

PAIA Manual

This Manual has been prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, and to address the requirements of the Protection of Personal Information Act 4 of 2013.

PRIVATE BODY Evolv Accountants (Pty) Ltd	REGISTRATION NUMBER [to confirm]
INFORMATION OFFICER Janelle Kettle Chief Executive Officer	VERSION 1.0 · August 2026

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SECTION 01

Definitions

TERM	MEANING
Client	Any natural or juristic person that received or receives services from Evolv Accountants (Pty) Ltd ("Evolv").
Conditions for Lawful Processing	The conditions for the lawful processing of Personal Information as fully set out in Chapter 3 of POPIA and in paragraph 12 of this Manual.
Data Subject	The person to whom Personal Information relates.
Information Officer	The individual identified in paragraph 3 of this Manual.
Information Regulator	The Information Regulator (South Africa), established in terms of section 39 of POPIA, which is responsible for the administration of PAIA and POPIA.
Manual	This manual.
PAIA	The Promotion of Access to Information Act 2 of 2000.
Personal Information	Information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to — ■ information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; ■ information relating to the education or the medical, financial, criminal or employment history of the person; ■ any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; ■ the biometric information of the person; ■ the personal opinions, views or preferences of the person; ■ correspondence sent by the person that is implicitly or explicitly of a private or confidential nature, or further correspondence that would reveal the contents of the original correspondence; ■ the views or opinions of another individual about the person; and ■ the name of the person if it appears with other personal information relating to the person, or if the disclosure of the name itself would reveal information about the person.

SECTION 01 • CONTINUED

Definitions

TERM	MEANING
Personnel	Any person who works for or provides services to or on behalf of Evolv and receives or is entitled to receive remuneration, and any other person who assists in carrying out or conducting the business of Evolv, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.
POPIA	The Protection of Personal Information Act 4 of 2013.
POPIA Regulations	The regulations promulgated in terms of section 112(2) of POPIA.
Private Body	Means — - a natural person who carries or has carried on any trade, business or profession, but only in such capacity; - a partnership which carries or has carried on any trade, business or profession; or - any former or existing juristic person, but excludes a public body.
Processing	Means 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.

Any other terms not defined in this Manual bear the meaning ascribed to them in PAIA or POPIA.

SECTION 02

Introduction

- 2.1 For the purposes of PAIA and POPIA, Evolv is defined as a Private Body. In accordance with its obligations in terms of PAIA and POPIA, Evolv has produced this Manual.
- 2.2 This Manual sets out all information required by both PAIA and POPIA.
- 2.3 This Manual also deals with how requests are to be made in terms of PAIA.
- 2.4 This Manual further establishes how compliance with POPIA is to be achieved.

SECTION 03

Contact details

Business name	Evolv Accountants (Pty) Ltd
Registration number	[to confirm]
Registered office	8 Greenstone Place Stoneridge Office Park Greenstone Hill Johannesburg, 1609 South Africa
Postal address	[to confirm]
Contact number	011 025 1446
Information Officer	Janelle Kettle — Chief Executive Officer
Email address	service@evolvaccountants.co.za
Website	evolvaccountants.co.za

Background information on Evolv and its processing activities is available on the Evolv website.

SECTION 04

Guide of the Information Regulator

- 4.1 A guide to PAIA, and to how information may be accessed in terms of PAIA, has been published pursuant to section 10 of PAIA.
- 4.2 The guide contains the information required by an individual who may wish to exercise their rights in terms of PAIA.
- 4.3 Should you wish to access the guide, you may request a copy from the Information Officer by submitting **Annexure A**, attached hereto, to the details specified above.
- 4.4 You may also inspect the guide at the offices of Evolv during ordinary working hours.
- 4.5 You may also request a copy of the guide from the Information Regulator at the details set out below.

INFORMATION REGULATOR (SOUTH AFRICA)

POSTAL ADDRESS

PO Box 31533, Braamfontein, Johannesburg,
2017

TELEPHONE

+27 10 023 5200

EMAIL

PAIACompliance.IR@justice.gov.za

WEBSITE

inforegulator.org.za

SECTION 05

Latest notices in terms of section 52(2) of PAIA

- 5.1 At this stage, no notice has been published on the categories of records that are available without a person having to request access to them in terms of PAIA.

