



POPIA POLICY

IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT NO. 4 OF 2013
AND REGULATIONS (AS AMENDED)
(**"POPIA"**)

1. INTRODUCTION

- 1.1 For purposes of this Policy "the Kinetix Group" means the group of companies listed in paragraph 3 below.
- 1.2 The Kinetix Group is a group of companies that boast market-leading solutions for all levels of business requiring Telephony, Printing, and Connectivity & Cloud Solutions in IP based environments.
- 1.3 The Kinetix Group recognizes the importance of privacy and the protection of Personal Information provided to it and is not only committed to the safeguarding of such information but also ensuring that Personal Information is processed appropriately, transparently, securely and in accordance with POPIA and other applicable laws.
- 1.4 This Policy explains how the Kinetix Group collects, uses and protects Personal Information and by a data subject providing the Kinetix Group with his/her/its Personal Information, the data subject

agrees to this Policy and authorizes the Kinetix Group, its service providers and other third parties to process his/her/its Personal Information for the purposes as set out herein.

- 1.5 For purposes of this Policy, a) “data subject” means any person whose personal information is processed, as defined in POPIA; b) “Personal Information” means any information that falls within the definition of ‘personal information’ as defined in POPIA; and c) “Responsible Party” means a public or private body or any other person which, alone or in combination with others, decides the purpose of and means for processing personal information, as defined in POPIA.
- 1.6 The Kinetix Group reserves the right to amend this Policy or add provisions to it at any time by publishing an updated version on its website at www.kinetixgroup.co.za.

2. PURPOSE OF POPIA

2.1 The purpose of POPIA is to:

- 2.1.1 give effect to the constitutional right to privacy, by safeguarding Personal Information when processed by a Responsible Party;
- 2.1.2 regulate the manner in which Personal Information may be processed; and
- 2.1.3 provide data subjects with rights and remedies to protect their Personal Information from being processed in a manner which is not in accordance with POPIA.

3. SCOPE

This Policy applies to the following companies within the Kinetix Group:

Company Name	Registration Number
Kinetix Technologies (Pty) Ltd	2012/110232/07
Kinetix Technology Rentals (Pty) Ltd	2012/172384/07
Kinetix Technology Solutions (Pty) Ltd	2017/416554/07

Kinetix Connect (Pty) Ltd	2012/172247/07
Kinetix Connect Solutions (Pty) Ltd	2017/416476/07
Kinetix Technologies KZN (Pty) Ltd	2018/239363/07
Kinetix Technologies CPT (Pty) Ltd	2016/098949/07
Kinetix Software Services (Pty) Ltd	2010/003836/07

4. CONTACT DETAILS OF THE KINETIX GROUP

Postal address	:	PO Box 53349, Wierdapark, 0149
Physical address	:	133 Edison Crescent, Hennospark, Centurion
Telephone number	:	087 230 8740
Website	:	www.kinetixgroup.co.za
Email	:	info@kinetixgroup.co.za
Managing Director	:	Toby Wells
Information Officer	:	Louise Roos (louise@kinetixgroup.co.za)
Deputy Information Officers	:	Kavith Singh (kavith@kinetixgroup.co.za) Sylvester Steenberg (sylvester@kinetixgroup.co.za)

5. POLICY STATEMENT

The Kinetix Group collects and uses Personal Information of individuals and juristic entities with whom it works, in order to operate and carry out its business efficiently. The Kinetix Group regards the lawful and appropriate processing of all Personal Information as not only critical for successful service delivery, but also essential for the retaining of confidence between the Kinetix Group and those individuals and juristic entities it deals with.

6. THE PERSONAL INFORMATION COLLECTED

6.1 The Kinetix Group collects Personal Information of a data subject as follows:

6.1.1 directly from the data subject and / or in the course of its relationship with a data subject and / or in the course of providing services to a data subject;

6.1.2 during the course of interactions with a data subject;

6.1.3 when a data subject visits the Kinetix Group's offices and / or website and / or electronic and social media platforms;

6.1.4 via a mobile or other software apps developed by or for the Kinetix Group;

6.1.5 from third parties, if the collection from third parties is required by law or forms part of a public record; and

6.1.6 through the use of cookies.

