

AULTECH PROPRIETARY LIMITED

ACCESS TO INFORMATION MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act and Article 15 of the EU General Data Protection Regulation (Regulation (EU) 2016/679)

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1. Introduction

1.1. This Manual is useful for the clients and the public to -

- 1.1.1. check the categories of records held by Aultech (Pty) Ltd (“**Aultech**”, “**we**”, “**us**” and “**our**”);
- 1.1.2. check the categories of records which are available without a person having to submit a formal PAIA request;
- 1.1.3. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which Aultech holds records and the categories of records held on each subject;
- 1.1.4. know the description of the records of Aultech which are available in accordance with any other legislation;
- 1.1.5. access all the relevant contact details of the IO who will assist the public with the records they intend to access;
- 1.1.6. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 1.1.7. know if Aultech 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;
- 1.1.8. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.1.9. know the recipients or categories of recipients to whom the personal information may be supplied;
- 1.1.10. know if the group has planned to transfer or process personal information outside of its country of registration (e.g., Republic of South Africa) and the recipients or categories of recipients to whom the personal information may be supplied; and
- 1.1.11. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

1.2. Section 15**Error! Reference source not found.** of this Manual describes the procedure for Data Subject Access Requests (“**DSARs**”) in compliance with Article 15 of the EU GDPR as well as South Africa’s POPIA. A DSAR is a request by a data subject to:

- 1.2.1. obtain confirmation that we process their own personal information,
- 1.2.2. receive certain information about the processing of their own personal information, or
- 1.2.3. obtain a copy of their own personal information that we have processed.

2. Definitions

“this Manual”	this Access to Information and DSAR Manual, prepared in terms of section 51 of the Promotion of Access to Information Act and Article 15 of the GDPR.
“Board”	the Board of Directors of Aultech.
“DSAR”	a request by a data subject to: • obtain confirmation that we process their own personal data, • receive certain information about the processing of their own personal data, or • obtain a copy of their own personal data processed.
“GDPR”	EU General Data Protection Regulation (Regulation (EU) 2016/679).
“IO”	The designated information officer of Aultech, appointed in accordance with PAIA and POPIA.
“Minister”	Minister of Justice and Correctional Services
“Aultech”	Aultech (Pty) Ltd, as particularised in section Error! Reference source not found. below.
“personal information”	as defined in section 1 of POPIA.
“PAIA”	Promotion of Access to Information Act 2 of 2000.
“POPIA”	Protection of Personal Information Act 4 of 2013.
“Regulator”	means the competent data protection authority or regulator with jurisdiction. This is the Information Regulator of South Africa unless the matter concerns a DSAR submitted by an EU Citizen per Article 15 of the GDPR. In which event, the competent regulator will be the data protection authority of the relevant EU member state in which the data subject is a citizen.
“Staff”	all employees and personnel of Aultech, including: • permanent and temporary employees, • secondees, and • contracted personnel, such as consultants and contractors.

3. Contact Details and Company Information

All queries and requests (including DSARs) concerning Aultech may be directed to the IO using the contact details below:

Name of Body	Aultech (Pty) Ltd
Nature of Business	• Private Body in terms of section 51 of PAIA. • Private company incorporated in accordance with the Companies Act 71 of 2008.
CIPC Registration Number	2025/226086/07
Registered Business Address	13 Hillclimb Road, Westmead, Durban, KwaZulu-Natal, South Africa, 3610
Postal Address	Same as physical address.
Head of Body	Mr U Maharaj
Information Officer	Mr U Maharaj
IO E-mail Address	privacy@aultech.ai

4. Review

The IO shall review this Manual and related procedures annually, or sooner, where changes in law have an immediate impact on the contents of this Manual.