SECTION 06

Availability of certain records in terms of PAIA

6.1 Evolv holds and processes the records set out below for the purposes of PAIA and POPIA.

6.2 These records may be requested; however, there is no guarantee that a request will be honoured. Each request will be evaluated in terms of PAIA and any other applicable legislation.

PRODUCTS AND SERVICES

All products and services are freely available on the Evolv website set out above.

HUMAN RESOURCES

- | | |
|--|--|
| ■ Employment contracts | ■ Internal policies |
| ■ Employee benefits | ■ Share options, share incentives, bonus and profit-sharing agreements |
| ■ Personnel records and correspondence | ■ Pension and provident fund records |
| ■ Training records | |

LEGAL

- | | |
|-----------------------------|------------------------|
| ■ Agreements with clients | ■ Licences and permits |
| ■ Agreements with suppliers | ■ Powers of attorney |
| ■ Shareholder agreements | ■ Sale agreements |
| ■ Partnership agreements | ■ Lease agreements |

COMPANY SECRETARIAL

- | | |
|----------------------------------|-------------------------------------|
| ■ Memorandum of Incorporation | ■ Statutory registers |
| ■ Secretarial records | ■ Minutes of shareholders' meetings |
| ■ Trade name registrations | ■ Minutes of directors' meetings |
| ■ Trademark registrations | ■ Register of directors |
| ■ Company registration documents | ■ Share certificates |

SECTION 06 • CONTINUED

Availability of certain records in terms of PAIA

FINANCIAL

- Accounting records
- Annual reports
- Interim reports
- Auditor details and reports
- Tax returns
- Insurance records

CLIENT

- Client database
- Financial statements of clients
- Correspondence with clients
- Documentation prepared for clients
- Invoices, receipts, credit and debit notes

MARKETING

- Published marketing material

MISCELLANEOUS

- Internal correspondence
- Information technology records
- Trade secrets
- Domain name registrations
- Website information
- Asset registers
- Title deeds

SECTION 07

Records available in terms of other legislation

- Basic Conditions of Employment Act 75 of 1997
- Children's Act 38 of 2005
- 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
- Consumer Protection Act 68 of 2008
- Criminal Procedure Act 51 of 1977
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Identification Act 68 of 1997
- Income Tax Act 58 of 1962
- Insolvency Act 24 of 1936
- Labour Relations Act 66 of 1995
- Machinery and Occupational Safety Amendment Act 181 of 1993
- National Payment System Act 78 of 1998
- Occupational Health and Safety Act 85 of 1993
- Patents, Designs and Copyright Merchandise Marks Act 17 of 1941
- Pension Funds Act 24 of 1956
- Prescription Act 68 of 1969
- Prevention of Organised Crime Act 121 of 1998
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Public Accountants' and Auditors' Act 80 of 1991
- Public Finance Management Act 1 of 1999
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

Although we have used our best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to our attention that existing or new legislation allows a requester access on a basis other than as set out in PAIA, we shall update the list accordingly. If a requester believes that a right of access to a record exists in terms of any of the legislation listed above, or any other legislation, the requester is required to indicate the legislative right on which the request is based, to allow the Information Officer the opportunity of considering the request in light thereof.

SECTION 08

Request process

- 8.1** A person who wishes to make a request must comply with all the procedures laid down in PAIA.
- 8.2** The requester must complete **Annexure B**, attached hereto, and submit it to the Information Officer at the details specified above.
- 8.3** The prescribed form must be submitted, together with payment of a request fee and a deposit where applicable, to the Information Officer at the postal or physical address or electronic mail address stated herein.
- 8.4** The prescribed form must be completed with sufficient particularity to enable the Information Officer to determine:
- the record or records requested;
 - the identity of the requester;
 - the form of access required; and
 - the postal address, email address or fax number of the requester.
- 8.5** The requester must state that the records are required in order to exercise or protect a right, clearly state the nature of the right to be exercised or protected, and explain why the records requested are required to exercise or protect that right.
- 8.6** The request for access will be dealt with within 30 days from the date of receipt, unless the requester has set out special grounds that satisfy the Information Officer that the request should be dealt with sooner.
- 8.7** The period of 30 days may be extended by not more than 30 additional days if the request is for a large quantity of information, or if the request requires a search for information held at another office of Evolv and the information cannot reasonably be obtained within 30 days. The Information Officer will notify the requester in writing should an extension be necessary.

