



PAIA MANUAL

OF

**ROCHE DIABETES CARE SOUTH AFRICA (PTY)
LIMITED**

REGISTRATION NO: 2015/303320/07

Prepared in accordance with

Section 51 of the Promotion of Access to Information Act No. 2 of
2000 ("PAIA") and the Protection of Personal Information Act 4 of
2013 ("POPIA")



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1. INTRODUCTION

- 1.1. The Promotion of Access to Information Act 2 of 2000 ("PAIA", "the Act") gives effect to section 32 of the Constitution of the Republic of South Africa, which provides that everyone has the right to access information held by the State, as well as information held by another person (or private body) when such privately-held information is required for the exercise and protection of rights.
- 1.2. PAIA establishes certain statutory rights of requesters in respect to records held by a public or private body if:
 - 1.2.1. the requested records are necessary for the exercise of any of his or her legal rights;
 - 1.2.2. the requester complies with all the procedural requirements as set out in the PAIA; and
 - 1.2.3. access is not refused in terms of any ground for refusal as contemplated in Chapter 4 of PAIA.
- 1.3. Private bodies are required to compile a PAIA Manual to assist requesters who wish to request access to records.
- 1.4. PAIA further provides listed details that must be contained in the PAIA Manual, and establishes how compliance with POPIA is achieved.

2. PURPOSE, OBJECTIVE, AND SCOPE OF THE PAIA MANUAL

- 2.1. This document serves as Roche Diabetes Care South Africa (Pty) Limited ("Roche Diabetes Care South Africa") PAIA Manual.
- 2.2. The objectives of this PAIA Manual include:
 - 2.2.1. providing for the availability of the PAIA Manual and details of the Information Officer;
 - 2.2.2. identifying the main categories of records held by Roche Diabetes Care South Africa;
 - 2.2.3. providing information available in terms of PAIA and POPIA;
 - 2.2.4. providing requirements applicable for requesting access to records, the refusal of requests for records and prescribed access fees as provided for in the PAIA; and
 - 2.2.5. providing Data Subjects with the right to access their Personal Information, object to the processing of their Personal Information, and to request to rectify, delete or destroy their



Personal Information as held by Roche Diabetes Care South Africa as per Section 5 of POPIA.

3. ABOUT ROCHE DIABETES CARE SOUTH AFRICA

3.1. Roche Diabetes Care South Africa has been pioneering innovative diabetes technologies and services for more than 40 years. More than 5,500 employees in over 100 markets worldwide work every day to support people with diabetes and those at risk to achieve more time in their target ranges and experience true relief from the daily therapy routines.

3.2. As a Global leader in integrated Personalized Diabetes Management (iPDM), Roche Diabetes Care South Africa collaborates with thought leaders around the globe, including people with diabetes, caregivers, healthcare providers and payers. Roche Diabetes Care South Africa aims to transform and advance care provision and foster sustainable care structures. Under the brands Roche Diabetes, Accu-Chek and mySugr, comprising glucose monitoring, insulin delivery systems and digital solutions, Roche Diabetes Care South Africa unites with its partners to create patient-centred value.

3.3. By building and collaborating in an open ecosystem, connecting devices and digital solutions as well as contextualizing relevant data points, Roche Diabetes Care South Africa enables deeper insights and a better understanding of the disease, leading to personalized and effective therapy adjustments. For better outcomes and true relief. Since 2017, mySugr one of the most popular diabetes management apps as part of Roche Diabetes Care South Africa.

3.4. For more information visit: www.rochediabetescaremea.com

4. CONTACT DETAILS

Physical Address:	Building E, Hertford Office Park, 90 Bekker Road, Vorna Valley, Midrand Number: +27 11 504 4600
Head of Private Body:	Susan Snell



The responsibility for the administration of and compliance with PAIA and POPIA has been delegated to the Deputy Information Officer. Requests pursuant to the provisions of the abovementioned Acts should be directed as follows:

Deputy Information Officer: Thembi Zwane

E-mail address: midrand.privacydc@roche.com

5. PAIA GUIDES

5.1. The Information Regulator has, in terms of section 10 of PAIA, as amended, made available PAIA Guides, in an easily comprehensible form and manner, as may reasonably be required by a requester who wishes to exercise any right contemplated in PAIA and POPIA.