5. Guide from the South African Information Regulator

- 5.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised *Guide on how to use PAIA* (the “**Guide**”), as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2. The Guide is available with the Regulator in each of South Africa’s official languages and braille.
- 5.3. The Guide contains the description of-
- 5.3.1. the objects of PAIA and POPIA;
 - 5.3.2. the manner and form of a request for-
 - access to a record of a public body contemplated in section 11; and
 - access to a record of a private body contemplated in section 50;
 - 5.3.3. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 5.3.4. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - a complaint to the Regulator; and
 - an application with a court against a decision by the Regulator or a decision of the head of a private body.
- 5.4. Enquiries relating to the Guide should be directed to:

The Information Regulator (South Africa):

Postal address:	P.O Box 3153, Braamfontein, Johannesburg, 2017
Physical address:	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Telephone Number:	+27 10 023 5200 / 010 023 5241/42
Email for enquiries:	enquiries@inforegulator.org.za
Email for complaints:	PAIAComplaints@inforegulator.org.za
Website:	www.inforegulator.org.za

- 5.5. Alternatively, you may complete and submit PAIA Form 1 to our IO for a copy of the Guide.

6. Automatically Available Records and Records Available In terms of Other Legislation

The following category of records are automatically available for inspection or photocopying without you needing to request access to them in terms of this Manual or PAIA:

Type of Record	How to Access it
Our directors' names	Companies and Intellectual Property Commission
Our banking details	Companies and Intellectual Property Commission
Memorandum of Incorporation	Companies and Intellectual Property Commission
Our DUNS number	Request by Email
Our Brochures	Request by Email
Public-facing policies such as our Privacy Notice	Website

7. Records and Categories of Records We Hold

This section provides an overview of the categories of records held by Aultech Proprietary Limited in the course of its operations, including data processed for legal, business, security, and customer support purposes.

Note: Access to these records may be protected by professional privilege, confidentiality, privacy grounds and/or other reasonable grounds of refusal as set out in this Manual and the PAIA.

7.1. Staff and Contractor Records¹

These records relate to Aultech's employees, free-lancers, contractors, and job applicants:

- Staff records (e.g., CVs, ID documents, employment agreements);
- Payroll, leave, and performance records;
- Onboarding, training, and compliance logs;
- Role assignments, email and device provisioning.

7.2. Business Customer Records (Service Data)²

These are records processed when onboarding and managing business customers, including:

- Company registration, VAT, billing details;
- Contractual documents, including Service Agreements and Data Processing Addenda;
- Invoices, payment confirmations, and debit orders;
- Support tickets, onboarding communications, and user feedback.

7.3. Authorised User and Admin Records³

¹ These records are primarily maintained in accordance with labour, tax, employment equity, and occupational health and safety legislation. They support workforce management, payroll compliance, employee performance tracking, and workplace accountability under South African and applicable labour laws.

² These records are maintained to fulfil contractual obligations, facilitate account administration, and support legal compliance with tax (Tax Administration Act), and company legislation (Companies Act). Specific purposes are outlined in Aultech's Privacy Notice.

³ These records are maintained to support secure user authentication, access control, platform personalisation, and to meet obligations under cybersecurity, digital services, and data protection laws such as POPIA and the GDPR. They enable Aultech to ensure platform integrity and respond to audit and access requests.

These records relate to individual users authorised under customer accounts:

- Name, job title, business contact details;
- Login credentials (hashed), session data, authentication events;
- Admin roles, access logs, platform configuration actions;
- Interaction logs with features like AI Agents, Document Control, and integrated mail tools.

7.4. Technical and Diagnostic Records⁴

Data collected for platform performance, system monitoring, and cybersecurity, including:

- IP addresses, device/browser details, telemetry logs;
- Access and error logs;
- AI task execution metadata, automation rules, and session diagnostics;
- Web traffic metadata.

7.5. Integration and API Metadata⁵

Records generated through third-party integrations for business use:

- Metadata from Microsoft Exchange, Google Workspace, or Active Directory;
- API call logs and activity timelines;
- Logs of actions triggered via connected services.

7.6. Public and Third-Party Records⁶

Collected to validate customer and business information:

- Public registry data (e.g., CIPC for company verification);
- Payment confirmations from processors;
- Metadata shared by integration partners, under contract and lawful basis.