SECTION 08 • CONTINUED

Request process

- 8.8** The Information Officer must communicate a response to the request for access using **Annexure E**. This communication will inform the requester of:
- the decision; and
 - the fees payable in terms of paragraph 11.
- 8.9** In the event that the Information Officer is of the opinion that the search for, and preparation of, the record for disclosure would amount to more than six hours, the Information Officer will require the requester to pay a deposit not exceeding one third of the amount payable.
- 8.10** Should the requester have any difficulty with the form or the process laid out herein, the requester should contact the Information Officer for assistance.
- 8.11** An oral request may be made to the Information Officer should the requester be unable to complete the form due to illiteracy or a disability. The Information Officer will complete the form on behalf of the requester and provide a copy of the completed form to the requester.

SECTION 09

Grounds for refusal

The following are grounds upon which Evolv may, subject to the exceptions in Chapter 4 of PAIA, refuse a request for access in accordance with Chapter 4 of PAIA:

- 9.1** Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable.
- 9.2** Mandatory protection of the commercial information of a third party, if the records contain:
- trade secrets of that third party;
 - financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
 - information disclosed in confidence by a third party to Evolv, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations, or prejudice the third party in commercial competition.

SECTION 09 • CONTINUED

Grounds for refusal

- 9.3** Mandatory protection of confidential information of third parties, if it is protected in terms of any agreement.
- 9.4** Mandatory protection of the safety of individuals and the protection of property.
- 9.5** Mandatory protection of records that would be regarded as privileged in legal proceedings.
- 9.6** Protection of the commercial information of Evolv, which may include:
- trade secrets;
 - financial, commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of Evolv;
 - information which, if disclosed, could put Evolv at a disadvantage in contractual or other negotiations, or prejudice Evolv in commercial competition; and/or
 - computer programs owned by Evolv and protected by copyright and intellectual property laws.
- 9.7** Research information of Evolv or a third party, if such disclosure would place the research or the researcher at a serious disadvantage.
- 9.8** Requests for records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources.

SECTION 10

Remedies should a request be refused

- 10.1** Evolv does not have an internal appeal procedure in respect of the denial of a request. The decision of the Information Officer is final.
- 10.2** The requester may, in accordance with sections 56(3)(c) and 78 of PAIA, apply to a court for appropriate relief within 180 days of notification of the decision.

SECTION 11

Fees

The following fees are payable by a requester:

ITEM	FEE
Request fee (payable on every request)	R140.00
Photocopy of an A4 page or part thereof	R2.00
Printed copy of an A4 page or part thereof	R2.00
Copy on flash drive (flash drive provided by requester)	R40.00
Copy on compact disc (disc provided by requester)	R40.00
Copy on compact disc (disc provided by Evolv)	R60.00
Transcription of visual images per A4 page	Per service provider quotation
Copy of visual images	Per service provider quotation
Transcription of an audio record per A4 page	R24.00
Copy of an audio record on flash drive (flash drive provided by requester)	R40.00
Copy of an audio record on compact disc (disc provided by requester)	R40.00
Copy of an audio record on compact disc (disc provided by Evolv)	R60.00
Search for and preparation of the record for disclosure, for each hour or part of an hour, excluding the first hour	R145.00
Search and preparation — maximum payable per request (may not exceed the total cost)	R435.00
Postage, email or any other electronic transfer	Actual expense, if any

SECTION 12

POPIA

12.1 Conditions for lawful processing. POPIA prescribes eight conditions for the lawful processing of Personal Information:

- Accountability
- Processing limitation
- Purpose specification
- Further processing limitation
- Information quality
- Openness
- Security safeguards
- Data subject participation