5.2. The Guide has been published in the following languages:

- (i) Afrikaans version of the Guide is accessible [here](#);
- (ii) English version of the Guide is accessible [here](#);
- (iii) isiXhosa version of the Guide is accessible [here](#);
- (iv) isiZulu version of the Guide is accessible [here](#);

5.3. Should the requester wish to access the PAIA Guide, the requester may request a copy of the Guide by completing and submitting [Annexure 1](#), attached hereto.

5.4. The requester may also inspect the guide at Roche Diabetes Care offices during normal business hours.

5.5. The requester may also request a copy of the PAIA Guide from Information Regulator at the following details:

JD House, 27 Stiemens Street P.O. Box 31533

Braamfontein

Johannesburg

2001

Tel: 010 023 5200



Email: PAIACompliance.IR@justice.gov.za

Website: www.inforegulator.org.za

6. AVAILABILITY OF THE MANUAL

6.1. A copy of this PAIA Manual is available to the public, for inspection, on Roche Diabetes Care South Africa website at www.rochediabetescaremea.com.

6.2. This PAIA Manual is further available for inspection, free of charge, as a hard copy at Roche Diabetes Care South Africa's office, during normal business hours, located at;

Building E, Hertford Office Park, 90 Bekker Road,
Vorna Valley, Midrand.

6.3. This PAIA Manual may be updated from time to time, as and when required.

7. APPLICABLE LEGISLATION

7.1. Records are kept in accordance with legislation applicable to Roche Diabetes Care South Africa, which includes, but is not limited to, the following:

- Arbitration Act 42 of 1995;
- Audit Profession Act, 26 of 2005;
- Auditing Profession Amendment Act, 5 of 2021;
- Basic Conditions of Employment Act, 7 of 2018;
- Broad-based black economic empowerment Amendment Act 46 of 2013/ Broad-based black economic empower Act, 53 of 2003;
- Carbon Tax Act, 15 of 2019;
- Companies Act, 71 of 2008;
- Companies Amendment Act, 3 of 2011;
- Competition Amendment Act, 18 of 2018;
- Consumer Protection Act, 68 of 2008;
- Customs and Excise Amendment Act, 13 of 2019;
- Customs Control Act, 31 of 2014;
- Customs Duty Act, 30 of 2014;

- Cybercrimes Act, 19 of 2020;
- Disaster Management Act, 16 of 2015;
- Disaster Management Tax Relief Act, 13 of 2020;
- Disaster Management Tax Relief Administration Act, 14 of 2020;
- Division of Revenue Act, 12 of 2009;
- Division of Revenue Act, 9 of 2021;
- Electronic Communications Amendment Act, 1 of 2014;
- Electronic Communications and Transaction Act, 25 of 2002;
- Employment Tax Incentive Act, 26 of 2013;
- Employment Equity Amendment Act, 47 of 2013;
- Employment Services Act, 4 of 2014;
- Financial Matters Amendment Act, 18 of 2019;
- Health Donations Fund Act, 4 of 1978;
- Health Professions Amendment Act, 29 of 2007;
- Income Tax Act, 88 of 1965;
- Insolvency Second Amendment Act, 69 of 2002;
- Insurance Act, 18 of 2017;
- Intellectual Property Laws Amendment Act, 28 of 2013;
- Labour Laws Amendment Act, 10 of 2018;
- Legal Practice Amendment Act, 16 of 2017;
- Medical Schemes Amendment Act, 62 of 2002;
- Medicines and Related Substances Act, 14 of 2015;
- Medicines and Related Substances Amendment Act, 59 of 2002;
- Merchant Shipping Amendment Act, 12 of 2015;
- National Credit Act, 34 of 2005;
- National Credit Amendment Act, 7 of 2019;
- National Environment Management Act, 7 of 1998;
- National Health Amendment Act, 1 of 2013;
- National Health Act, 61 of 2003;
- National Health Laboratory Service Amendment Act, 5 of 2019;
- National Minimum Wage Amendment Act, 3 of 2020;
- National Payment System Amendment Act, 22 of 2004;

