HYPROP INVESTMENTS LIMITED

MANUAL

PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 AND THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013

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TABLE OF CONTENTS

No.	Clause	Page No.
1.	DEFINITIONS AND INTERPRETATION	3
2.	INTRODUCTION	4
3.	OVERVIEW OF HYPROP	5
4.	PURPOSE OF THIS MANUAL	5
5.	HYPROP'S CONTACT DETAILS	5
6.	HYPROP'S INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS	6
7.	PAIA GUIDE	8
8.	RECORDS THAT ARE AUTOMATICALLY AVAILABLE TO THE PUBLIC WITHOUT A REQUEST IN TERMS OF PAIA	9
9.	RECORDS HELD BY HYPROP IN ACCORDANCE WITH OTHER LEGISLATION	10
10.	RECORDS HELD WHICH ARE NOT AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 51 (1) (E) OF PAIA	10
11.	PROCESSING OF PERSONAL INFORMATION	12
12.	PROCEDURE TO REQUEST ACCESS TO A RECORD	17
13.	PAYMENT OF FEES	18
14.	TIME PERIOD FOR CONSIDERATION OF A REQUEST FOR ACCESS TO A RECORD	19
15.	OUTCOME OF THE REQUEST	19
16.	GROUNDS FOR REFUSAL OF ACCESS TO RECORDS (CHAPTER 4 OF THE ACT)	19
17.	REMEDIES AVAILABLE ON REFUSAL OF A REQUEST FOR INFORMATION	20
18.	AVAILABILITY OF THE MANUAL	20
19.	UPDATING OF THE MANUAL	21

SCHEDULES

Schedule 1	FORM 1: REQUEST FOR A COPY OF THE GUIDE
Schedule 2	FORM 2: REQUEST FOR ACCESS TO RECORD
Schedule 3	FORM 1: OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION
Schedule 4	FORM 2: REQUEST FOR CORRECTION OR DELETION OF RECORD
Schedule 5	FEES

1. DEFINITIONS AND INTERPRETATION

Unless a contrary intention clearly appears:

1.1 the following terms shall have the meanings assigned to them hereunder and cognate expressions shall have corresponding meanings, namely

1.1.1 **"CEO"** means the Chief Executive Officer;

1.1.2 "**Data Subject**" means the person to whom personal information relates;

1.1.3 **"Deputy Information Officers"** means the designated Deputy Information Officers as described in this Manual who are responsible for discharging the duties and responsibilities assigned to the Deputy Information Officers as prescribed in terms of PAIA and POPIA and "**Deputy Information Officer**" shall mean any one of them, as the context may indicate;

1.1.4 "**Guide**" means the guide prepared by the Information Regulator on how to use PAIA;

1.1.5 "**Hyprop**" means Hyprop Investments Limited (Registration No. 1987/005284/06), a public company incorporated in accordance with the laws of the Republic of South Africa and with its shares listed on the Johannesburg Stock Exchange, of 2nd Floor, Cradock Heights, 21 Cradock Avenue, Rosebank Johannesburg, 2196;

1.1.6 **"Information Officer"** means the designated Information Officer as described in this Manual who is responsible for discharging the duties and responsibilities assigned to the Information Officer as prescribed in terms of PAIA and POPIA;

1.1.7 "**Information Regulator**" means the Information Regulator (South Africa) established under POPIA and which is, *inter alia,* empowered to monitor and enforce compliance by private and public bodies in terms of PAIA and POPIA;

1.1.8 "**Manual**" means this manual as contemplated in terms of section 51 of PAIA in respect of Hyprop and its Subsidiaries;

1.1.9 **"Minister"** means the Minister of Justice and Correctional Services;

1.1.10 "**Processing**" means the term as defined in Chapter 1 of POPIA and "**Process**" and "**Processed**" shall have corresponding meanings;

1.1.11 **"PAIA"** means the Promotion of Access to Information Act, No. 2 of 2000;

1.1.12 **"POPIA"** means the Protection of Personal Information Act No.4 of 2013;