6.2 Indirect information are collected from all users of the Kinetix Group's website and/or mobile or other software apps developed by or for the Kinetix Group, in order to maintain its website's and/or apps' basic functionality, or to anonymously track what users do on its website and / or apps, in the form of cookies, the demographic data about users, information users submit when contacting the Kinetix Group's customer support services or when users provide ratings for the services, information relating to claims or disputes and the device data which is used to access its website and / or app, which may include mobile network data, software, device IP addresses etc.

6.3 The type of information required will depend on the need for which it is collected and will be processed for that purpose solely.

6.4 The Kinetix Group collects, for example, the following Personal Information:

6.4.1 personal details of natural persons (including but not limited to full name and surname, passport or identity number or date of birth, contact details such as mobile numbers and email addresses, physical addresses; tax related information, gender, nationality, banking details, passwords and usernames (if applicable) etc.);

- 6.4.2 details of juristic persons (including but not limited to registered name, registration number, VAT number, contact details such as telephone numbers and email addresses, duly authorised representative's name, surname and contact details, banking details, physical or postal addresses passwords and usernames (if applicable);
 - 6.4.3 transaction details, including payment amounts, the date and time the products and / or services were delivered and / or rendered and other related transaction details;
 - 6.4.4 contracted service providers details (including but not limited to names of contact persons, registered names, registration number, contact details such as telephone numbers and email addresses, physical or postal addresses, BBBEE information, tax related information etc.);
 - 6.4.5 employees' details (including but not limited to gender, pregnancy, marital status, race, age, language, education information, financial information, identity number / passport number, contact details such as telephone numbers and email addresses, physical and postal addresses, criminal records, well-being, employment history, biometric information, spouse's information and dependent's information etc.);
 - 6.4.6 CCTV footage such as images and video footage and audio clips to enable the Kinetix Group to secure its premises; and
 - 6.4.7 other details which might include any additional information which is required by law for the Kinetix Group to verify a data subject's identity.
- 6.5 All and any Personal Information provided to the Kinetix Group must be true, accurate and current and should a data subject's Personal Information change, it is the data subject's responsibility to immediately notify the Kinetix Group thereof.

7. USE OF PERSONAL INFORMATION

- 7.1 The Kinetix Group will process Personal Information as follows:
 - 7.1.1 in the ordinary course of its business in providing services to its customers;
 - 7.1.2 to comply with legal or regulatory obligations;

- 7.1.3 if a data subject has provided consent; and
- 7.1.4 if the processing is allowed by law.
- 7.2 The Kinetix Group will process Personal Information for the following purposes:
 - 7.2.1 providing products and / or services to customers;
 - 7.2.2 application for employment;
 - 7.2.3 application from goods and service providers;
 - 7.2.4 assessing B-BBEE status, if applicable;
 - 7.2.5 conclusion of contracts;
 - 7.2.6 human resources purposes;
 - 7.2.7 conducting market or customer satisfaction research;
 - 7.2.8 marketing and sales;
 - 7.2.9 exercising and defending legal rights;
 - 7.2.10 preventing fraud and / or preventing and detecting crime;
 - 7.2.11 staff administration;
 - 7.2.12 improving users' experience when using its website and / or apps;
 - 7.2.13 enabling its internal operations;
 - 7.2.14 complying with legal and regulatory requirements;
 - 7.2.15 access control and CCTV data;
 - 7.2.16 keeping accounts and records; and
 - 7.1.17 disclosing Personal Information:
 - 7.1.17.1 to its employees and/or third party service providers, in order for the Kinetix Group to conduct its operations and to assist it to accurately and sufficiently communicate with a data subject;