12.2 Types of processing. Evolv is involved in the following types of processing:

- Collection
- Recording
- Organisation
- Structuring
- Storage
- Adaptation or alteration
- Retrieval
- Consultation
- Use
- Disclosure by transmission
- Dissemination or otherwise making available
- Alignment or combination
- Restriction
- Erasure
- Destruction

12.3 Purposes of processing. Evolv processes Personal Information for the following purposes:

- to fulfil agreements in relation to its employees;
- to provide services to its Clients in accordance with the terms agreed to by the Clients;
- to undertake activities related to the provision of services, including to fulfil domestic legal, regulatory and compliance requirements;
- to verify the identity of Client representatives who contact Evolv, or who may be contacted by Evolv;
- for risk assessment, information security management, statistical, trend analysis and planning purposes;
- to monitor and record calls and electronic communications with the Client for quality, training, investigation and fraud prevention purposes;
- to enforce or defend the rights of Evolv or its affiliates;
- to manage the relationship of Evolv with its Clients, which may include providing information to Clients and their affiliates about the products and services of Evolv and its affiliates;
- purposes related to any authorised disclosure made in terms of an agreement, law or regulation;
- any additional purposes expressly authorised by a Client of Evolv; and
- any additional purposes as may be notified to the Client or Data Subjects in any notice provided by Evolv.

SECTION 12 • CONTINUED

POPIA

12.4 Categories of Data Subjects. Evolv processes the Personal Information of the following categories of Data Subjects:

JURISTIC PERSONS Corporate clients · Suppliers	NATURAL PERSONS Individuals · Staff · Clients · Suppliers
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12.5 Categories of Personal Information. Evolv processes the following categories of Personal Information:

- Client profile information
- Bank account details
- Payment information
- Client representatives
- Names
- Email addresses
- Telephone numbers
- Facsimile numbers
- Physical addresses
- Tax numbers
- Identity numbers
- Passport numbers

Recipients of Personal Information: Evolv, its affiliates and their respective representatives.

12.6 Cross-border transfers. When making authorised disclosures or transfers of Personal Information in terms of section 72 of POPIA, Personal Information may be disclosed to recipients in countries that do not have the same level of protection for Personal Information as South Africa. Evolv may share Personal Information with third parties, and in certain instances this may result in a cross-border flow of Personal Information. Such Personal Information will always be subject to protection no less than the protection afforded to it under POPIA.

12.7 Security measures. The following security measures are implemented by Evolv:

- Evolv implements numerous security measures to protect Personal Information that is stored electronically and physically.
- Evolv ensures that appropriate security measures are taken, and updates these measures on a regular basis.
- Evolv has implemented various policies for the additional security of Personal Information stored both physically and electronically.
- Where physical records exist, such records are stored in a secure area that can be locked away, so as to avoid a breach of the Personal Information.
- Such physical records are locked away and secured when not in use.

SECTION 12 • CONTINUED

POPIA

- 12.8 Objection to processing.** Section 11(3) of POPIA and regulation 2 of the POPIA Regulations provide that a Data Subject may, at any time, object to the processing of their Personal Information in the prescribed form attached to this Manual as **Annexure C**.
- 12.9 Correction or deletion.** Section 24 of POPIA and regulation 3 of the POPIA Regulations provide that a Data Subject may request that their Personal Information be corrected or deleted in the prescribed form attached hereto as **Annexure D**.

APPROVAL

Issued by the Information Officer

This Manual is issued and maintained by the Information Officer of Evolv Accountants (Pty) Ltd, and is available on request and on the Evolv website in terms of section 51(3) of PAIA.

Janelle Kettle — Chief Executive Officer & Information Officer

Date

ANNEXURE A · FORM 1

Request for a copy of the Guide

Promotion of Access to Information Act 2 of 2000 · Regulation 3

TO: THE INFORMATION OFFICER

Janelle Kettle — Chief Executive Officer
Evolv Accountants (Pty) Ltd
8 Greenstone Place, Stoneridge Office Park, Greenstone Hill, Johannesburg, 1609
service@evolvaccountants.co.za · 011 025 1446

I, the undersigned, hereby request a copy of the Guide contemplated in section 10 of PAIA.