1.1.13 "**Privacy Policy**" means Hyprop's privacy policy which is available on Hyprop's website at http://www.hyprop.co.za;

1.1.14 "**REIT**" means a real estate investment trust; and

1.1.15 "**Subsidiaries**" means the South African subsidiaries of Hyprop referred to in clause 3.3 of this Manual;

1.2 words importing the singular shall include the plural and *vice versa*, and words importing the masculine gender shall include the feminine and neuter genders and *vice versa*, and words importing persons shall include partnerships, trusts and bodies corporate;

1.3 any reference to an enactment is to that enactment as at the date of compilation of this Manual and as amended or re-enacted from time to time and includes any subordinate legislation made from time to time under such enactment. Any reference to a particular section in an enactment is to that section as at the date of compilation of this Manual, and as amended or re-enacted from time to time and/or an equivalent measure in an enactment, provided that if as a result of such amendment or re-enactment, the specific requirements of a section referred to in this Manual are changed, the relevant provision of this Manual shall be read also as if it had been amended as necessary, without the necessity for an actual amendment;

1.4 when any number of days is prescribed in this Manual, same shall be reckoned exclusively of the first and inclusively of the last day unless the last day falls on a day which is not a business day, in which case the last day shall be the next succeeding business day;

1.5 if figures are referred to in numerals and in words and if there is any conflict between the two, the words shall prevail;

1.6 if any term is defined within the context of any particular clause in this Manual, the term so defined, unless it is clear from the clause in question that the term so defined has limited application to the relevant clause, shall bear the meaning ascribed to it for all purposes in terms of this Manual, notwithstanding that such term has not been defined in this clause 1;

1.7 any reference to person or entity in this Manual includes any natural or juristic person, association, business, close corporation, company, concern, enterprise, firm, partnership, joint venture, trust, undertaking, voluntary association, body corporate, and any similar entity, in any jurisdiction, and is to be given its widest interpretation possible;

1.8 the words "**include**", "**including**" and "**in particular**" shall be construed as being by way of example or emphasis only and shall not be construed, nor shall they take effect, as limiting the generality of any preceding word/s; and

1.9 to the extent of any conflict or inconsistency between the provisions of the Manual and PAIA or POPIA, the provisions contained in PAIA and POPIA shall prevail.

2. INTRODUCTION

2.1 This Manual is published pursuant to sections 51 of PAIA.

2.2 PAIA was promulgated to foster a culture of transparency and accountability in public and private bodies by giving effect to access to information and to actively promote a society in

which the people of South Africa have effective access to information to enable them to exercise and protect all their rights more fully.

2.3 In addition to the aforegoing, this Manual also explains how to access, object to, or request the deletion of personal information held by Hyprop in terms of POPIA.

3. OVERVIEW OF HYPROP

3.1 Hyprop is a leading specialist shopping centre REIT listed on the JSE Limited.

3.2 Hyprop create spaces and connects people in mixed-use precincts by owning and managing dominant retail centres in mixed-use precincts in key economic nodes in South Africa and Eastern Europe.

3.3 The scope of this Manual includes Hyprop and the following Subsidiaries-

3.3.1 Hyprop Foundation (NPC 2013/171320/08); and

3.3.2 Hyprop Investments Employee Incentive Scheme Proprietary Limited (Registration No. 1987/005284/06).

4. PURPOSE OF THIS MANUAL

4.1 This Manual sets out (amongst other things)-

4.1.1 the records held by Hyprop which are available without a requester having to submit a formal PAIA request to Hyprop;

4.1.2 how a requester may request a record from Hyprop if the record is required for the exercise or protection of any rights;

4.1.3 what forms need to be completed to request a record from Hyprop;

4.1.4 any fees that may be required to be paid before the requested record may be provided (if Hyprop agrees to provide the record requested);

4.1.5 the process to be followed if Hyprop declines a request for a record;

4.1.6 how to contact the Information Officer and Deputy Information Officers at Hyprop;

4.1.7 how Hyprop Processes personal information; and

4.1.8 how a Data Subject may request access to their personal information.

