PAIA MANUAL · CAPE TOWN, SOUTH AFRICA

PAIA Manual

CGI Global (Pty) Ltd. Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000.

CGI Global (Pty) Ltd
15 Clifford Street, Ottery, Cape Town, 7800
www.cgiglobal.com

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PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

PAIA Manual

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01 Right of access to information

1.1 Introduction

The 1996 South African Constitution, by providing a statutory right of access on request to any record held by the state as well as access to records held by private bodies, entrenches the fundamental right to access to information.

The Promotion of Access to Information Act 2 of 2000 ("the Act"), which came into effect on 9 March 2001, seeks to advance the values of transparency and accountability in South Africa and provides the mechanism for requesters to exercise and protect their constitutional right to request access to a record.

The Act establishes the following statutory rights of requesters to any record of a private body if:

- that record is required for the exercise or protection of any of his or her legal rights;
- that requester complies with all the procedural requirements; and
- access is not refused in terms of any ground referred to in the Act.

In terms of the Act, private bodies are required to publish a manual to assist requesters who wish to request access to a record.

1.2 Availability of the CGI Global (Pty) Ltd PAIA Manual and entry point for requests

This document serves as the CGI Global (Pty) Ltd PAIA Manual ("the Manual") in accordance with the requirements of section 51 of the Act to facilitate access to records held by CGI Global (Pty) Ltd.

A copy of this Manual is available to any member of the public in PDF ("Portable Document Format") on the website of CGI Global (Pty) Ltd at www.cgiglobal.com, or on request from the Information Officer referred to in this Manual.

CGI Global (Pty) Ltd endorses the spirit of the Act and believes that this Manual will assist requesters in exercising their rights. In summary, the Manual provides information on the:

- contact details of the Information Officer;
- structure and functions of CGI Global (Pty) Ltd;
- subjects and categories of records that are held by CGI Global (Pty) Ltd; and
- procedure that needs to be followed and criteria that must be met by a requester to request access to a record.

1.3 Who may request access to information

The Act provides that a requester is only entitled to access to a record if the record is required for the exercise or protection of a right. Only requests for access to a record where the requester has satisfied the Information Officer that the record is required to exercise or protect a right will be considered. A requester may act in different capacities in making a request for a record. This will influence the amount to be charged when a request has been lodged. Requesters may make a request as:

- a personal requester who requests a record about him/herself;
- an agent requester who requests a record on behalf of someone else, with that person's consent and where it is required for the protection of that person's legal right;
- a third-party requester who requests a record about someone else, with that person's consent and where it is required for the protection of that person's legal right; and
- a public body, which may request a record if:
  - it fulfils the requirements of procedural compliance;
  - the record is required for the exercise or protection of a right; and
  - no grounds for refusal exist.

1.4 Contact details for the Information Officer: Sec 51(1)(a)

The Chief Executive Officer of CGI Global (Pty) Ltd has delegated his powers to the Information Officer below in terms of the Act, to handle all requests on CGI Global (Pty) Ltd's behalf and ensure that the requirements of the Act are administered in a fair, objective and unbiased manner.

INFORMATION OFFICER	Shaun Rosenstein
PHYSICAL ADDRESS	15 Clifford Street, Ottery, Cape Town, 7800
POSTAL ADDRESS	As above
TELEPHONE	021 710 7500
EMAIL	info@cgiglobal.com

1.5 Confidentiality and Access to Information Policy

CGI Global (Pty) Ltd will protect the confidentiality of information provided to it by third parties, subject to CGI Global (Pty) Ltd's obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information. If access is requested to a record that contains information about a third party, CGI Global (Pty) Ltd is obliged to attempt to contact this third party to inform them of the request.

This gives the third party the opportunity of responding, either by consenting to the access or by providing reasons why the access should be denied. In the event that the third party furnishes reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted or not.

1.6 Guidance to requesters: Sec 51(1)(b)(i)

The Information Regulator is required in terms of section 10 of the Act to update and make available the guide (originally compiled by the South African Human Rights Commission) that contains information to assist a person wishing to exercise a right in terms of the Act and the Protection of Personal Information Act 4 of 2013 ("POPI Act").

The guide is available from the Information Regulator at www.inforegulator.org.za. You may also request any additional information to assist you in making a request from the Information Regulator, using the contact details in section 4.9.