Full names	
Capacity in which request is made	
Name of public or private body (if applicable)	
Postal address	
Street address	
Email address	
Telephone	
Cellular	

ANNEXURE A • CONTINUED

Request for a copy of the Guide

LANGUAGE OF THE GUIDE REQUESTED

Mark the language required with an "X" and state the number of copies.

LANGUAGE	COPIES	LANGUAGE	COPIES
Sepedi		Afrikaans	
Sesotho		English	
Setswana		isiNdebele	
siSwati		isiXhosa	
Tshivenda		isiZulu	
Xitsonga			

MANNER OF COLLECTION

Personal collection		Postal address	
Facsimile		Electronic communication (specify)	

Signed at _____ on this _____ day of _____ 20 _____.

Signature of requester

ANNEXURE B · FORM 2

Request for access to record

Promotion of Access to Information Act 2 of 2000 · Regulation 7

NOTE

- Proof of identity must be attached by the requester.
- If the request is made on behalf of another person, proof of such authorisation must be attached to this form.

TO: THE INFORMATION OFFICER

Janelle Kettle — Chief Executive Officer
Evolv Accountants (Pty) Ltd
8 Greenstone Place, Stoneridge Office Park, Greenstone Hill, Johannesburg, 1609
service@evolvaccountants.co.za · 011 025 1446

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

PARTICULARS OF REQUESTER

Full names	
Identity number	
Capacity in which request is made (if on behalf of another person)	
Postal address	
Street address	
Email address	
Telephone / cellular	

ANNEXURE B • CONTINUED

Request for access to record

PARTICULARS OF PERSON ON WHOSE BEHALF THE REQUEST IS MADE

Full names	
Identity number	
Postal address	
Street address	
Email address	
Telephone / cellular	

PARTICULARS OF RECORD REQUESTED

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

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

ANNEXURE B • CONTINUED

Request for access to record

TYPE OF RECORD

Mark the applicable box with an "X".

Record is in written or printed form	
Record comprises virtual images (photographs, slides, video recordings, computer-generated images, sketches and the like)	
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

Printed copy of the 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	
Transcription of soundtrack (written or printed document)	
Copy of the record on flash drive (including virtual images and soundtracks)	
Copy of the record on compact disc (including virtual images and soundtracks)	
Copy of the record saved on a cloud storage server	

ANNEXURE B • CONTINUED

Request for access to record

MANNER OF ACCESS

Personal inspection of the record at the registered address of the private body	
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 or file transfer	
Preferred language (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 THE RIGHT TO BE EXERCISED OR PROTECTED

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

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

ANNEXURE B • CONTINUED

Request for access to record

FEES

- A request fee must be paid before the request will be considered.
- You will be notified of the amount of the access fee to be paid.
- 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 the record.
- If you qualify for exemption from the payment of any fee, please state the reason for exemption below.

Reason for exemption	
----------------------	--

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

Postal address		Facsimile		Electronic (specify)	
----------------	--	-----------	--	----------------------	--

Signed at _____ on this _____ day of _____ 20 _____.

Signature of requester, or of the person on whose behalf the request is made

FOR OFFICIAL USE

Reference number	
Request received by (Information Officer)	
Date received	
Access fees	
Deposit, if any	

ANNEXURE C · FORM 1

Objection to the processing of personal information

Section 11(3) of the Protection of Personal Information Act 4 of 2013 · Regulation 2(1) of the Regulations relating to the Protection of Personal Information, 2018

NOTE

- Affidavits or other documentary evidence in support of the objection must be attached.
- If the space provided in this form is inadequate, submit the information as an annexure to this form and sign each page.

REFERENCE NUMBER

DETAILS OF THE DATA SUBJECT

Name and surname of data subject	
Residential, postal or business address	
Contact numbers	
Email address	

DETAILS OF THE RESPONSIBLE PARTY

Name of private body	Evolv Accountants (Pty) Ltd
Information Officer	Janelle Kettle — Chief Executive Officer
Business address	8 Greenstone Place Stoneridge Office Park Greenstone Hill, Johannesburg, 1609
Contact number	011 025 1446
Email address	service@evolvaccountants.co.za

ANNEXURE C • CONTINUED

Objection to the processing of personal information

REASONS FOR OBJECTION

Please provide detailed reasons for the objection.