5. HYPROP'S CONTACT DETAILS

5.1 Hyprop's contact details are as follows:

5.1.1	Name:	Hyprop Investments Limited
5.1.2	CEO:	Morné Wilken

5.1.3	Physical Address:	2nd Floor, 21 Cradock Avenue, Cradock Heights, Rosebank, 2196
5.1.4	Postal address:	P O Box 52509, Saxonwold, 2132
5.1.5	Telephone Number:	+ 27 (0) 447 0090
5.1.6	Email:	paia@hyprop.co.za
5.1.7	Website:	https://www.hyprop.co.za

6. HYPROP'S INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS

6.1 The details of Hyprop's **Information Officer** are as follows**-**

6.1.1	Name:	Desirée Nafte
6.1.2	Email:	paia@hyprop.co.za
6.1.3	Telephone Number:	+ 27 (0) 11 447 0090

6.2 The details of Hyprop's **Deputy Information Officers** are as follows-

6.2.1 **Email Address of all Deputy Information Officers**

6.2.1.1 The email address of all the Deputy Information Officers is the same email address referred to in clause 6.1.2 of this Manual.

6.2.2 **Canal Walk**

6.2.2.1	Name:	Mandy Bellamy
6.2.2.2	Telephone Number:	+ 27 (0) 21 529 9699

6.2.3 **CapeGate**

6.2.3.1	Name:	Craig Holmwood
6.2.3.2	Telephone Number:	+ 27 (0) 21 981 2230

6.2.4 **Clearwater Mall**

6.2.4.1	Name:	Kelly Belman
6.2.4.2	Telephone Number:	+ 27 (0) 11 288 5260

6.2.5 **Hyde Park Corner**

6.2.5.1	Name:	Muhammad Varachia
6.2.5.2	Telephone Number:	+ 27 (0) 11 788 5530

6.2.6	**Rosebank Mall**	
6.2.6.1	Name:	Muhammad Varachia
6.2.6.2	Tel:	+ 27 (0) 11 788 5530
6.2.7	**Somerset Mall**	
6.2.7.1	Name:	Nicholas Oliphant
6.2.7.2	Telephone Number:	+ 27 (0) 21 852 7114
6.2.8	**Table Bay Mall**	
6.2.8.1	Name:	Zeenit Ali
6.2.8.2	Telephone Number:	+ 27 (0) 11 447 0090
6.2.9	**The Glen**	
6.2.9.1	Name:	Glen Maboe
6.2.9.2	Telephone Number:	+ 27 (0) 11 435 9252
6.2.10	**Woodlands**	
6.2.10.1	Name:	Rendani Phaswana
6.2.10.2	Telephone Number:	+ 27 (0) 12 997 9460
6.2.11	**Accounts**	
6.2.11.1	Name:	Vasti Booysen
6.2.11.2	Telephone Number:	+ 27 (0) 11 447 0090
6.2.12	**Facilities**	
6.2.12.1	Name:	Theuns Eksteen
6.2.12.2	Telephone Number:	+ 27 (0) 11 447 0090
6.2.13	**Human Resources**	
6.2.13.1	Name:	Igsaan Hendricks
6.2.13.2	Telephone number:	+27 (0)11 447 0090

6.2.14 **Information Technology**

6.2.14.1	Name:	Neil Govender
6.2.14.2	Telephone Number:	+ 27 (0) 11 447 0090

6.2.15 **Legal**

6.2.15.1	Name:	Zeenit Ali
6.2.15.2	Telephone Number:	+ 27 (0) 11 447 0090

6.2.16 **Marketing**

6.2.16.1	Name:	Riegardt Marais
6.2.16.2	Telephone Number:	+ 27 (0) 11 447 0090

7. PAIA GUIDE

7.1 To assist a requester who is not familiar with PAIA, the Information Regulator has prepared the Guide on how to exercise any right that may be available to a requester in terms of PAIA or POPIA.

7.2 The Guide explains PAIA in an easily and comprehensible manner and is available in 11 official languages and in braille.