- 7.1.17.2 where it is required in order to comply with any applicable law, subpoena, an order of court or legal process served on the Kinetix Group, or to protect and defend its rights or property;
 - 7.1.17.3 to the service providers of the Kinetix Group (under contract with the Kinetix Group) who help with parts of its operations; and
 - 7.1.17.4 to auditors, legal and other professional advisers and consultants of the Kinetix Group as well as government authorities and registries, organs of state, regulators, courts, tribunals and law enforcement agencies.
- 7.2 When the Kinetix Group shares Personal Information with a third party, it requires the following from such third party:
- 7.2.1 to agree to use a data subject's Personal Information in accordance with this Policy and in accordance with applicable laws; and
 - 7.2.2 to only use Personal Information in connection with the services they perform for the Kinetix Group and not for their own benefit.
- 7.3 The Kinetix Group may share a data subject's Personal Information with:
- 7.3.1 third parties for the purposes of business transfers, in that as the Kinetix Group continues to develop its business, it might sell or buy other businesses or services and in such transactions, customer information may be transferred together with other business assets; and
 - 7.3.2 its agents, affiliates, and associated companies who may use such information to send the data subject information on products or services and subject to that stated in paragraph 11 below.
- 7.4 The Kinetix Group may further supply Personal Information to any party to whom the Kinetix Group has assigned or transferred any of its rights or obligations under any agreement, and / or to service providers who render services to the Kinetix Group, such as the capturing and organising of data, the storing of data and the sending of communications to customers.

8. TRANSBORDER OF PERSONAL INFORMATION

- 8.1 The Kinetix Group may transfer data trans-border in order to store data with third party cloud storage providers.
- 8.2 When Personal Information is transferred to recipients outside of the Republic of South Africa, the Kinetix Group will take appropriate measures to ensure that the country to which the Personal Information is transferred has adopted similar legislation to POPIA and further that the Responsible Party undertakes to protect the Personal Information in line with applicable data protection legislation.

9. SECURITY

- 9.1 The Kinetix Group acknowledges the sensitivity and confidential nature of Personal Information and has taken all appropriate, reasonable technical and organizational measures to ensure that Personal Information processed, is safeguarded in terms of the provisions of POPIA.
- 9.2 The Kinetix Group employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care and such measures include the following:
- 9.2.1 Firewalls;
 - 9.2.2 Virus protection software and update protocols;
 - 9.2.3 Logical and physical access control;
 - 9.2.4 Secure setup of hardware and software making up the IT infrastructure; and
 - 9.2.5 Confidentiality enforcement such as password policies and non-disclosure agreements.
- 9.3 The Kinetix Group will notify, the relevant regulator and the data subject if it becomes aware of any unauthorised use, disclosure or processing of such data subject's Personal Information.
- 9.4 The Kinetix Group is not liable to a data subject, or any other person, for any harm, loss, damage, destruction or unauthorized access that may occur despite its implementation of such reasonable safeguards.

10. DATA RETENTION

The Kinetix Group will only retain and store Personal Information for as long as it may be reasonably necessary in accordance with law.

11. DIRECT MARKETING

- 11.1 All direct marketing communications shall contain the Kinetix Group's details as well as an address or method for a customer to opt-out of receiving further marketing communication.
- 11.2 Direct marketing by electronic means to the Kinetix Group's existing customer base is permitted only if the customer's details were obtained in the context of a sale or service and for the purposes of marketing the same or similar products and / or services. Existing customers will be given an opportunity to opt-out of receiving direct marketing from the Kinetix Group on each occurrence of direct marketing.
- 11.3 Electronic direct marketing communication may be sent by the Kinetix Group to data subjects who have consented to receiving the same.