Signed at _____ on this _____ day of _____ 20 _____.

Signature of data subject or applicant

ANNEXURE D · FORM 2

Request for correction or deletion of personal information

Section 24(1) of the Protection of Personal Information Act 4 of 2013 · Regulation 3(2) of the Regulations relating to the Protection of Personal Information, 2018

NOTE

- Affidavits or other documentary evidence in support of the request must be attached.
- If the space provided in this form is inadequate, submit the information as an annexure to this form and sign each page.

REFERENCE NUMBER

REQUEST FOR

Mark the appropriate box with an "X".

Correction or deletion of personal information about the data subject which is in the possession or under the control of the responsible party	
Destruction or deletion of a record of personal information about the data subject which is in the possession or under the control of the responsible party, and which the responsible party is no longer authorised to retain	

DETAILS OF THE DATA SUBJECT

Name and surname of data subject	
Residential, postal or business address	
Contact numbers	
Email address	

ANNEXURE D • CONTINUED

Request for correction or deletion of personal information

DETAILS OF THE RESPONSIBLE PARTY

Name of private body	Evolv Accountants (Pty) Ltd
Information Officer	Janelle Kettle — Chief Executive Officer
Business address	8 Greenstone Place Stoneridge Office Park Greenstone Hill, Johannesburg, 1609
Contact number	011 025 1446
Email address	service@evolvaccountants.co.za

REASONS FOR THE REQUEST

Please provide detailed reasons for the correction or deletion of the personal information, or for the destruction or deletion of the record of personal information.

Signed at _____ on this _____ day of _____ 20 _____.

Signature of data subject

ANNEXURE E · FORM 3

Outcome of request and fees payable

Promotion of Access to Information Act 2 of 2000 · Regulation 8

- If your request is granted, the amount of the deposit, if any, is payable before your request is processed.
- The requested record, or portion of the record, will only be released once proof of full payment is received.
- Please use the reference number below in all future correspondence.

Reference number	
To	
Your request dated	

YOU REQUESTED

Personal inspection of information at the registered address of the private body is free of charge. You are required to make an appointment for the inspection 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 set out below.

Personal inspection of the information at the registered address of the private body	
Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images	
Transcription of soundtrack (written or printed document)	
Copy of the information on flash drive (including virtual images and soundtracks)	
Copy of the information on compact disc (including virtual images and soundtracks)	
Copy of the record saved on a cloud storage server	

ANNEXURE E • CONTINUED

Outcome of request and fees payable

TO BE SUBMITTED BY

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format	
Cloud share or file transfer	
Preferred language (if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

OUTCOME OF YOUR REQUEST

Approved	
Denied	
Reasons, if denied	

ANNEXURE E • CONTINUED

Fees payable in respect of your request

ITEM	COST PER A4 PAGE OR ITEM	NUMBER	TOTAL
Photocopy	R2.00		
Printed copy	R2.00		
Copy on flash drive, provided by the requester	R40.00		
Copy on compact disc, provided by the requester	R40.00		
Copy on compact disc, provided to the requester	R60.00		
Transcription of visual images per A4 page	Per quotation		
Copy of visual images	Per quotation		
Transcription of an audio record per A4 page	R24.00		
Copy of an audio record on flash drive, provided by the requester	R40.00		
Copy of an audio record on compact disc, provided by the requester	R40.00		
Copy of an audio record on compact disc, provided to the requester	R60.00		
Postage, email or any other electronic transfer	Actual costs		
Total			

DEPOSIT PAYABLE IF THE SEARCH EXCEEDS SIX HOURS

Deposit payable	Yes ☐ No ☐
Hours of search	
Amount of deposit (one third of the total)	

ANNEXURE E • CONTINUED

Payment details

Name of bank	
Name of account holder	
Type of account	
Account number	
Branch code	
Reference number	
Submit proof of payment to	

Signed at _____ on this _____ day of _____ 20 _____.

Information Officer