7.3 The Guide contains (amongst other things) the description of-

7.3.1 the objective of PAIA and POPIA;

7.3.2 the manner and form of a request for-

7.3.2.1 access to a record;

7.3.2.2 the assistance available from the Information Officer;

7.3.2.3 the assistance available from the Information Regulator;

7.3.2.4 all remedies that may be available in law regarding a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

7.3.2.4.1 a complaint to the Information Regulator; and

7.3.2.4.2 an application to a court against a decision taken by Hyprop or by the Information Regulator.

7.4 Any requester may inspect or make copies of the Guide from the offices of Hyprop or from the offices of the Information Regulator, during normal business hours.

7.5 The Guide may also be obtained-

7.5.1 upon request to the Information Officer in terms of the prescribed form attached to this Manual as **Schedule 1**;

7.5.2 from the website of the Information Regulator (https://www.justice.gov.za/inforeg/).

7.6 A copy of the Guide is also available for inspection at Hyprop's head office (referred to in clause 5 above) during Hyprop's business hours in the following two official languages: English and IsiZulu. These two Guides are also available on the Hyprop website at https://www.hyprop.co.za.

7.7 If you have any queries in respect of the Guide, please contact the Information Regulator directly at:

7.7.1 Name: Information Regulator (South Africa)

7.7.2 Address: J D House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

7.7.3 Postal Address: P O Box 31533, Braamfontein, Johannesburg, 2017

7.7.4 Complaints Email: PAIAComplaints@inforegulator.org.za

7.7.5 General Enquiries Email: enquiries@inforegulator.org.za

8. RECORDS THAT ARE AUTOMATICALLY AVAILABLE TO THE PUBLIC WITHOUT A REQUEST IN TERMS OF PAIA

8.1 At the time of the publication of this Manual, the Minister has not yet published the category of records which are automatically available without a person having to request access thereto in terms of PAIA.

8.2 However, the table below contains a description of the records that are automatically available to any person on the Hyprop website (https://www.hyprop.co.za) as well as the records that are available on request and it is therefore not necessary to make an application in the prescribed form for these records.

Category of Record	**Type of Information**	**Available on Website**	**Available on Request**
Company Documentation	Integrated Reports	x	x
	Annual Results		
	Interim Results	x	
	Investment Presentations	x	
	Webcast Archive	x	

	Pre-Close Webcast Meetings	x	
	Investment Calendar	x	
	Debt Capital Market Programme		
	Privacy Policy	x	
	Share Price	x	
	Analyst Coverage	x	
	Contact Details of Investment Officer and Investor Relations	x	x
	List of Shopping Centres owned by Hyprop	x	x

9. **RECORDS HELD BY HYPROP IN ACCORDANCE WITH OTHER LEGISLATION**

The table below contains a description of the records held by Hyprop in terms of other legislation. These records are not automatically available. The list below is not exhaustive.

Category of Record	**Type Of Record**	**Applicable Legislation**
Buildings	• Compliance Records	National Building Regulations and Building Standards Act, 103 of 1977
Occupational Health and Safety	• Health and Safety Compliance Records	Occupational Health and Safety Act, 85 of 1993
Promotional Competitions	• Promotional Competitions	Consumer Protection Act, 68 of 2008

10. **RECORDS HELD WHICH ARE NOT AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 51(1)(e) OF PAIA**

The table below includes (without limitation) a description of the records that are not automatically available without a request in terms of PAIA. The requester must complete a request for a record in the prescribed manner as described in this Manual and in the form attached hereto as **Schedule 2** (**Form 2** (Request for Access to a Record) (section 51(1)(e) of PAIA) [Regulation7]). A request made in terms of PAIA for any of the records listed in the table below may be refused in accordance with any of the grounds for refusal as contemplated in PAIA.