7.7. Platform Analytics and Research Data⁷

Aggregated and/or pseudonymised records used to improve services:

- Uptime, feature usage, performance metrics;
- Feature-level interaction analytics for A/B testing or feedback loops;
- Data used for internal reporting, anonymised benchmarking, or product optimisation.

⁴ These records are primarily maintained for security monitoring, fraud detection, platform performance optimisation, and incident response. They support compliance with data protection laws and system availability requirements.

⁵ Maintained for technical interoperability, service integration, and customer support. These records support contractual obligations, facilitate user provisioning, and are collected and processed under lawful grounds described in Aultech's Privacy Notice.

⁶ These records are collected to validate business legitimacy, ensure lawful contracting, and mitigate commercial risks.

⁷ Aggregated or anonymised data is used to monitor platform performance, drive service improvements, and support product development. This processing aligns with legitimate interests recognised under POPIA Section 11(1)(f) and GDPR Article 6(1)(f), and does not involve identifiable personal data unless explicitly permitted.

7.8. Legal, Regulatory, and Compliance Records⁸

Documents and logs required for Aultech's legal compliance:

- Legal correspondence, regulatory filings, audit logs;
- Data subject requests and POPIA/GDPR compliance records;
- Records retained for litigation, fraud detection, or risk management.

8. Access Request Procedure

This section provides Requesters with guidelines and the procedures to facilitate a request for access to a record held by Aultech.

We may refuse a request for access to information if the application does not comply with the procedural requirements of PAIA.

Even if a request is properly completed and submitted, it does not automatically entitle the Requester to access the requested record, particularly if the record cannot be found or if any other permissible grounds for refusal exist under PAIA.

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

8.1. Completing the Form

- 8.1.1. The Requester must follow the procedure below when completing the Access Request Form.
- 8.1.2. Complete **PAIA Form 2**.
- 8.1.3. Complete the form comprehensively.
- 8.1.4. Type or print in **BLOCK LETTERS**.
- 8.1.5. Provide a copy of your Identity Card or Document. The purpose of providing proof of ID is to authenticate and validate the identity of the Requester.
- 8.1.6. Every question must be answered. If the answer is 'Not Applicable', answer 'N/A', if the response is 'Nothing to Disclose', respond 'Nil'. Do not leave any blanks.
- 8.1.7. If there is not enough space on the form to answer a question, please attach a separate page. Mark the page with the corresponding question number and title, and submit it along with your form.
- 8.1.8. Provide sufficient detail on the form so that the record can be identified.
- 8.1.9. Indicate the form of access required.
- 8.1.10. To access a record, you must clearly specify the legal right you are seeking to exercise or protect and explain how the record is necessary for that

⁸ These records are maintained in accordance with corporate governance, risk management, and statutory compliance requirements. This includes obligations under data protection, intellectual property, financial reporting, and regulatory audit laws, and enables Aultech to fulfil its duties as a responsible corporate citizen.

purpose, providing supporting evidence if required. Requests that are vague, disproportionate, or unrelated to the stated right may be refused in accordance with applicable law.

- 8.1.11. If the request is being made on behalf of another person, the Requester must produce evidence of their capacity to submit a request on behalf of the other person to the satisfaction of the IO.
- 8.1.12. Any person unable to complete the prescribed form due to illiteracy or disability may submit a request orally, either in-person at our offices or via the telephone number provided. The Requester will be informed of the decision in writing, or if requested, in another accessible manner suited to their needs. If the Requester requires reasons for the decision in a format other than writing, they must specify the preferred format and provide the necessary particulars for delivery.

8.2. **Submission of the Access Request Form**

- 8.2.1. The Requester must submit the completed Access Request Form using the contact details provided in Section 3 (Company Details) of this Manual, either by conventional mail or email.
- 8.2.2. If the Requester is disabled or illiterate, please follow the alternative procedure outlined in Section 7.1(11) of this Manual.
- 8.2.3. An initial, non-refundable request fee ("**Request Fee**") must be paid upon submission of the Request Form unless the Requester qualifies for an exemption. The prescribed fees are listed in Annexure 2 and may be updated periodically. Requests will only be processed upon receipt of proof of payment.
- 8.2.4. No Request Fee or Access Request Form is required if the Requester only seeks confirmation of whether Aultech holds specific personal information about them.