12. COOKIES AND HOW IT IS USED

The Kinetix Group's website and other electronic platforms, makes use of "cookies" to automatically collect information and data through the standard operation of the internet servers. "Cookies" are small text files a website uses to identify frequent users, facilitate the user's on-going access to and use of a website and allow a website to track usage behaviour and collect combined data that will allow the website operator to improve the functionality of the website and its content, and to display more focused advertising to a user by way of third party tools. The type of information collected by cookies is not used to personally identify you. If you do not want information collected through the use of cookies, there is a simple process in most browsers that allows you to deny or accept the cookie feature. Please note that cookies may be required to provide you with certain features available on the Kinetix Group's electronic platforms, and thus if you disable the cookies on your browser you may not be able to use such features,

and your access to our electronic platforms may therefore be restricted. If you do not disable “cookies”, you are deemed to consent to our use of any personal information collected using “cookies”, subject to the provisions of this paragraph 10 and the Policy.

13. RIGHTS AND QUERIES

- 13.1 A data subject has the right to access his/her/its Personal Information held by the Kinetix Group and a data subject wishing to exercise this right, may do so by following the procedure set out in the Kinetix Group’s Information Manual in terms of the Promotion of Access to Information Act No. 2 of 2000. A copy of the Information Manual may be accessed at www.kinetixgroup.co.za or at the Kinetix Group’s physical address or by requesting a copy thereof from the Information Officer *via* email.
- 13.2 South African law and other laws provide data subjects with rights to access, amend or delete Personal Information that is in the Kinetix Group’s possession. However, the Kinetix Group may, in certain instances, legally refuse or decline such requests.
- 13.3 Data subjects also have the rights to object to his/her/its Personal Information being processed by the Kinetix Group or to file a complaint to the regulator to that effect.
- 13.4 In the event of a data subject having any queries regarding this Policy, or wishing to exercise his/her/its rights, the Kinetix Group can be contacted by emailing louise@kinetixgroup.co.za.



PROMOTION OF ACCESS TO INFORMATION MANUAL

A MANUAL PREPARED IN TERMS OF
THE PROMOTION OF ACCESS TO INFORMATION ACT NO. 2 OF 2000

1. INTRODUCTION

- 1.1 This Information Manual has been prepared in accordance with Section 51 of the Promotion of Access to Information Act No. 2 of 2000, as amended (“**PAIA**”).
- 1.2 The purpose of PAIA is to give effect to the constitutional right of access to information held by both private and public bodies.
- 1.3 PAIA aims to:
 - 1.3.1 promote a society in which South African’s can easily access or obtain information to enable them to exercise and protect all their rights; and
 - 1.3.2 to advance the values of transparency and accountability.
- 1.4 This Information Manual is intended to:

- 1.4.1 give a description of the records held by and on behalf of the Kinetix Group; and
- 1.4.2 set out the procedure which is to be followed and the fees payable, when requesting access to any of the records in the exercise of the right of access to information.
- 1.5 For purposes of this Information Manual “**the Kinetix Group**” means the group of companies listed in paragraph 2 below.
- 1.6 The Kinetix Group is a group of companies that boast market-leading solutions for all levels of business requiring Telephony, Printing, and Connectivity & Cloud Solutions in IP based environments.
- 1.7 A copy of this Information Manual can be accessed on the Kinetix Group’s website www.kinetixgroup.co.za or by requesting a copy thereof from the Information Officer *via* email or at the physical address of the Kinetix Group.

2. SCOPE

This Information Manual applies to the following companies within the Kinetix Group:

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Physical address	:	133 Edison Crescent, Hennospark, Centurion
Telephone number	:	087 230 8740
Website	:	www.kinetixgroup.co.za
Email	:	info@kinetixgroup.co.za
Managing Director	:	Toby Wells

4. INFORMATION OFFICER

The Kinetix Group has appointed the below Information Officers to attend to all requirements of PAIA and specifically all requests for access to information.