- National Public Health Institute of South Africa Act, 1 of 2020;
- National Qualifications Framework Amendment Act, 12 of 2019;
- Occupational Diseases in Mines and Works Amendment Act, 60 of 2002;
- Patent Act, 57 of 1978;
- Occupational Health and Safety Act 85 of 1993;
- Pension Fund Amendment Act, 11 of 2007;
- Promotion of Access to Information Amendment Act, 31 of 2019;
- Protected Disclosures Amendment Act, 5 of 2017;
- Protection of Personal Information Act, 4 of 2013;
- Public Audit Act, 25 of 2004;
- Public Audit Amendment Act, 5 of 2018;
- Public Audit Excess Fee Act, 20 of 2019;
- Public Investment Corporation Amendment Act, 14 of 2019;
- Regulation of Interpretation of Communications and Provision of Communication-related Information Act, 70 of 2002;
- Rates and Monetary Amounts and Amendment of Revenue Act, 22 of 2020;
- Revenue Laws Amendment Act, 2 of 2016;
- Security Services Act, 36 of 2004;
- Skills Development Amendment Act, 31 of 2003;
- Special Pensions Amendment Act, 21 of 2003;
- Tax Administration Laws Amendment Act, 24 of 2020;
- Taxation Laws Amendment Act, 23 of 2020;
- Technology Innovation Agency Act, 26 of 2008;
- The Constitution of the Republic of South Africa, Act 108, 1996;
- Unemployment Insurance Act, 63 of 2001; and
- Value Added Tax Act, 89 of 1991.

8. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

8.1. The following categories of information are automatically available for inspection or photocopying. It is not necessary to request this information in terms of PAIA, and it may be obtained by going onto the company website or by contacting our Information Officer:

8.1.1. public statutory records;



8.1.2. information about Roche Diabetes Care South Africa, which is provided on the Roche website at www.rochediabetescaremea.com;

8.1.3. information about Roche Diabetes Care South Africa's Code of Conduct; and

8.1.4. Roche Diabetes Care South Africa contact details.

9. CATEGORIES OF RECORDS

9.1. The information contained under this clause is intended to identify the main categories of records held by Roche Diabetes Care South Africa, and to assist the requester to gain a better understanding of the main business activities of Roche Diabetes Care South Africa.

9.2. Further assistance in identifying the records held by Roche Diabetes Care South Africa is obtainable from the Information Officer.

9.3. Records, to which the right and manner of access will be provided in accordance with POPIA and PAIA (subject to the restrictions and right of refusal to access provided for in the PAIA), are available in respect to the following (non-exhaustive) aspects of Roche Diabetes Care South Africa businesses and operations:

CORPORATE AFFAIRS AND INVESTOR RELATIONS/COMMUNICATIONS

- Media Releases;
- Newsletters and publications;
- Corporate Social Investment;
- Public corporate records;
- Contracts;
- Policies; and
- Insurance policies.

COMPANIES ACT RECORDS

- Documents of incorporation;



- Memorandum and Articles of Association or Memorandum of Incorporation (as applicable);
- Records relating to the appointment of directors/ auditor/ secretary;
- Public officer and other officers;
- Share Register and other statutory registers;
- Board resolutions and shareholder resolutions; and
- Minutes of board meetings and shareholder meetings.

FINANCIAL RECORDS

- Annual Financial Statements;
- Tax Returns;
- Accounting Records;
- Banking Records;
- Bank Statements;
- Electronic Banking Records;
- Asset Register;
- Rental Agreements; and
- Invoices.

INCOME TAX RECORDS

- PAYE Records;
- Documents issued to Employees for income tax purposes;
- Records of payments made to the South African Revenue Services on behalf of employees;
- All other statutory compliances;
- Value added tax ("VAT");



- Skills Development Levies;
- Unemployment Insurance Fund; and
- Workmen's Compensation.

INTELLECTUAL PROPERTY

- Trademark applications;
- Agreements relating to intellectual property; and
- Copyrights.

