low grade beneficiation technology

The Projects Growth department is responsible for the development and implementation of Kumba's growth projects. The development of projects includes the the completion of concept studies where projects are developed and evaluated on a conceptual level to demonstrate investment potential. The pre-feasibility studies comprises the evaluation of project options and developing the selected option to the required level of detail. During the feasibility study, the technical detail is developed to a level where the required estimate accuracy is reached and the execution planning is done in detail. The implementation comprises the construction, commissioning and ramp-up of the growth projects.

The records comprise the following:

- Project study reports
- Project technical design drawings and reports
- Project financial models
- Project execution planning documentation
- Project schedules and capital estimates
- Growth portfolio planning documents
- Project budgets and forecasts
- Steering committee presentations and minutes of meetings
- License to operate documents

## 8.8 Stay-in-Business Projects

Stay-in-Business Projects focus on initiating, planning, executing and close-out of projects required for efficiency improvement of operations and/or risk mitigation. Records comprise the following main categories:

Concept, Pre-feasibility (A & B); Feasibility studies (typical); execution documentation:

- Project charter
- Project Study Reports
- Funds release instructions
- Technical reviews
- Economic evaluations
- Control philosophy
- Discipline approval registers
- Project execution plan
- Organogram
- Delegation of Authority Framework (DAF)
- Project Scope
- Stage gate approval mandate
- Project Work Breakdown Structure (WBS)
- Project Schedule
- Basis of schedule
- Project estimate
- Basis of estimate
- Cost Breakdown Structure (CBS)
- Financial model

- Risk matrix
- Project budget & Forecast
- RACI Matrix
- Management plans
- Concept and engineering
  - Design criteria
  - Designs
  - Standards
  
- Specifications
- Deliverables and Acceptance criteria
- Vendor Document Requirements List (VDRL)
- Site Instructions
- Project Trend Notices (PTN)
- Project Change Notices (PCN)
- Project Change register
- Memoranda
- Letters
- Discipline Reports
- Steering committee packs
- Minutes of meetings
- Environmental Impact Assessments
- Method statements
- Construction procedures/ methodology
- Contractors daily diaries
- Early warning notifications
- Technical queries
- Project progress reports
- Communication and risk management plans
- Drawings
- Data books
- End state operational readiness plans
- Commissioning management plan
- Quality management plans
- Field engineering queries
- Technical queries
- Quality control plans
- Concessions
- Non conformances
- Test reports
- Inspection reports
- Procedures
- Contracts
- Purchase orders
- Bill of quantities
- Cost estimates
- Letters
- TEAR documents
- Relevant e-mails

The Business Integration department is responsible for managing the implementation of the Anglo American Operating Model in Kumba. The Business Integration department consists of the following sections: 1) Integrated Planning, 2) Operational Excellence, 3) Work Management and 4) Data Analytics. Records comprise the following main categories:

- Operating Model training material
- Operating Model Flowsheets and Task Assignments
- Kumba Annual Business Planning Process
- OMS Procedure
- Operating Model review assessments
- SORD Reporting Details
- Data Analytics Product details
- Group Data Policy
- Data Governance Committee documentation
- Equipment Performance reports and Value Driver Trees
- General Correspondence

## 8.10 Safety, Health and Environment

The Safety, Health and Environmental (SHE) department includes safety, health, environment, quality and land management. The department is responsible for ensuring the safety and health of employees and good care of the environment.

The SHE records comprise the following main categories:

- SHE (Safety, Health and Environment) Assessment Records
- SHE Audit Reports
- Sustainable development records
- Medical records of all employees and contractors
- Environmental Approvals
- Risk assessments

## 8.11 Land Management

The Land Management section is the custodian of non-mining land. The section is responsible for ensuring that non mining land is actively managed in accordance with general obligations of a landowner and maintaining the livestock and game operations. Land Management is also responsible for the implementation and management of nature reserves and biodiversity offsets.