Subjects on which Hyprop Holds Records	**Category of Record**
Buildings	Occupancy Certificates, Electrical Compliance Certificates and other Regulatory Compliance Documentation
Company Records	• Memorandum of Incorporation • Minutes of meetings of the Board of Directors • Minutes of meetings of Shareholders • Records relating to the appointment of: • Directors; • Auditors; • Secretary; • Public Officer; • Any other Officer. • Share register and other statutory registers and/or records and/or documents • Statutory Returns
Employment Equity	• Employment Equity Plan
Employment	• Training Manuals and Records • Disciplinary Records and Procedures • Employment Contracts • Employee Records • Medical Aid Records • Salary Records • Leave Records • Internal Telephone Lists • Correspondence
Finance	• Accounts • Accounting Records • Financial Records
Income Tax	• PAYE Records • Regional Services Levies • Skills Development Levies • Unemployment Insurance Fund

	• Workmen's Compensation • Value Added Tax • Documents issued to employees for income tax purposes • Records of payments made to the South African Revenue Services • All or any statutory compliances.
Pension Fund	• Pension Records
Promotional Competitions	• Entries to Promotional Competitions
Protection of Personal Information	• POPIA Policy • Records Management Retention and Document Disposal Policy • POPIA Training Policy • All Personal Information
Third Party Records	• All records held by Hyprop in respect of third parties including, without limitation, financial information, contractual agreements and correspondences.
Other	• Administration • Information Technology • Insurance • Intellectual Property • Movable and Immovable Property • Operations • Medical and Health Information

11. PROCESSING OF PERSONAL INFORMATION

11.1 POPIA

Hyprop Processes personal information in accordance with the provisions contained in POPIA. As set out in Hyprop's Privacy Policy, Hyprop will Process personal information in accordance with the minimum conditions for the lawful Processing of personal information as contemplated in POPIA.

11.2 **Purpose of Processing Personal Information**

11.2.1 Hyprop will use and process your personal information in the ordinary course of its business and for purposes of leasing premises, managing and operating our shopping centres. Hyprop will collect, use, disclose or Process your personal information in accordance with Hyprop's Privacy Policy and for the purpose for which it was originally or primarily intended. In certain circumstances, Hyprop may use personal information for other purposes. Hyprop will only do this in accordance with applicable law or if the other purpose is compatible with the original purpose. Hyprop may Process personal information for, without limitation, the following purpose-

11.2.1.1 to pursue its business objectives and strategies;

11.2.1.2 to manage the business relationship with its tenants, customers, clients, shareholders and service providers;

11.2.1.3 to comply with a variety of obligations prescribed by legislation;

11.2.1.4 to manage commercial agreements and services provided to Hyprop;

11.2.1.5 recruitment;

11.2.1.6 to carry out actions for the conclusion and performance of a contract between Hyprop and Data Subjects;

11.2.1.7 to put in place protective mechanisms to protect the Data Subject's and/or Hyprop's legitimate interests including the performance of risk assessments and risk profiles;

11.2.1.8 to obtain as required by law or to protect the respective party's legitimate interests, personal information from a credit bureau or credit provider or credit association information about certain Data Subject's credit record, including personal information in respect of any judgement or default history;

11.2.1.9 to provide as required by law or to protect the respective party's legitimate interests, personal information to credit bureaus, credit providers or credit associations, information about certain Data Subject's credit record, including personal information about any judgement or default history;

11.2.1.10 for the purpose of contacting the Data Subject and attending to the Data Subject's enquiries and requests;

11.2.1.11 for the purpose of providing the Data Subject from time to time with information pertaining to Hyprop, their officers, employees, services and goods and other ad hoc business-related information;

11.2.1.12 to pursue the Data Subject's and/or Hyprop's legitimate interests, or that of a third party to whom the personal information is supplied;

11.2.1.13 for the purpose of providing, maintaining, and improving Hyprop's products and services, and to monitor and analyse various usage and activity trends pertaining thereto;

11.2.1.14 for the purpose of performing internal operations, including the management of employees, employee wellness programs, the performance of all required human resources functions, customer services and enquiries, attending to all financial matters including budgeting, planning, invoicing, facilitating and making payments, making deliveries, sending receipts, and generally providing commercial support, where needed, requested or required;

11.2.1.15 for the purpose of preventing fraud and abuse of Hyprop's processes, systems, procedures and operations, including conducting internal and external investigations and disciplinary enquiries and hearings;

11.2.1.16 to allow for the proper functioning of Hyprop's websites including ensuring that the content displayed is correct and to protect against and prevent misuse.