PERSONNEL DOCUMENTS AND RECORDS

- Employment Contracts;
- Employment Equity Records;
- Medical Aid Records;
- Pension Fund Records;
- Disciplinary Records;
- Salary Records;
- Disciplinary Code;
- Leave Records;
- Training Records; and
- Training Manuals.

SAFETY, HEALTH AND ENVIRONMENT (SHE) RECORDS

- SHE Policy; and
- Mandatory SHE Records.



REGULATORY AND QUALITY ASSURANCE

- Registration and Licensing with the South African Health Products Regulatory Authority; and
- Quality Policy.

10. REQUEST PROCEDURE TO ACCESS RECORDS

- 10.1. Records, whether specifically listed in this PAIA Manual or not, will only be made available subject to the provisions of PAIA.
- 10.2. The requester must comply with all the procedural requirements contained in the PAIA relating to the request for access to a record.
- 10.3. The requester must complete the prescribed form in [Annexure 2](#) attached hereto and must submit same with payment of a request fee and a deposit, if applicable.
- 10.4. The form must be directed to the Information Officer at the address or electronic mail address set out above in this PAIA Manual.
- 10.5. The requester must complete the prescribed form with sufficient particularity to enable the Information Officer to identify;
 - 10.5.1. the record or records requested;
 - 10.5.2. the identity of the requester;
 - 10.5.3. the form of access is required, if the request is granted; and
 - 10.5.4. the postal address or facsimile number of the requester.
- 10.6. The requester must state the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 10.7. If the request is made on behalf of a person, the requester must submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction

of the Information Officer.

10.8. If a requester is unable to complete the prescribed form due to illiteracy or disability, such individual may make the request verbally, to which the Information Officer will complete **Form 2** of behalf of the requester and provide a copy thereof to the requester.

10.9. The requester will be informed, in writing whether access has been granted or denied. If, in addition, to the written response, the requester wishes to be informed of the decision on the request in any other manner, the requester must state the manner and the necessary particulars to be so informed.

11. FEES

11.1. PAIA provides for two categories of fees, namely:

- 11.1.1. a prescribed request fee, which is currently standard fee of R140 (excl. VAT), and may change from time to time; and
- 11.1.2. an access fee, which is calculated by considering reproduction costs, search and preparation time and cost, as well as postal costs. The aforementioned fees are set out in **Annexure 3**.

11.2. The requester, must by notice made, pay the prescribed fee (if any), and payable to the Information Officer before further processing the request.

11.3. If the search for a record has been made, and the preparation of the record for disclosure would require more than the hours prescribed in the regulation for this purpose; the Information Officer will notify the requester, other than a personal requester, 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.

11.4. Where a decision to grant a request has been taken, the Information Officer may withhold a record until the requester has paid the necessary fees in full.



- 11.5. The requester may lodge a complaint to the Information Regulator or an application with a court against the tender or payment of the request fee or a deposit.
- 11.6. If a deposit has been paid in respect of a request for access, which is refused, the Information Officer must repay the deposit to the requester.
- 11.7. Payment details can be obtained from the Information Officer indicated above and can be made either via a direct deposit (no credit card payments are accepted).
- 11.8. Proof of payment must be supplied to Roche Diabetes Care South Africa together with the applicable request form.

12. DECISION ON REQUEST AND NOTIFICATION

- 12.1. The Information Officer will, as soon as reasonably possible, but in any event within 30 (thirty) days of receipt of the request to access a record, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 12.2. The period of 30(thirty) days may be extended by not more than 30 (thirty) additional days, if the request is for a large volume of records, or the request requires a search for records held at other offices of Roche Diabetes Care South Africa and the records cannot reasonably be obtained within the original 30 (thirty) day period.
- 12.3. The requester will be notified in writing about the reasons explaining the necessity of the extension, should an extension be sought.
- 12.4. The Information Officer must, if a request for access to a record referred to *in Annexure 2* hereto attached, is granted or refused, inform the requester of;
 - 12.4.1. his or her decision; and
 - 12.4.2. the fees payable as provided for in the Regulations, on a form that corresponds substantially with Form 3, hereto attached as [Annexure 4](#), provided that a request for a copy of the guide may not be refused.