Information Officer

Name and Surname	:	Louise Roos
Email	:	louise@kinetixgroup.co.za

Deputy Information Officers:

Name and Surname	:	Kavith Singh
Email	:	kavith@kinetixgroup.co.za
Name and Surname	:	Sylvester Steenberg
Email	:	sylvester@kinetixgroup.co.za

5. GUIDE IN TERMS OF SECTION 10 OF PAIA

- 5.1 PAIA grants a requester access to records of a private body, if the record is required to exercise or protect any of the requester's rights.

5.2 The South African Human Rights Commission (“HRC”) has compiled a guide, as envisaged in Section 10 of PAIA, which contains information to assist any person who wishes to exercise any right as envisaged by PAIA.

5.3 The said guide or any additional information may be requested from the HRC at:

Website : www.sahrc.org.za

Physical Address : 29 Princess of Wales Terrace, Cnr. York and Andrews Street, Parktown

Postal Address : Private Bag 2700, Houghton, 2041;

Telephone Number : +27 11 877 3600

Fax Number : +27 11 403 0625

Email Address : paia@sahrc.org.za

6. RECORDS AVAILABLE WITHOUT A REQUEST

6.1 Records that are automatically available to the public are newsletters and / or communications published by the Kinetix Group on its website and / or other electronic and social media platforms.

6.2 A section 52(2) notice regarding the categories of records, which are available without a person having to request access in terms of PAIA, has to date not been published.

7. RECORDS AVAILABLE IN TERMS OF LEGISLATION

The Kinetix Group maintains records in terms of the following non-exclusive list of legislation and such information is available, if and where applicable:

Basic Conditions of Employment Act No. 75 of 1997

Broad Based Black Economic Empowerment Act No. 53 of 2003

Companies Act No. 61 of 1973

Companies Act No. 71 of 2008

Constitution of the Republic of South Africa Act No. 108 of 1996

Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993

Competition Act no. 89 of 1998

Consumer Protection Act No. 68 of 2008

Copyright Act No. 98 of 1978

Electronic Communications Act No. 36 of 2005

Electronic Communications and Transactions Act No. 25 of 2002

Electrical Installation Regulations (GNR 242 of 6 March 2009)

Employment Equity Act No. 55 of 1998

Financial Intelligence Centre Act No. 38 of 2001

Harmful Business Practices Act NO. 23 of 1999

Income Tax Act No. 58 of 1962

Insolvency Act No. 24 of 1936

Intellectual Property Law Amendments Act No. 38 of 1997

Insurance Act No. 27 of 1943

Labour Relations Act No. 66 of 1995

Merchandise Marks Act No. 17 of 1941

National Credit Act No.34 of 2005

National Road Traffic Act No. 93 of 1996

Occupational Health and Safety Act No. 85 of 1993

Promotion of Access to Information Act No. 2 of 2000

Protection of Personal Information Act No. 4 of 2013

Price Control Amendment Act No. 80 of 1967

Prevention and Combating Corrupt Activities Act No. 12 of 2004

Regulation of Interception of Communications and Provisions of Communication Related Information Act No. 70 of 2002

Skills Development Act No. 97 of 1998

Skills Development Levies Act No. 66 of 1995

Trade Marks Act No. 194 of 1993

Tobacco Products Control Act No. 83 of 1993

Unemployment Insurance Act No. 63 of 2001

Unemployment Contributions Act No. 4 of 2002

Value Added Tax No. 89 of 1991

8. SCHEDULE OF RECORDS THAT MAY BE REQUESTED

- 8.1 The information in this paragraph 8 provides a reference to the records that the Kinetix Group holds (which are not exhaustive), which will require a request in terms of PAIA.
- 8.2 The records set out below, include but are not limited to records which pertains to the Kinetix Group's own affairs-
- 8.2.1 **Governance and Compliance Records**, including but not limited to Certificate of Incorporation, Memorandum and Incorporation, board resolutions, minutes of board of directors / management / operational meetings, attendance registers, records relating to the appointment of directors / auditors, secretary and other officers, share certificates, shareholder agreements, strategic plans, guidelines & policies & procedures relating to sales, product management, logistics, maintenance and support, finance, human resources, corporate development and facilities, information relating to Health and Safety Regulations, annual reports, legal compliance reports statutory returns to relevant authorities, objectives and governance documentation;