11.3 **Categories of Data Subjects**

A description of the categories of Data Subjects and of the information or categories of personal information relating to such Data Subjects include (without limitation) the following-

Categories of Data Subjects	**Personal Information that may be Processed**
Tenants	Natural Person: name, physical and postal address, identity number or passport number, date of birth, age, tax related information, nationality, gender, banking information and including account numbers, credit information, confidential correspondence, VAT Numbers, CCTV footage, photographic images.
Tenants	Juristic Person: registration number, names of contact persons, name of legal entity, physical and postal address and contact details, financial information including

	account numbers, company records and documents, tax related information, authorised signatories, bank details, credit information, VAT numbers, CCTV footage, photographic images.
Service Providers	Name, address, identity numbers, date of birth, tax related information, nationality, gender, bank details, confidential correspondence, VAT numbers, CCTV footage.
Directors and shareholders	Identity numbers, gender, age, names, physical address, photographic images, CCTV footage, address and contact details.
Employees/temporary employees/ family members	Gender, pregnancy, marital status, race, age, language, education information, financial information, employment history, identity number, next of kin, children's name (including gender, age, school, grades), physical and postal address, contact details, opinions, criminal behaviour and/or criminal records, well-being, medical and health related information, religion, tax related information, disability, disciplinary procedures, banking details, CCTV footage, photographic images, biometric data.
Customers	Name, identity number, gender, age shopping interests, commercial interests, photographic images, customer profile, children's names (including gender and age), email address, contact details, CCTV footage.

11.4 **Disclosure of Personal Information to Third Parties**

Hyprop may disclose personal information to the following potential recipients in the table below. This list is not exhaustive.

Category of Personal Information	**Recipients or Categories of Recipients to whom Personal Information may be disclosed**
Personal Information of Tenants, Employees, Customers, Shareholders, Directors	• Advisors • Service Providers • Associates
Identity Number and names for Criminal Checks	• South African Police Services • Recruitment Specialists
Credit and Payment History of Tenants	• Credit Bureaux
Qualification Verification	• Recruitment Specialists
Promotional Competitions and Exhibitions	• Service Providers • Sponsors
Tax Related Information	• South African Revenue Services

11.5 **Cross Border Transfers of Personal Information**

11.5.1 Personal information may be transferred out of the Republic of South Africa provided that the jurisdiction to which the data is transferred has adopted data protection laws substantially similar to POPIA. Where Hyprop transfer's personal information to jurisdictions that may not provide substantially similar data protection to POPIA then, to the extent required, Hyprop will require the recipient of the personal information to contractually agree to-

11.5.2 only Process such personal information in accordance with Hyprop's written instructions; and

11.5.3 use appropriate and reasonable measures to protect the confidentiality and security of such personal information.

11.6 **Data Security**

11.6.1 Hyprop employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or Processing of personal information. These measures include:

11.6.1.1 Firewalls;

11.6.1.2 Virus protection software and update protocols;

11.6.1.3 Logical and physical access control;

11.6.1.4 Secure setup of hardware and software making up our information technology infrastructure; and

11.6.1.5 Outsourced service providers who are contracted to implement security controls.

11.7 **Privacy Policy**

For further details about how Hyprop's Processes your personal information, please have regard to Hyprop's Privacy Policy. This policy is available on Hyprop's website.

12. PROCEDURE TO REQUEST ACCESS TO A RECORD

12.1 To request a record in terms of PAIA, the requestor must complete the prescribed form attached to this Manual as **Schedule 2** (**Form 2 of PAIA**). The requestor must submit this form to the Information Officer at the postal, physical or electronic mail address referred to under clause 5 and clause 6.1 of this Manual.