The Land Management records comprise the following main categories:

- Permits, licences, and authorisations related to agriculture and conservation
- Title deeds of non-mining land
- Lease agreements, purchase agreements and sale agreements of land
- Nature reserve promulgations and nature reserve management plans
- Land Management Strategy
- General Correspondence

## 8.12 Corporate Affairs and Mineral Rights

Corporate Affairs provides public relations services to Kumba. It is responsible for all media and community and stakeholder engagements. The Corporate Affairs department takes care of an integrated communications policy geared to the functioning of the organisation and its goals. The records comprise the following main categories:

- Stakeholder Engagements
- News Releases/Statements
- Annual Reports/Integrated Reports
- Newsletters
- Events
- Videos
- Broadcast interviews
- Presentations
- General Correspondence

The Stakeholder Engagement function is responsible for management of relationships with the Company's key stakeholders and records comprise the following main categories:

- Stakeholders Engagement reports
- B-BBEE verification records

The Community Development function is responsible for the management of the Company's relationship with host communities and records comprise the following main categories:

- Social Development project and donation agreements
- Community Engagement and Development reports
- Social Grievance and Incidents records
- Social Way records
- Social and Labour Plans and reports
- Sustainable Mining Plan

The Mineral Rights department is responsible for the management of the surface, prospecting and mining rights as well as all property related matters. The records comprise the following:

- Surface rights
- Prospecting Rights
- Mining Rights
- Permits / licences / authorisations
- Geological tenure management records
- Statutory reports
- General Correspondence

## 8.13 People and Organisation

The People and Organisation Department's primary objective is to develop and implement a competitive human resource strategy that will support the Group. People and Organisation records comprise the following main categories:

- General Correspondence
- Employee Records
- General HR Policies and Procedures
- Training Records
- Pension Records
- Employee Benefit Records
- Labour Relations Records
- Statutory Records
- Employment Equity Records
- Ad hoc Incentive Awards (attraction or retention)
- Equity Awards (Karolo, Semela and Management Incentive Schemes)
- Payroll and Taxation Records
- Talent and Succession Records
- Psychological Assessment Records
- Recruitment and Job application records for internal and external candidates

## 9. PERSONAL INFORMATION

### Purpose of Processing

The purpose for which personal information is processed by Kumba and/or its subsidiaries will depend on the nature of the information. In general, personal information is processed by Kumba and/or its subsidiaries for business administration purposes, including:

- to carry out actions for the conclusion or performance of a contract;
- to comply with obligations imposed by law;
- to protect the legitimate interests of the data subjects; or
- where it is necessary for pursuing the legitimate interests of Kumba and/or its subsidiaries.

The above list is non-exhaustive.

### Categories Of Data Subjects And Information

Kumba and/or its subsidiaries process personal information relating to the following categories of data subjects and information:

#### Categories of Data Subjects

- Employees;
- Consultants;
- Contractors;
- Customers;
- Service providers;
- Suppliers;
- Directors;
- Shareholders;
- Other third parties with whom Kumba and/or its subsidiaries conduct business.



The above list is non-exhaustive.

### **Categories of Information**

- In respect of natural persons may include: name, identifying number (identity or passport number), date of birth, citizenship, age, gender, race, marital status, language, telephone number(s), email address(es), physical and postal addresses, income tax number, banking information, disability information, employment history, medical records, background checks, fingerprints, CVs, education history, remuneration and benefit information, details related to employee performance and disciplinary procedures.
- In respect of juristic persons may include: name, registration number, tax information, contact details, physical and postal addresses, FICA documentation, BEE certificates, payment details (including bank accounts), invoices and contractual agreements.

The above lists are non-exhaustive.

### **Categories of Recipients to whom the Personal Information may be supplied**

The categories of recipients to whom the Companies may supply the personal information will depend on the nature of the information. In general, such categories of recipients would include:

- Other companies in the Group;
- Service providers;
- Medical aid, pension or provident funds;
- Auditing and accounting bodies (internal and external);
- Third parties with whom Kumba and/or its subsidiaries have contracted for the retention of data;
- Relevant authorities, government departments, statutory bodies or regulators;
- A court, administrative or judicial forum, arbitration or statutory commission making a request in terms of the applicable laws or rules.

The above list is non-exhaustive.

### **Planned Transborder Flows of Personal Information**

Kumba and/or its subsidiaries envisage that they may transfer personal information to third parties or other companies in the Group, who are situated in a foreign country and such transfers would be subject to the relevant provisions of the POPI and GDPR Acts.

### **Information Security Measures**

Kumba and/or its subsidiaries will strive to take appropriate, reasonable technical and organisational measures to secure the integrity and confidentiality of personal information in its possession or under its control.

### **Objection to the Processing of Personal Information by a Data subject Regulation 2 – POPI Regulations**

A data subject may at any time object to the processing of his / her / its personal information (as contemplated in Section 11(3)(a) of the POPI Act), subject to exceptions contained in the POPI Act.

## Request for Correction or Deletion Of Personal Information – Regulation 3 – POPI Regulations

A Data Subject may request that his / her / its personal information be corrected or deleted (as contemplated in Section 24 of the POPI Act).