02 CGI Global (Pty) Ltd structure

2.1 Scope

This Manual has been prepared in respect of CGI Global (Pty) Ltd, which includes its wholly owned subsidiary Creative Branding Solutions (Pty) Ltd.

The scope of this Manual excludes CGI Global (Pty) Ltd operations outside South Africa, and serves to provide a reference regarding the records held by CGI Global (Pty) Ltd at its registered office in Cape Town and its various operations.

2.2 Profile and structure

CGI Global (Pty) Ltd's purpose is to provide printing-related services.

03 Classes of records

3.1 Automatic disclosure: Sec 51(1)(b)(ii) — records automatically available to the public

The following records are automatically available at the registered office of CGI Global (Pty) Ltd on payment of the prescribed fee for reproduction:

- Documentation and information relating to CGI Global (Pty) Ltd which is held by the Companies and Intellectual Property Commission in accordance with the requirements set out in section 25 of the Companies Act 71 of 2008.
- Product and promotional brochures.
- News and other marketing information.

3.2 Legislative requirements: Sec 51(1)(b)(iii) — records available in accordance with other legislation

Records are kept in accordance with such other legislation as is applicable to CGI Global (Pty) Ltd, which includes, but is not limited to:

- Banks Act 94 of 1990
- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Civil Proceedings Evidence Act 25 of 1965
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Constitution of the Republic of South Africa, 1996
- Copyright Act 98 of 1978
- Consumer Protection Act 68 of 2008
- Criminal Procedure Act 51 of 1977
- Customs and Excise Act 91 of 1964
- Deeds Registries Act 47 of 1937
- Debt Collectors Act 114 of 1998
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Finance Act 2 of 2007
- Income Tax Act 58 of 1962
- Insolvency Act 24 of 1936
- Labour Relations Act 66 of 1995
- Long-term Insurance Act 52 of 1998
- Magistrates' Courts Act 32 of 1944
- Non-profit Organisations Act 71 of 1997
- Occupational Health and Safety Act 85 of 1993
- Patents Act 57 of 1978
- Pension Funds Act 24 of 1956
- Protection of Information Act 84 of 1982
- Short-term Insurance Act 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- South African Revenue Service Act 34 of 1997
- Statistics Act 6 of 1999
- Tax on Retirement Funds Act 38 of 1996
- Trust Property Control Act 57 of 1988
- Unemployment Insurance Act 63 of 2001
- Value-Added Tax Act 89 of 1991

Although CGI Global (Pty) Ltd has supplied a list of applicable legislation to the best of its ability, it is possible that the above list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a requester access on a basis other than that set out in the Act, we shall update the list accordingly.

3.3 Records held by CGI Global (Pty) Ltd: Sec 51(1)(b)(iv) — subjects and categories

REF	SUBJECT	CATEGORIES OF RECORDS
3.3.1	**Corporate affairs and communications**	Media releases · Newsletters and publications · Corporate social investment · Public corporate records

3.3.2	**Corporate secretariat and governance**	Applicable statutory documents · Annual reports · Board of Directors and Board Committee terms of reference · Codes of conduct · Executive Committee meeting minutes · Legal compliance records · Memoranda of Incorporation · Minutes of shareholders' meetings · Policies and procedures · Share certificates · Shareholder agreements · Share registers · Strategic plans · Statutory returns to relevant authorities
3.3.3	**Finance and taxation**	Policies and procedures · Accounting records · Annual financial statements · Audit reports · Capital expenditure records · Investment records · Invoices and statements · Management reports · Purchasing records · Sale and supply records · Tax records and returns · Transactional records
3.3.4	**Human resources**	Education and training records · Employee benefit records · Employment contracts · Employee information · Policies and procedures · Group life · Leave records · Medical records · Pension and retirement funding records · Study assistance scheme/s · Tax returns of employees · UIF returns
3.3.5	**Information technology**	Agreements · Disaster recovery · Hardware and software packages · Policies and procedures · Internal systems support and programming · Licences · Operating systems
3.3.6	**Intellectual property**	Agreements relating to intellectual property · Copyrights
3.3.7	**Legal**	Complaints, pleadings, briefs and other documents pertaining to any actual or pending litigation, arbitration or investigation · Material licences, permits and authorisations
3.3.8	**Sales, marketing and communication**	Brochures, newsletters and advertising material · Client information · Marketing brochures · Marketing strategies · Product brochures · Policies and procedures