8.3. **Payment of Fees**

- 8.3.1. Payment details can be obtained from the IO, whose details are set out in Section 3 (Company Details) of this Manual.
- 8.3.2. Payment may be made via direct deposit or electronic funds transfer. Credit Card payments are not accepted. Proof of payment must be sent to the IO.
- 8.3.3. After receipt of an Access Request Form:
 - the IO may charge an additional search fee to cover the costs of search, reproduction, and/or preparation of the record ("**Search Fee**"). The Search Fee will be calculated based on the prescribed fees outlined in Annexure 2 of this Manual and must be paid in full before the record is provided;
 - If the search for a record, in the opinion of the IO, would require more than six (6) hours to search and prepare the record for disclosure, the IO may require the Requester to pay a deposit

toward the total Search Fee. The deposit amount must not exceed one-third of the total payable Search Fee.

- 8.3.4. If the request for access is later refused or the record cannot be found after the payment of the deposit, Aultech will repay the deposit to the Requester.
- 8.3.5. The Requester may lodge a complaint with the Information Regulator or lodge an application with a Court against the tender or payment of any fee or deposit to Aultech.

8.4. Notification

The IO will, within 30 days of receipt of the request, decide whether to:

- 8.4.1. grant or decline the request and give notice with reasons (if required) to that effect; or
- 8.4.2. extended for a further period of not more than 30 days.

8.5. Extension of period to deal with the request

- 8.5.1. The IO may extend the period to deal with the request by a further period of not more than 30 days in the following circumstances:

- (a). in the event that:
 - the request is for a large volume of records or requires a search through a large volume of records; and
 - compliance with the original period would unreasonably interfere with the activities with Aultech.
- (b). where the request requires a search for records in or collection from another office of Aultech situated in a different town or city of Aultech head office, and that cannot reasonably be completed within the original period;
- (c). If consultation among divisions of Aultech or with another private body is necessary to decide upon the request that cannot reasonably be completed within the original period;
- (d). If more than one of the circumstances contemplated in (a), (b) or (c) above exist in respect of the request, making compliance with the original period not reasonably possible; or
- (e). The Requester consents in writing to such extension.

- 8.5.2. The IO will notify the Requester in writing should an extension be sought.

9. Records that cannot be found

If a Record requested cannot be found or does not exist, the IO shall, by means of an affidavit, notify the Requester. In the affidavit, a full account will be given of all steps taken to find that Record in question.

10. Decision in respect of the request

If the Request for Access to a Record is not successful, the Requester will be notified of the following:

- 10.1.1. Adequate reasons for the refusal; and
- 10.1.2. The Requester's right to lodge a complaint with the Information Regulator or lodge an application with a Court against the refusal of the request and the procedure, including the period, for lodging the application.

11. Third Party Notification

If access is requested to a record that contains information about a third party, Aultech must, within 21 days, attempt to inform them of the request. This allows the third party the opportunity to respond by either providing consent to the access to the record or by providing reasons why the access should be denied.

Where the third party furnishes reasons in support or for the denial of access to the record, the IO will consider these reasons when deciding whether access should be granted or not.