### 10. ACCESS REQUEST PROCEDURE

The purpose of this section is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by Kumba.

It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of an Access Request Form attached as **Form 2** hereto, does not automatically allow the requester access to the requested record.

*Note:*

*If it is reasonably suspected that the requester has obtained access to Kumba's records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.*

### 11. COMPLETION OF ACCESS REQUEST FORM

In order for Kumba to respond to requests in a timely manner, the Access Request Form should be completed, taking due cognisance of the following Instructions on the Completion of Forms:

- The **Access Request Form** attached as **Form 2** hereto, must be completed in the English language.
- Type or print in BLOCK LETTERS an answer to every question.
- If a question does not apply, state "N/A" in response to that question.
- If there is nothing to disclose in reply to a particular question state "nil" in response to that question.
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional folio.
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

### 12. SUBMISSION OF ACCESS REQUEST FORM

The completed Access Request Form attached as **Form 2** hereto, must be submitted either via conventional mail, e-mail or fax and must be addressed to the contact person as indicated in Section 51(1)(a).

An initial, **non-refundable R140.00 request fee is payable** on submission. This fee is **not applicable** to Personal Requesters, referring to any person seeking access to records that contain their personal information.

### 13. PAYMENT OF FEES

Payment details can be obtained from the contact person as indicated in Section 51(1)(a) and payment can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied.

Note:

If the request for access is successful, an **access fee** will be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees as set out in **Form 3** attached hereto. The access fee must be paid prior to access being given to the requested record.

### 14. NOTIFICATION

Requests will be evaluated and the requester notified within 30 days of receipt of the completed Access Request Form attached as **Form 2** hereto. Notifications may include:

#### Notification of Extension Period (if required)

The requesters may be notified whether an extension period is required for the processing of their requests including:

- The required extension period, which will not exceed an additional 30 day period;
- Adequate reasons for the extension; and
- Notice that the requester may lodge an application with a court against the extension and the procedure, including the period, for lodging the application.

#### Payment of Deposit (if applicable)

The requester may be notified whether a deposit is required. A deposit will be required depending on certain factors such as the volume and/or format of the information requested and the time required for search and preparation of the record(s). The notice will state:

- The amount of the deposit payable (if applicable); and
- That the requester may lodge an application with a court against the payment of the deposit and the procedure, including the period, for lodging the application.

#### **Please note:**

In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

#### Decision on Request

If no extension period or deposit is required, the requesters will be notified, within 30 days, of the decision on their requests.

If the request for access to a record is successful, the requester will be notified of the following:

- The amount of the access fee payable upon gaining access to the record (if any);

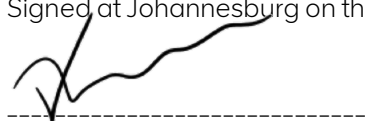
- An indication of the form in which the access will be granted;

If the request for access to a record is not successful, the requester will be notified of adequate reasons for the refusal and that the requester may lodge an application with a court against the refusal of the request and the procedure including the period, for lodging the application.

## 15. ADDITIONAL PRESCRIBED INFORMATION

The Minister of Justice has prescribed no additional information.

Signed at Johannesburg on the day of 1st day of July 2024



-----  
Ms Nompumelelo (Mpumi) D. Zikalala  
Chief Executive Officer  
Kumba Iron Ore Limited

## FORM 1

### REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I,

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

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

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

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

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

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 (Address)

E-mail address: \_\_\_\_\_

Fax number: \_\_\_\_\_

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

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

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<p><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></p>			
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 of 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:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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 \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_

*Signature of Requester / person on whose behalf request is made.*

-----

**FOR OFFICIAL USE**

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name and Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

\_\_\_\_\_

Signature of Information Officer

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

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.

**1. You requested:**

Personal inspection of information 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> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
---	--

OR

**2. You requested:**

Printed copies of the information ( <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 of 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 information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

**3. 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 ( <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> )	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of account: \_\_\_\_\_  
 Account number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Reference Nr: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

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

\_\_\_\_\_

*Information officer*

FORM 4  
INTERNAL APPEAL FORM

[Regulation 9]

Reference Number: .....