04 Processing of personal information in terms of the POPI Act

4.1 Processing of personal information of data subjects: Sec 51(1)(c)(i)

CGI Global (Pty) Ltd processes personal information of data subjects for the following purposes:

- Fulfilling its statutory obligations in terms of applicable legislation;
- Verifying information provided to CGI Global (Pty) Ltd;
- Obtaining information necessary to provide contractually agreed services;
- Monitoring, maintaining and managing contractual obligations to customers, clients, suppliers, service providers, employees, directors and other third parties;
- Marketing and advertising;
- Resolving and tracking complaints;
- Monitoring and securing the assets, employees and visitors to the premises of the company;
- Historical record keeping, research and recording statistics necessary for fulfilling our business objectives.

4.2 Categories of personal information processed: Sec 51(1)(c)(ii)

CGI Global (Pty) Ltd may process the personal information of the following categories of data subjects. This includes current, past and prospective data subjects:

- Customers and employees, representatives, agents, contractors and service providers of such customers;
- Suppliers, service providers to and vendors of CGI Global (Pty) Ltd, and employees, representatives, agents, contractors and service providers of such suppliers and service providers;
- Directors and officers of CGI Global (Pty) Ltd;
- Shareholders;
- Job applicants;
- Visitors to any premises of CGI Global (Pty) Ltd;
- Complainants, correspondents and enquirers.

4.3 Nature of personal information processed: Sec 51(1)(c)(ii)

The nature of personal information processed in respect of the data subjects listed above may include:

- Name, identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- Biometric information;
- Information relating to the education or the medical, financial, criminal or employment history of the data subject;
- Information relating to the race, gender, marital status, national origin, age, disability, language and birth of the data subject;
- The personal opinions, views or preferences of the data subject;
- Confidential correspondence sent by the data subject;
- The views or opinions of another individual about the data subject.

4.4 Recipients to which information may be supplied: Sec 51(1)(c)(iii)

CGI Global (Pty) Ltd may supply personal information to the following recipients:

- Regulatory, statutory and government bodies;
- Suppliers, service providers, vendors, clients, agents and representatives of CGI Global (Pty) Ltd;
- Employees of CGI Global (Pty) Ltd;
- Shareholders and other stakeholders;
- Third-party verification agencies and credit bureaux;
- Collection agencies;
- Banks and other financial institutions.

4.5 Planned or prospective transborder flow of personal information: Sec 51(1)(c)(iv)

Personal information of data subjects may be transferred across borders due to the hosting of some of CGI Global (Pty) Ltd's infrastructure in foreign jurisdictions. Data subjects' personal information may also be transferred across borders to other countries where CGI Global (Pty) Ltd has a physical presence, or may be providing services or performing in terms of its contractual obligations.

4.6 Security measures to ensure confidentiality, integrity and availability of personal information: Sec 51(1)(c)(v)

CGI Global (Pty) Ltd continuously establishes and maintains appropriate, reasonable technical and organisational measures to ensure that the integrity of the personal information in its possession or under its control is secure, and

that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access, by having regard to the requirements set forth in law, in industry practice and in generally accepted information security practices and procedures which apply.

4.7 Specific policies relating to the protection of personal information

The following policies, pertaining to the protection of personal information as contemplated in the Protection of Personal Information Act 4 of 2013, can be obtained from the company:

- Protection of Personal Information Policy
- Personal Information Retention Policy
- Data Breach Policy
- Data Subject Access Request Policy

4.8 Form to be used to request access to personal information

The form to be used to request access to personal information of a data subject is Form 1 under Annexure B of this Manual.

4.9 Details of the Information Regulator

PHYSICAL ADDRESS	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
POSTAL ADDRESS	PO Box 31533, Braamfontein, Johannesburg, 2017
TELEPHONE	010 023 5200 · Toll-free 0800 017 160
GENERAL ENQUIRIES	enquiries@inforegulator.org.za
PAIA COMPLAINTS	PAIAComplaints@inforegulator.org.za
POPIA COMPLAINTS	POPIAComplaints@inforegulator.org.za
WEBSITE	www.inforegulator.org.za

05 Access procedures and requests

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 CGI Global (Pty) Ltd.