12. Grounds for Refusal

The IO may legitimately refuse to grant access to a requested Record in the following circumstances:

- 12.1.1. to protect personal information Aultech holds about a third person (who is a natural person, including deceased persons), from unreasonable disclosure;
- 12.1.2. to protect commercial information that is held about a third party or Aultech (for example, trade secrets, financial, commercial, scientific or technical information) the disclosure of which may harm the commercial or financial interests of the organisation or the third party);
- 12.1.3. if disclosure of the Record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;
- 12.1.4. if disclosure of the Record would endanger the life or physical safety of an individual;
- 12.1.5. if disclosure of the Record would prejudice or impair the security of property or means of transport;
- 12.1.6. if disclosure of the Records would prejudice or impair the protection of a person in accordance with a witness protection scheme;

- 12.1.7. if disclosure of the Record would prejudice or impair the protection of the safety of the public;
- 12.1.8. the Record is privileged from production in legal proceedings unless the legal privilege has been waived;
- 12.1.9. disclosure of the Record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of Aultech;
- 12.1.10. disclosure of the Record would put Aultech or a particular company or entity at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- 12.1.11. the Record is a computer programme owned by Aultech; or
- 12.1.12. the Record contains information about research being conducted by Aultech or to be carried out on behalf of a third party by Aultech, the disclosure of which is likely to expose the third party, a person carrying out the research or the subject matter of the research to serious disadvantage.

13. Remedies Available Upon Refusal of a Request

13.1.1. Internal Remedies

Aultech does not have an internal appeal process.

The decision made by the IO is final. If the Requester is dissatisfied with the decision, they must pursue external remedies available under the applicable laws.

13.1.2. External Remedies

Requesters or third parties who wish to challenge a decision may escalate their complaints externally through the following channels:

- **Complaints to the Information Regulator**

In terms of Sections 56(3)(c) and 78 of PAIA, a Requester may lodge a complaint with the Information Regulator within 180 days of the decision, alleging non-compliance with PAIA provisions. The Information Regulator will review the complaint and may:

- Investigate the matter;
- Decide to take no further action; or
- Refer the matter to its Enforcement Committee established under POPIA.

If the Information Regulator issues an Enforcement Notice, it may confirm, amend, or set aside the original decision, providing reasons for the outcome.

- **Application to Court**

Requesters may apply to a court, including a Magistrates' Court, in the ordinary course to challenge the decision.

14. Processing of Personal Information

As a Responsible Party, **Aultech** determines the means and purposes for processing personal information that it collects as a controller (referred to as *Service Data* in our Privacy Notice). Aultech may also act as an Operator (processor) when processing *Customer Data* strictly in accordance with its customers' instructions.

14.1. Purpose of Processing Personal Information

The purpose for which Aultech processes personal information depends on the relationship with the Data Subject and the nature of the data involved. As a technology company delivering enterprise SaaS solutions, Aultech processes Service Data for the following core purposes:

- Contract onboarding, provisioning, and customer relationship management;
- User authentication, system access control, and activity tracking;
- Technical support, billing, and subscription management;
- Security monitoring, fraud prevention, and incident response;
- System optimisation, feature usage analysis, and platform maintenance;
- Regulatory compliance and lawful disclosures.

These and other specific purposes are detailed in our Privacy Notices, which are available on our website or provided directly to the relevant Data Subject.

14.2. Categories of Data Subjects

We hold information about the following categories of Data Subjects:

- Authorised users of our business customers' accounts;
- Administrative contacts and billing representatives of our customers;
- Suppliers, vendors, and business service providers;
- Staff, including employees, free-lancers, and contractors;
- Website visitors, prospective customers, and applicants (where applicable).

For a complete list, refer to the appropriate Aultech privacy notice.

14.3. Categories of Recipients to Whom Personal Information May Be Disclosed

Aultech may share personal information with trusted third parties where legally permitted and necessary to fulfil the purposes set out in our Privacy Notices, including:

- Cloud hosting providers and infrastructure security vendors;
- Payment processors, technical support service providers, and integration partners;
- Auditors, legal representatives, and regulators where disclosure is required;
- Affiliated entities within Aultech's corporate group under equivalent protection standards.

We ensure that all third-party recipients provide an adequate level of protection and only process personal information under written instructions, consistent with our data protection commitments.