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT 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	<input type="checkbox"/>	No	<input type="checkbox"/>
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 <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

<b>DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED</b> <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	
<b>GROUNDS FOR APPEAL</b> <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	Facsimile	Electronic communication <i>(Please specify)</i>

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:				Yes <input type="checkbox"/>
				No <input type="checkbox"/>
<b>OUTCOME OF APPEAL</b>				
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	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		

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

\_\_\_\_\_

*Relevant Authority*

# COMPLAINT FORM

## FORM 5 [Regulation 10]

**NOTE:**

1. This form is designed to assist the Requester or Third Party (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, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: [PAIAComplaints@infoRegulator.org.za](mailto:PAIAComplaints@infoRegulator.org.za) or complete online complaint form available at <https://www.justice.gov.za/inforeg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information 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 Information Regulator, you are required to complete the prescribed **PAIA Form 2** 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 Information 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:**
  - a. Copy of the form to the Body requesting access to records;
  - b. The Body's response to your complaint or access request;
  - c. Any other correspondence between you and the Body regarding your request;
  - d. Copy of the appeal form, if your complaint relate to a public body;
  - e. The Body's response to your appeal;
  - f. Any other correspondence between you and the Body regarding your appeal;
  - g. Documentation authorizing you to act on behalf of another person (if applicable);
  - h. 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.

**CAPACITY OF PERSON/PARTY LODGING A COMPLAINT**  
(Mark with an "X")

- Complainant Personally
- Representative of Complainant
- Third Party

PREREQUISITES				
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 INFORMATION REGULATOR'S USE ONLY			
Received by: (Full names)			
Position			
Signature			
Complaint accepted	Yes		No
Reference Number			
Date stamp			

Postal address	Facsimile	Other electronic communication (Please specify)

PART A PERSONAL INFORMATION OF COMPLAINANT									
Full Names									
Identity Number									
Postal Address									
Street Address									
E-Mail Address									
Contact numbers	<table border="1"> <tr> <td>Tel. (B)</td> <td></td> <td>Facsimile</td> <td></td> </tr> <tr> <td>Cellular</td> <td></td> <td></td> <td></td> </tr> </table>	Tel. (B)		Facsimile		Cellular			
Tel. (B)		Facsimile							
Cellular									

PART B REPRESENTATIVE INFORMATION <i>(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)</i>									
Full Names of Representative									
Nature of representation									
Identity Number / Registration Number									
Postal Address									
Street Address									
E-mail Address									
Contact Numbers	<table border="1"> <tr> <td>Tel. (B)</td> <td></td> <td>Facsimile</td> <td></td> </tr> <tr> <td>Cellular</td> <td></td> <td></td> <td></td> </tr> </table>	Tel. (B)		Facsimile		Cellular			
Tel. (B)		Facsimile							
Cellular									

PART C THIRD PARTY INFORMATION <i>(Please attach letter of authorisation)</i>			
Type of Body	Private		Public
Name of Public / Private Body			
Registration Number (if any)			
Name, Surname and Title of person authorised to lodge a complaint			
Postal Address			
Street Address			
E-mail Address			



Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
<b>PART D</b>				
<b>BODY AGAINST WHICH THE COMPLAINT IS LODGED</b>				
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 for access to information				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
Reference Number given. (if any)				
<b>PART E</b>				
<b>COMPLAINT</b>				
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</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	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, when did you receive it? (Please attach the letter to this application.)		<input checked="" type="checkbox"/>		
Did you appeal against a decision of the information officer of the public body?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				
<b>PART F</b>				
<b>DETAILED TYPE OF ACCESS TO RECORDS</b>				
<i>(Please select one or more of the following to describe your complaint to the Information 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 (Sections 77A(2)(b) and 75(2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>			

Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	<input type="checkbox"/>
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 fee.</i>	<input type="checkbox"/>
	<i>The tender or payment of a deposit.</i>	<input type="checkbox"/>
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>	<input type="checkbox"/>
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.</i>	<input type="checkbox"/>
Form of access denied (Section 29(3) or 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	<input type="checkbox"/>
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	<input type="checkbox"/>
	<i>Extension period has expired and no response was received.</i>	<input type="checkbox"/>
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) have inappropriately/unreasonable been disclosed.</i>	<input type="checkbox"/>
No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	<input type="checkbox"/>
Partial access to record (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	<input type="checkbox"/>
Fee waiver (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	<input type="checkbox"/>
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>	<input type="checkbox"/>
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	<input type="checkbox"/>
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>	<input type="checkbox"/>
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	<input type="checkbox"/>
Other (Please explain)		
<b>PART G EXPECTED OUTCOME</b>		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
<b>PART H AGREEMENTS</b>		

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

*I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information 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 Information 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 right of access to information and / or the protection of the right to privacy.*

*I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information 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 Information Regulator; otherwise my complaint could experience a delay or even be closed.*

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

\_\_\_\_\_

*Complainant/Representative/Authorised person of Third party*