- 12.5. If the request for access is granted, the Information Officer will, by notice, state the form in which access will be given.
- 12.6. If the request for access is refused, the notice will provide adequate reasons for the refusal, including the relevant provisions relied on, and advising the requester on how they may lodge an application with the Information Regulator or a court against the refusal of the request, and the procedure (including the period) for lodging the application.

13. GROUNDS FOR REFUSAL TO ACCESS RECORDS

- 13.1. PAIA sets out a number of grounds on which the Information Officer may, or must, refuse the requester's request to access a record. The main grounds on which the Information Officer may or must refuse a request for access to records are as follows, where;

- 13.1.1. the disclosure of the records would involve the unreasonable the unreasonable disclosure of Personal Information about a third party, including a deceased individual;
- 13.1.2. records contains commercial information of Roche Diabetes Care South Africa or a third party. This refers to instances where the records contain:
 - 13.1.2.1. trade secrets;
 - 13.1.2.2. financial, commercial, scientific or technical information of a third party;
 - 13.1.2.3. the disclosure of which would likely cause harm to the financial or commercial interests of that party; and/or
 - 13.1.2.4. information supplied in confidence by a third party, the disclosure of which could put that third party at a disadvantage in negotiations or commercial competition;
 - 13.1.2.5. the disclosure of the requested records would constitute an action for breach or a duty of confidence owed to a third party in terms of an agreement;
 - 13.1.2.6. the disclosure of records could reasonably be expected to endanger the life or physical safety or an individual, or would be likely to prejudice the security of a building, means of transport or any other property; and
 - 13.1.2.7. the records are privileged from production in legal proceedings.

- 13.2. Accordingly, unless where the disclosure is in the public interest, the Information Officer may or must refuse your request to access a record if any of the grounds of refusal set out above are applicable to its disclosure.
- 13.3. Where the request relates to the records of a third party, the third party must be informed of such request within 21 (twenty-one) days of the request being received. The third party will thereafter have 21 (twenty-one) days, after being informed about the request, to make written or oral representations to the Information Officer as to why access to the records must be refused or to provide written consent for the disclosure.

14. APPEAL AGAINST REFUSAL TO GRANT ACCESS

- 14.1. If a requester is aggrieved by the refusal of the Information Officer to grant a request for records, the requester may, upon notification of the Information Officer's decision (or upon his or her deemed refusal in terms of Section 58 of PAIA), apply to court for appropriate relief within the prescribed timeframes as prescribed in the PAIA.
- 14.2. In any event, any person has the right to lodge a complaint with the Information Regulator and request the contact details of the Information Regulator from the Information Officer where the person is of the view that this PAIA Manual or any provision of this PAIA Manual is in contravention of South African legislation.

15. INFORMATION AVAILABLE IN TERMS OF POPIA

- 15.1. In terms of POPIA, the purpose of Processing Personal Information must be contained in this PAIA Manual.
- 15.2. The purpose of processing Personal Information is variable and depends on various factors, such as the nature of the Personal Information, from whom it is collected and the reason it has been collected. Roche Diabetes Care South Africa generally processes Personal Information in the form of hard copy and electronic systems for



purposes of providing customers with solutions and services for use of Roche Diabetes Care South Africa products.

- 15.3. Kindly consult the Roche Diabetes Care South Africa Privacy Policy to obtain further information on the collecting and processing of Personal Information by Roche Diabetes Care South Africa on: www.rochediabetescaremea.com.

- 15.4. The categories of Data Subjects and the categories of Personal Information (which includes Special Personal Information, Children's information and account numbers and unique identifiers) processed by Roche Diabetes Care South Africa include information in relation to:
 - 15.4.1. Customers/ Patients;
 - 15.4.2. Healthcare Professionals;
 - 15.4.3. Employees;
 - 15.4.4. Contractors;
 - 15.4.5. Third Party Service Providers; and
 - 15.4.6. Operators.

- 15.5. The recipients or categories of recipients to whom the Personal Information may be supplied include:
 - 15.5.1. Affiliates;
 - 15.5.2. Customers/Patients;
 - 15.5.3. Healthcare Professionals ;
 - 15.5.4. Third party providers; and
 - 15.5.5. Operators.