14.4. Planned Transborder Flows of Personal Information

Personal information may be transferred across borders where required for service delivery, technical support, or infrastructure hosting (e.g., within the EU, United Kingdom, or South Africa). Aultech ensures that any such transfers comply with applicable data protection laws, including:

- Use of adequacy decisions for approved jurisdictions;
- Implementation of Standard Contractual Clauses (SCCs);
- Completion of Transfer Impact Assessments (TIAs);
- Use of encryption and strict access controls.

More information is provided in our Privacy Notice under “Where Service Data is Stored and Transferred.”

14.5. Information Security Measures

Aultech maintains an Information Security Management System (“ISMS”) incorporating both technical and organisational safeguards in accordance with industry standards. These include:

- Access control and identity management;
- Encryption of personal information in transit and at rest;
- Regular system patching, vulnerability scanning, and penetration testing;
- Audit logging, monitoring, and incident response protocols;
- Backup and disaster recovery infrastructure;
- Employee training on data protection and security awareness.

Our measures are designed to uphold the confidentiality, integrity, and availability of personal data

15. Data Subject Rights (“DSRs”)

15.1. Under POPIA and the GDPR, Data Subjects have the following rights with respect to their personal information:

15.1.1. Request Procedure

Data Subjects may request confirmation of whether Aultech holds personal information about them and request access to such information. This includes the right to be informed of third parties who have accessed or received the information. Requests must be made in accordance with Section 8 (Access Request Procedure) of this Manual.

15.1.2. Right to Object

A Data Subject may object to the processing of their personal information where such processing is not required by law or contract. Objections must be submitted using **DSAR Form 1 (Annexure 3)** and sent to the Aultech IO using the contact details provided.

15.1.3. Right to Request Correction, Deletion, or Destruction

Data Subjects may request correction or deletion of their personal information where it is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, or unlawfully obtained. Deletion may also be requested where Aultech is no longer authorised to retain the data.

Requests must be submitted using **DSAR Form 2 (Annexure 3)** to the IO.

REQUEST FOR A COPY OF THE GUIDE – PAIA FORM 1

To: Information Officer

Aultech (Pty) Ltd

Postal Address: 13 Hillclimb Road, Westmead, Durban, KwaZulu-Natal, South Africa, 3610

Physical Address: 13 Hillclimb Road, Westmead, Durban, KwaZulu-Natal, South Africa, 3610

Email: privacy@aultech.ai

1,

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:				
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
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			isiXhosa	
	isiZulu				

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at this day of 20

Signature of Request

ACCESS REQUEST FORM – PAIA FORM 2

Request for Access to Record

1a. Particulars of the Private Body

Aultech (Pty) Ltd

Postal Address: 13 Hillclimb Road, Westmead, Durban, KwaZulu-Natal, South Africa, 3610

Physical Address: 13 Hillclimb Road, Westmead, Durban, KwaZulu-Natal, South Africa, 3610

Email: privacy@aultech.ai

Requests may be sent via email or conventional mail.

Mark with an “X”

☐

Request is made in my own name

☐

Request is made on behalf of another person.

2a. Particulars of the Requester

- The particulars of the person who requests access to the record must be given below.
- The address in the Republic to which the information is to be sent must be given.
- Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal or Street address:

Fax number:

Telephone number/s:

Email address:

Capacity in which the request is made, when made on behalf of another person:

2b. Particulars of Requester (if a Legal Entity)

- The particulars of the person who requests access to the record must be given below.
- The address and/or fax number in the Republic to which the information is to be sent must be given.
- Proof of the capacity in which the request is made, if applicable, must be attached.

Name of the Entity:

Registration number:

Postal or Street Address:

Postal Code:

Email Address:

Telephone Number/s:

Fax Number:

Website Address:

3. Particulars of Person on Whose Behalf Request is Made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

4. Particulars of Record

- 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 folio and attach it to this form.
- The requester must sign all the additional folios.

Description of record or relevant part of the record or relevant part of the record:

Reference number, if available:

Any further particulars of record:

5. Type of Record

Mark the appropriate box with an "X".

Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

6. Form of access to the record

Form in which the record is required.

Mark the appropriate box with an "X".