> **NB.** Requests for access to personal information as contemplated in the Protection of Personal Information Act 4 of 2013 are dealt with and prescribed in terms of the company's Data Subject Access Request Policy, which can be obtained from Shaun Rosenstein at info@cgiglobal.com or 021 710 7500. Annexure B is to be completed and submitted to the company.

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 does not automatically allow the requester access to the requested record.

An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3, Chapter 4 of the Act.

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

5.1 Guidance on the prescribed Request for Access Form: Sec 51(1)(b)(iv)

In order for CGI Global (Pty) Ltd to facilitate access to a record, a requester will need to complete the prescribed Request for Access to a Record Form attached as Annexure A. The prescribed form must be completed in full. Failure to do so will result in the process being delayed until all information is provided.

CGI Global (Pty) Ltd will not be held liable for delays due to receipt of incomplete forms. Due cognisance should be taken of the following instructions when completing the form, because the Information Officer shall not process any request for access to a record until satisfied that all requirements have been met.

Proof of identity is required to authenticate the requester's identity. If the requester acts as an agent requester, the requester shall provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person, and proof of the identity of the requester as provided above.

- 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 attached to the form.
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

5.2 Submission of the prescribed Request for Access to a Record Form

The completed Request for Access to a Record Form must be submitted either via conventional mail, email or fax, and must be addressed to the Information Officer.

5.3 Payment of prescribed fees

Payment details can be obtained from the Information Officer, and payment can be made via direct deposit (no credit card payments are accepted). Proof of payment must be supplied. Four types of fees are provided for in terms of the Act:

- **Request fee:** an initial, non-refundable R57.00 (incl. VAT) 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.
- **Reproduction fee:** this fee is payable with respect to all records that are automatically available.
- **Access fee:** if the request for access is successful, an access fee may be required to reimburse CGI Global (Pty) Ltd for the costs involved in the search, reproduction and/or preparation of the record, and will be calculated based on the prescribed fees.
- **Deposit:** a deposit of one third (1/3) of the amount of the applicable access fee is payable if CGI Global (Pty) Ltd receives a request for access to information held on a person other than the requester himself/herself and the preparation of the record will take more than six (6) hours. In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

5.4 Notification

CGI Global (Pty) Ltd will, within thirty (30) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The thirty (30) day period within which CGI Global (Pty) Ltd has to decide whether to grant or refuse the request may be extended for a further period of not more than thirty (30) days if the request is for a large volume of information, or the request requires a search for information held at another office of CGI Global (Pty) Ltd and the information cannot reasonably be obtained within the original thirty (30) day period. CGI Global (Pty) Ltd will notify the requester in writing should an extension be sought.

5.5 Records that cannot be found or do not exist

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

06 Grounds for refusal of access to records and appeal

6.1 Grounds for refusal: Chapter 4

The thirty (30) day period within which the Information Officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has complied with all the requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer. Requests may be refused on the following grounds, as set out in the Act:

- Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of commercial information of a third party or CGI Global (Pty) Ltd, if the record contains:
  - trade secrets of the third party or CGI Global (Pty) Ltd;
  - financial, commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of the third party or CGI Global (Pty) Ltd; and
  - information disclosed in confidence by a third party to CGI Global (Pty) Ltd, if the disclosure could put that third party at a disadvantage in contractual negotiations or commercial competition;
- Mandatory protection of certain confidential information of a third party, if disclosure of the record would result in a breach of a duty of confidence owed to that party in terms of an agreement;
- Mandatory protection of the safety of individuals, and the protection of property;
- Mandatory protection of records privileged from production in legal proceedings, unless the legal privilege has been waived; and
- Mandatory protection of research information of a third party and of CGI Global (Pty) Ltd.

6.2 Appeal

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Information Officer's decision, apply to court for appropriate relief.

07 Prescribed fees: Sec 92

7.1 Reproduction fees

The applicable fees (excluding VAT) for reproduction as referred to above are:

ITEM	FEE (EXCL. VAT)
Every photocopy of an A4-size page or part thereof	R3.90
Every printed copy of an A4-size page or part thereof held on a computer or in electronic form	R4.80
A copy in a computer-readable form: compact disc	R56.00

A transcription of an audio record, per A4-size page or part thereof	Per service-provider quotation

7.2 Request fee

A request fee of R50.00 (excluding VAT) is payable upfront where a requester submits a request for access to information on anybody other than the requester.