- 15.6. The planned cross border flows of Personal Information include:
 - 15.6.1. Customer/Patient Data;
 - 15.6.2. Healthcare Professional Data; and
 - 15.6.3. Employee Data;



15.7. Roche Diabetes Care South Africa has put in place a number of security measures to protect your Personal Information from unauthorized access, improper use, disclosure, loss or destruction. To ensure the confidentiality of your information, Roche Diabetes Care South Africa also uses industry standard firewalls, and password protection. It is, however, your personal responsibility to ensure that the computer you are using is adequately secured and protected against malicious software, such as trojans, computer viruses and worm programs. You should be aware of the fact that without adequate security measures (e.g. secure web browser configuration, up-to-date antivirus software, personal firewall software, no usage of software from dubious sources) there is a risk that the data and passwords you use to protect access to your data, could be disclosed to unauthorized third parties.

15.8. Section 23 of POPIA, as set out below, allows a Data Subject to have access to their Personal Information:

- “1. A Data Subject, having provided adequate proof of identity, has the right to—*
- a. request a responsible party to confirm, free of charge, whether or not the responsible party holds Personal Information about the Data Subject; and*
 - b. request from a responsible party the Records or a description of the Personal Information about the Data Subject held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information—*
 - i. within a reasonable time;*
 - ii. at a prescribed fee, if any;*
 - iii. in a reasonable manner and format; and*
 - iv. in a form that is generally understandable.*
- 2. If a Data Subject is required by a responsible party to pay a fee for services provided to the Data Subject in terms of subsection (1) (b) to enable the responsible party to respond to a request, the responsible party—must give the applicant a written estimate of the fee before providing the services; and may require the applicant to pay a deposit for all or part of the fee.*

3. *A responsible party may or must refuse, as the case may be, to disclose any information requested in terms of subsection (1) to which the grounds for refusal of access to Records set out in the applicable Sections of Chapter 4 of Part 2 and Chapter 4 of Part 3 of the Promotion of Access to Information Act apply.*
4. *The provisions of Sections 30 and 61 of the Promotion of Access to Information Act are applicable in respect of access to health or other Records.*
5. *If a request for access to Personal Information is made to a responsible party and part of that information may or must be refused in terms of subsection (4)(a), every other part must be disclosed.”*

15.9. Section 24 of POPIA provides for correction of Personal Information as follows:

“1. A Data Subject may, in the prescribed manner, request a responsible party to;

- a. correct or delete Personal Information about the Data Subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or*
- b. destroy or delete a record of Personal Information about the Data Subject that the responsible party is no longer authorised to retain in terms of Section 14.”*

15.10. A Data Subject who wishes to give effect to one of the below requests, should complete the following prescribed forms;

15.10.1. objecting to the processing Personal Information, attached hereto as [Annexure 5](#).

15.10.2. request for corrections, deletions or destruction of Personal Information; attached hereto as [Annexure 6](#).

15.11. The Data Subject should complete the attached forms, and provide the relevant requested information.



ANNEXURE 1

FORM 1

REQUEST FOR A COPY OF THE GUIDE

[Regulations 3]

TO: The Information Officer

I,

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

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

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



	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



ANNEXURE 2

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 <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			



Identity Number	
Postal Address	

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

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	



Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	
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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) <i>A request fee must be paid before the request will be considered.</i> b) <i>You will be notified of the amount of the access fee to be paid.</i> c) <i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i> d) <i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>	
Reason	

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

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

Signed at _____ this _____ day of _____ 20 _____



Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer



ANNEXURE 3

FEEES IN RESPECT TO PRIVATE BODIES

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



ANNEXURE 4

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

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

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

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	



Kindly note that your request has been:

- Approved
 Denied, for the following reasons:

4. Fees payable with regards to your request:

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

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

- Yes
 No



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

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

Signed at _____ this _____ day of _____ 20 _____

Information officer



ANNEXURE 5

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, 2017 [Regulation 2(1)]

Note:

- 1. Affidavits or other documentary evidence in support of the objection must 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.

Reference Number....