Notes:

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case, you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

Printed copy of record (including copies of any images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

7. Manner of Access to Record

1. If the record is in written or printed form:

☐

Copy of record*

☐
Inspection of record at **our** registered address.

2. If record consists of visual images

(This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

☐

View the images

☐

Copy of the images*

☐

Transcription of the images*

3. If record consists of recorded words or information which can be reproduced in sound:

☐
Listen to the
soundtrack (CD)
☐

Transcription of soundtrack*

4. If record is held on computer or in an electronic or machine-readable form:

☐
Printed copy
of record*
☐
Printed copy of information
derived from record*
☐
Copy in computer readable
form*(CD)

*If you requested a copy or transcription of a record (above), how do you wish the copy or transcription to be sent to you?

☐
Postal services (**POSTAGE
IS PAYABLE**)
☐
Courier service to street address (**COURIER FEES ARE PAYABLE**)
☐
Email of information (including
soundtracks if possible)
☐
Facsimile of information
(including transcripts)
☐
Cloud share /
file transfer

5. 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.

8. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

Indicate which right is to be exercised or protected:

Explain why the record requested is required for the exercise or protection of the right:

9. Fees

- A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- You will be notified of the amount required to be paid as the request fee.
- 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.
- If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

10. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record? (e.g., by post, facsimile, email, telephone or other (please specify)).

OUTCOME OF REQUEST AND OF FEES PAYABLE – PAIA FORM 3

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*

To:

**Reference
Number:**

--

Your request dated _____ refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge.

You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure 2.

OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of 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	

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 (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)	

4. Decision

Kindly note that your request has been:

(Mark appropriate box with an "X").

☐	Approved
☐	Denied, for the following reasons

5. Fees payable with regards to your request

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

ANNEXURE 2: FEES IN RESPECT OF PRIVATE BODIES

Description		Rand (ZAR)
1	The request fee payable by every requester	140,00
2	For every photocopy/printed black and white copy of an A4-size page or part thereof	2,00
3	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	2,00
4	For a copy in a computer-readable form on -	
(i)	Flash drive (to be provided by requestor)	40,00
(ii)	Compact disc - If provided by the requestor - If provided to the requestor	40,00 60,00
5	For a transcription of visual images, for an A4-size page or part thereof (Service to be outsourced)	Depends on quote from service provider
6	For a copy of visual images	
7	For a transcription of an audio record, for an A4-size page or part thereof	24,00
8	For a copy of an audio record on -	
(i)	Flash drive (to be provided by requestor)	40,00
(ii)	Compact disc - If provided by the requestor - If provided to the requestor	40,00 60,00
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.	145,00
	To not exceed a total cost of:	435,00
10	A deposit is required if the search for the record(s) is expected to exceed 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.

DSAR FORM 1**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION**

Note:

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

A	Details of the Data Subject
Name(s) and surname/ registered name of data subject:	
Unique Identifier/Identity Number <i>(Required to verify <u>customer</u> requests. May be voluntarily provided for faster processing of other requests.)</i>	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/Email address:	
B	Details of the Responsible Party / Data Controller
Name of responsible party / controller:	Aultech (Pty) Ltd
business address:	13 Hillclimb Road, Westmead, Durban, KwaZulu-Natal, South Africa, 3610
Email address:	privacy@aultech.ai

DSAR FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION

Note:

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

Please select applicable reasons for the selected request:

- | | |
|-------------------------|--------------------------|
| (a) Inaccurate | ☐ |
| (b) Irrelevant | ☐ |
| (c) Excessive | ☐ |
| (d) Out of Date | ☐ |
| (e) Incomplete | ☐ |
| (f) Misleading | ☐ |
| (g) Obtained unlawfully | ☐ |