12.2 For POPIA related personal information, a Data Subject –

12.2.1 may object to the Processing of personal information in terms of section 11 (3) of POPIA by completing the prescribed form attached to this Manual as **Schedule 3** (**Form 1 of POPIA** [Regulation 2 of POPIA]) and submitting this form to the Information Officer at the addresses referred to in clause 5 and clause 6.1 of this Manual;

12.2.2 may request the correction or deletion of personal information or the destroying or deletion of a record of personal information in terms of section 24 (1) of POPIA by completing the prescribed form attached to this Manual as **Schedule 4** (**Form 2 of POPIA** [Regulation 3 of POPIA]) and submitting this form to the Information Officer at the addresses referred to in clause 5 and clause 6.1 of this Manual;

12.2.3 may request access to a record in terms of PAIA as contemplated in clause 12.1 above; and

12.2.4 has the right to request Hyprop to confirm, free of charge, whether it holds personal information about the Data Subject and may request from Hyprop the record or the description of the record held, including information about the identity of all third parties, or categories of third parties, who have, or have had access to their personal information.

12.3 The prescribed form must contain sufficient particularity in order to enable the Information Officer to identify-

12.3.1 the records requested;

12.3.2 the identity of the requester;

12.3.3 which form of access is required; and

12.3.4 the postal address or email address of the requester in the Republic of South Africa.

12.4 The requester must identify the right that the requester is seeking to protect or exercise.

12.5 The requester must provide an explanation as to why the requested record is required for the exercise or protection of any right.

12.6 If in addition to a written reply, the requester must indicate if the requester wishes to be informed of the decision in respect of the request in any other manner i.e., by email, hard copy etc.

12.7 The requester must submit proof of identity when making a request for access to a record. If the request is made on behalf of another person, then the requester must submit proof of the capacity in terms of which the requester is making the request.

12.8 Should an individual be unable to complete the prescribed form because of illiteracy, disability or any other reason, such individual must submit such request orally to the Information Officer.

12.9 It is important to note that the successful completion and submission of an access request form does not automatically allow the requester access to the requested record.

13. PAYMENT OF FEES

13.1 PAIA provides for two types of fees, namely-

13.1.1 a request fee, payable by a requester, other than a personal requester, which will be a standard non-refundable fee. This fee is payable prior to the request being considered; and

13.1.2 an access fee which is payable by a requester, other than a personal requester, which is calculated by taking into account reproduction costs, search and preparation time as well as postage costs.

13.2 If a requester requests access to a record, the Information Officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing the request.

13.3 If Hyprop is of the view that the search for the record requested by the requester (other than a personal requester) or the preparation of the record for disclosure would require

more than the hours prescribed for this purpose, Hyprop shall notify the requester by notice to pay as a deposit the prescribed portion (being not more than one third) of the access fee, which would be payable if the request is granted.

13.4 Hyprop may withhold a record until the requester concerned has paid the applicable fee.

13.5 A requester whose request has been granted must pay the applicable access fee for the reproduction, search, preparation and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.

13.6 The fee schedule is attached to this Manual as **Schedule 5**.

14. TIME PERIOD FOR CONSIDERATION OF A REQUEST FOR ACCESS TO A RECORD

14.1 Hyprop will inform the requester within 30 (thirty) days ("**the original period**") after the request has been received of its decision whether to grant the request.

14.2 The original period may be extended for a further period of not more than 30 (thirty) days if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would be unreasonable for Hyprop or if the records are not located at Hyprop's offices.

14.3 Should an extension be required, the requester will be notified thereof together with the reasons for the extension.

15. OUTCOME OF THE REQUEST

If the request is refused by Hyprop, the notice to the requester will state the reasons for the refusal including the provisions of PAIA relied on.

16. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS (CHAPTER 4 OF THE ACT)

16.1 Subject to sections 7 and 70 of the Act, the main grounds for Hyprop to refuse a request for information as contemplated in PAIA relates to the following:

16.1.1 Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;

16.1.2 Mandatory protection of commercial information of a third party as defined by PAIA, if the record contains-

16.1.2.1 trade secrets of that third party;

16.1.2.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party; and

16.1.2.3 information disclosed in confidence by a third party to Hyprop, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;

16.1.3 Mandatory protection of confidential information if the disclosure would constitute a breach of a duty or confidence to a third party in terms of any agreement;