7.3 Access fees

The applicable fees (excluding VAT) which will be payable are:

ITEM	FEE (EXCL. VAT)
Every photocopy of an A4-size page or part thereof	R3.90
Every printed copy of an A4-size page or part thereof held on a computer or in electronic form	R4.80
A copy in a computer-readable form: compact disc	R56.00
A transcription of an audio record, per A4-size page or part thereof	Per service-provider quotation

7.4 Postage fees

Where a copy of the record needs to be posted, the actual postal fee is payable in addition to the applicable fees.

CERTIFICATIONS, ACCREDITATIONS & AWARDS

08 Annexure A: Request for Access Form — PAIA

Form 2
Request for access to record

REGULATION 7

> **Note:** 1. Proof of identity must be attached by the requester. 2. If the request is made on behalf of another person, proof of such authorisation must be attached to this form.

TO: THE INFORMATION OFFICER
ADDRESS
EMAIL ADDRESS
FAX NUMBER

☐ Request is made in my own name ☐ Request is made on behalf of another person

Mark with an "X".

PERSONAL INFORMATION

FULL NAMES
IDENTITY NUMBER
CAPACITY IN WHICH REQUEST IS MADE (WHEN MADE ON BEHALF OF ANOTHER PERSON)
POSTAL ADDRESS
STREET ADDRESS
EMAIL ADDRESS
CONTACT NUMBERS – TEL. (B) / FAX / CELL

PERSON ON WHOSE BEHALF REQUEST IS MADE (IF APPLICABLE)

FULL NAMES
IDENTITY NUMBER
POSTAL ADDRESS
STREET ADDRESS
EMAIL ADDRESS

CONTACT NUMBERS – TEL.
(B) / FAX / CELL

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 (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)
- ☐ Email 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 from 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

09 Annexure B: Request for Access Form — POPIA

CGI Global (Pty) Ltd
Subject access request form

PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

Important information

CGI Global (Pty) Ltd collects, holds, and processes certain personal information about our customers, suppliers, and employees ("data subjects"). As a data subject, you have a legal right under the Protection of Personal Information Act to find out about our use of your personal information, as follows:

- Confirmation that your personal information is being processed by us;
- Access to your personal information;
- How we use your personal information and why;
- Details of any sharing or transfers of your personal information;
- How long we hold your personal information;
- Details of your rights under the Protection of Personal Information Act including, but not limited to, your rights to withdraw your consent to our use of your personal information at any time and/or to object to our processing of it.

Please complete the required information and return it to us by email addressed to:

INFORMATION OFFICER	Shaun Rosenstein
EMAIL	info@cgiglobal.com

After receiving your subject access request, we may contact you to request additional supporting information and/or proof of your identity. This helps us to safeguard your privacy and personal information.

We will respond to all data subject access requests within one month of receipt and will aim to provide all required information to you within the same period. If we require further proof of ID, or if your request is unusually complicated, we may require more time and will inform you accordingly.

CGI Global (Pty) Ltd
Subject access request — Form 1

ANNEXURE B

YOUR DETAILS

TITLE

NAME(S)

SURNAME

ADDRESS

TELEPHONE NUMBER

EMAIL ADDRESS

INFORMATION BEING REQUESTED

Please provide specific details (along with any relevant dates) of the information being requested and any additional information that may help us to locate your personal information and to confirm your identity.

By completing this form, you are making a subject access request under the Protection of Personal Information Act for personal information collected, processed, and held about you by us that you are entitled to receive.

WHAT OUTCOME DO YOU WANT PERTAINING TO THE INFORMATION REQUESTED ABOVE?

PURPOSE	TICK IF APPLICABLE
Nothing, I just want to know what personal information you have of me under your control.	☐
I want to object to the processing of my personal information for the following reasons (provide detailed information / substantiate your request and, if necessary, attach additional information to this document):	☐
I want to request the correction of my personal information for the following reasons (provide detailed information / substantiate your request and, if necessary, attach additional information to this document):	☐
I want you to delete or destroy my personal information for the following reasons (provide detailed information / substantiate your request and, if necessary, attach additional information to this document):	☐

DECLARATION

By signing below, you confirm that you are the data subject named in this Subject Access Request Form. You warrant that you are the individual named and will fully indemnify CGI Global (Pty) Ltd for all losses and expenses incurred if you are not. We cannot accept requests in respect of your personal information from anyone else, including members of your family.

NAME

SIGNATURE

DATE