☐

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: Unique identifier/Identity Number: <i>(Required to verify <u>customer</u> requests. May be voluntarily provided for faster processing of other requests.)</i> Residential, postal or business address:	Code ()
Contact number(s): Fax number/Email address:	
B	Details of the Responsible Party / Data Controller
Name(s) and surname/registered name of responsible party / data controller: business address: Email address:	Aultech (Pty) Ltd 13 Hillclimb Road, Westmead, Durban, KwaZulu-Natal, South Africa, 3610 privacy@aultech.ai
C	Information to be corrected/deleted/destroyed/destroyed
D	Reasons for the *Correction or Deletion of the Personal Information about the Data Subject in terms of Section 24(1)(a) which is in the possession or under the control of the Responsible Party; and/or Reasons for *Destruction or Deletion of the 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. (Please provide detailed reasons for the request)

--

Signed at

this

day of

20

Signature of data subject

DSAR FORM 3

REQUEST FOR CONFIRMATION THAT WE PROCESS YOUR PERSONAL DATA, TO RECEIVE INFORMATION ABOUT PROCESSING OF YOUR PERSONAL DATA, OR FOR A COPY OF YOUR PERSONAL DATA

Note:

- We recommend that you submit your request to us in writing using this form. Alternatively, you may make a verbal request and provide us with the information to complete the form on your behalf.
- We expect to respond to your request within 30 calendar days of receipt of a fully completed form and proof of identity.

1. DATA SUBJECT DETAILS

Please provide your contact information in the space provided below. If you are making this request on behalf of someone, you should provide your name and contact information in Section 2.

Please note, we will only use the information you provide on this form to identify you and the personal data you are requesting access to, and to respond to your request.

Title:	Mr ☐	Mrs ☐	Miss ☐	Ms ☐	Other: ☐
Surname:					
First name(s):					
Date of birth:					
Current address:					
Telephone number:					
	Home				
	Work				
	Mobile				
Email address:					
Details of identification provided to confirm name of data subject:					
Nature of your connection with Aultech:					

Proof of Identity

Unless we already hold it, we require proof of your identity before we can respond to your access request. To help us establish your identity, you must provide a **copy of your identification** that clearly shows your name, date of birth and current address. We accept a photocopy or a scanned image of one of the following:

- Passport;
- Photo identification such as a driver's licence, or national identification number card.

If you have changed your name, please provide the relevant documents evidencing the change.

Please note, we may request additional information from you to help confirm your identity and your right to access, and to provide you with the personal data we hold about you. We reserve the right to refuse to act on your request if we are unable to identify you.

If you do not have any of these forms of identification available, please contact Aultech's Information Officer for assistance on other acceptable forms of identification.

2. DETAILS OF PERSON REQUESTING INFORMATION (IF NOT THE DATA SUBJECT)

Are you acting on behalf of the data subject with their written or other legal authority?	Yes ☐ No ☐
If 'Yes' please state your relationship with the data subject (e.g. parent, legal guardian or legal practitioner)	

Please enclose proof that you are legally authorised to obtain this information.					
Title:	Mr ☐	Mrs ☐	Miss ☐	Ms ☐	Other: ☐
Surname:					
First name(s):					
Current address:					
Date of birth:					
Telephone number:					
Home					
Work					
Mobile					
Email address:					

As proof of your legal authority to act on the data subject's behalf, we will accept a copy of **one** of the following:

- A written consent signed by the data subject
- A certified copy of a Power of Attorney
- Evidence of parental responsibility

3. DATA SUBJECT ACCESS REQUEST

Please provide as much information as possible regarding the scope of your request.

Data Subject Access Request	Date from:	Date to:

4. FEE

We reserve the right to charge a reasonable fee when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. The fee is based on the administrative cost of providing the information.

5. DECLARATION

I,, the undersigned and the person identified in (1) above, hereby request that Aultech (Pty) Ltd ("Aultech") provide me with the data about me identified above.

Signature:

Date:

DSAR form completed by (name):

OR

I,, the undersigned and the person identified in (2) above, hereby request Aultech provide me with the data about the data subject identified in (1) above.

Signature:

Date:

DSAR form completed by (name):

This form must be forwarded to Aultech's Information Officer using the Contact Details in the Aultech Access to Information Manual