16.1.4 Mandatory protection of the safety of individuals and the protection of safety of property;

16.1.5 Mandatory protection of records which would be regarded as privileged in legal proceedings, unless the person so entitled to privilege waives the privilege;

16.1.6 The protection of the commercial activities of Hyprop, which includes-

16.1.6.1 trade secrets of Hyprop;

16.1.6.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Hyprop; and

16.1.6.3 information which if disclosed could put Hyprop at a disadvantage in negotiations or commercial competition;

16.1.6.4 a computer program which is owned by Hyprop, and which is protected by copyright; and

16.1.6.5 the research information of Hyprop or a third party on behalf of Hyprop, if the disclosure would expose the third party, Hyprop or the researcher of the subject matter of the research to serious disadvantage.

17. REMEDIES AVAILABLE ON REFUSAL OF A REQUEST FOR INFORMATION

17.1 Hyprop does not have an internal appeal procedure and as such, the decision made by the Information Officer is final.

17.2 If the request is denied and the requester is dissatisfied with the Information Officer's decision-

17.2.1 the person may, within 30 (thirty) days after receipt of notification of the refusal, lodge an application to a court with the appropriate jurisdiction for relief;

17.2.2 may lodge a complaint with the Information Regulator.

18. AVAILABILITY OF THE MANUAL

18.1 A copy of this Manual is available-

18.1.1 at Hyprop's website: https://www.hyprop.co.za;

18.1.2 at Hyprop's head office for public inspection during normal business hours;

18.1.3 to any person upon request and upon the payment of a reasonable prescribed fee (**Schedule 5**).

19. UPDATING OF THE MANUAL

Please note that Hyprop may update this Manual from time to time by posting the latest version on our website or making it available at our head office for inspection.

Issued by

DESIRÉE NAFTE
INFORMATION OFFICER

SCHEDULE 1

FORM 1: REQUEST FOR A COPY OF THE GUIDE

FORM 1

REQUEST FOR A COPY OF THE GUIDE
(Regulation 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
	Sepedi			Sesotho	
	Setswana			siSwati	
	Tshivenda			Xitsonga	
	Afrikaans			English	
	isiNdebele			isiXhosa	
	isiZulu				

Manner of collection *(mark with "x"):*

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____day of _____20 _____

_____

Signature of requester

FORM 2: REQUEST FOR ACCESS TO RECORD

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			

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (*If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)*

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

TYPE OF RECORD

*(Mark the applicable box with an "**X**")*

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	

Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

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

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

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

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

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

Postal address	**Facsimile**	**Electronic communication** ***(Please specify)***

Signed at _____ this _____ day of _____ 20 _____

_____

Signature of Requester / person on whose behalf request is made

---

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	

Deposit (if any):	

_____

Signature of Information Officer

FORM 1: OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

FORM 1

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

4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

Note:

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

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

Contact number(s):	
Fax number/ E-mail address:	
C	**REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)** *(Please provide detailed reasons for the objection)*

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

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

FORM 2: REQUEST FOR CORRECTION OR DELETION OF RECORD

FORM 2

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

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

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

Mark the appropriate box with an "x".

Request for:

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

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

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

Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number/ E-mail address:	
C	**INFORMATION TO BE CORRECTED/DELETED/ DESTRUCTED/ DESTROYED**
D	**REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 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/ designated person

SCHEDULE 5

FEES

No.	**Description**	**Fee in Rands**
1.	Request Fee Payable by Every Requester	140
2.	Photocopy	2,00 per page or part thereof
3.	Printed Copy	2,00 per page or part thereof
4.	For a copy in a computer-readable form on: • Flash drive (to be provided by a requester) (i) Compact Disc • To be provided by a requester • If provided to the requester	 40,00 40,00 60,00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider
6.	Copy of Visual Images	
7.	Transcription of an audio record, per A-4 size	24,00
8.	Copy of an audio record (i) Flash Drive (to be provided by a requester) (ii) Compact Disc • To be provided by a requester • If provided to the requester	 40,00 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 To not exceed a total costs of:	145,00 435,00
10.	deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8
11.	Postage, email or any other electronic transfer	Actual expense (if any)