Form with two main sections: A. DETAILS OF DATA SUBJECT and B. DETAILS OF RESPONSIBLE PARTY. Each section contains fields for Name and surname, Residential, postal or business address, Contact number(s), Fax number, and E-mail address.



Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
C	REASONS FOR OBJECTION <i>(Please provide detailed reasons for the objection)</i>

Signed at this day of20.....

.....
Signature of data subject (applicant)



ANNEXURE 6

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. OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017

[Regulation 3(2)]

Note:

- 1. Affidavits or other documentary evidence in support of the request must 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.

Reference Number....

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.

Table with 2 main sections: A. DETAILS OF THE DATA SUBJECT and B. DETAILS OF RESPONSIBLE PARTY. Includes fields for Surname, Full names, Identity number, Residential, postal or business address, Contact number(s), Fax number, E-mail address.



ANNEXURE 7

DEFINITIONS

Term	Definition
Affiliate	<p>Means in relation to Diabetes Care South Africa:</p> <ul style="list-style-type: none"> - a person which directly or indirectly controls Roche; - a person which is directly or indirectly controlled by Roche; or - a person which is controlled directly or indirectly by the ultimate parent company of Roche. <p>("control" means ownership of 50% (fifty per cent) or more of the voting stock of a company or otherwise having the power to govern the financial and the operating policies or to appoint the management of a person and the case of an Affiliate of Roche, such the Affiliate will not include Chugai Pharmaceutical Co., Ltd., 1-1 Nihonbashi - Muromachi 2-chome, Chuoku, Tokyo, 104-8301).</p>
Child(ren)	A natural person under the age of 18 (eighteen) years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him- or herself.
Consent	The voluntary, specific and informed expression of will in terms of which permission is given for the Processing of Personal Information.
Customer	Refers to any natural or juristic entity that receives services from Roche Diabetes Care South Africa.
Data Subject	The person to whom Personal Information relates.
Employee	Refers to any person who works for or provides services to or on behalf of Roche Diabetes Care South Africa and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Roche Diabetes Care South Africa. This includes, without limitation, directors (executive and non-executive), and all permanent. Temporary and part time staff, as well as contract workers.
Information Officer	Means a person or persons acting on behalf of Roche Diabetes Care South Africa and which is responsible for discharging the duties and responsibilities assigned to the "head" of Roche as prescribed in terms of POPIA and include a Deputy Information Officer.
Information Regulator	The regulatory body empowered to monitor and enforce compliance by public and private bodies with the provisions of the POPIA.
Operator(s)	A person who processes Personal Information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party.
Personal Information	<p>Is information in relation to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, as defined in Section 1 of POPIA.</p> <p>Examples include the following information:</p> <ul style="list-style-type: none"> • Race;



	<ul style="list-style-type: none"> • Gender; • Sex; • Pregnancy; • marital status; • Nationality; • Ethnicity; • Education, medical, financial, criminal or employment history; and <p>Any identifying number, symbol, e-mail address, physical address, telephone number, etc.).</p>
Processing	Any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including - the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; dissemination by means of transmission, distribution or making available in any other form; or merging, linking, as well as restriction, degradation, erasure or destruction of information.
Records	<p>Means any recorded information, regardless of form or medium. Examples include the following:</p> <ul style="list-style-type: none"> • Writing on any material; • information produced; • recorded or stored by means book, map, plan, graph or drawing; and • photograph, film, negative, tape or other device in which one or more visual images <p>which are in the possession or under the control of a responsible party; whether or not it was created by a Responsible Party; and regardless of when it came into existence.</p>
Requester	Means any person making a request for access to records that is under the control of Roche Diabetes Care South Africa.
Responsible Party	Roche Diabetes Care South Africa, alone or in conjunction with others, determines the purpose of and means for processing Personal Information.
Special Personal Information	<p>Special Personal Information as referred to in Section 26 of POPIA which includes the following;</p> <ul style="list-style-type: none"> • religious or philosophical beliefs; • race or ethnic origin; • trade union membership; • political persuasion; • health or sex life; • biometric information of a Data Subject; or <p>criminal behaviour of a Data Subject.</p>