- 8.2.2 **Financial Records**, including but not limited to annual financial statements, tax records and returns, accounting records, electronic banking records, stock records, rental agreements, creditor / debtor invoices and statements, auditor's reports, insurance records, budgets, purchase and order information, asset register, general ledgers, bank statements and other banking records;
- 8.2.3 **Human Resources Records**, including but not limited to personnel records and contracts, employment equity plan and records, personnel recruitment records, skills development plan, policies and procedures, training manuals and records, performance appraisal records, labour relations records, payroll records, leave records and disciplinary records;
- 8.2.4 **Marketing Records**, including but not limited to marketing information, public customer information, marketing strategies, customer database, brand-related information and performance and sale records;
- 8.2.5 **Security Records**, including but not limited to CCTV footage and security service provider's records and contracts, access and egress details and visitors' records; and
- 8.2.6 **General Records**, including but not limited to trademark and copyright records, supplier records, service provider records and contracts and secured customer database / mailing list and personal customer information.

9. REQUEST FOR ACCESS TO INFORMATION PROCEDURE

- 9.1 The requester must complete the **prescribed form C** annexed hereto as **annexure A** and submit this form together with a request fee, to the Information Officer.
- 9.2 The form must be must contain the following:
- 9.2.1 the requester's details (if the request is made on behalf of another person, proof must be submitted of the capacity in which such a person is making the request);
- 9.2.2 sufficient particulars to enable the Information Officer to identify the records requested;
- 9.2.3 which form of access is required;

- 9.2.4 the email, fax or postal address, of the requester within South Africa (in the event of the requester wanting to be informed of the decision in any manner in addition to in writing, the manner and particulars thereof are required); and
- 9.2.5 the right(s) which the requester is seeking to exercise or protect with an explanation of the reason(s) the record is required to exercise or protect the right.
- 9.3 Should a requester experience difficulties in the completion of the requisite form (for example not able to write / type due to a disability) the requester may contact the Information Officer telephonically for assistance.
- 9.4 The Information Officer may require a requester to provide proof of a requester's identity to his reasonable satisfaction, before taking further action in terms of any request made herein.
- 9.5 A requester is entitled to request that the Kinetix Group confirms, at no cost, whether it processes any personal information pertaining to the requester.
- 9.6 The Information Officer, may refer the request back to the requester and request any additional information which he may reasonable require to make a determination, in terms of PAIA or this Manual.
- 9.7 The Information Officer shall notify the requester in writing and as soon as practically possible, but by no later than 30 calendar days of receiving the request, of his decision to approve or refuse access.
- 9.8 Should the Information Officer require an extension of time, the requester shall be informed in the manner stipulated in the form of the reasons for the extension.
- 9.9 In the event that the requested record cannot be found or if the requested record does not exist, the Information Officer shall notify the requester, by way of affidavit or affirmation, that it is not possible to allow access of the requested record.
- 9.10 If the request for access is refused, the Information Officer shall advise the requester in writing of the refusal, together with reasons for the refusal and setting out the external remedies available to the requester.
- 9.11 If the request for access is approved, the Information Officer will notify the requester in writing of the following:
- 9.11.1 the manner in which access will be granted (inspection or copying of records will take place during business hours and for a reasonable period);
- 9.11.2 the access fees which are payable (the requested records will only be released upon receipt of the proof of payment of the applicable fees); and

9.11.3 how a request to correct or delete personal information has been or will be actioned.

9.12 All and any requests will be evaluated and considered in accordance with PAIA.

10. FEES

10.1 A requester is required to pay the prescribed fee of R50.00 (fifty Rand) plus VAT before a request will be processed.

10.2 In the event that the search for and the preparation of the requested information, requires more than the hours prescribed in the Regulations to PAIA, the Information Officer may request the requester to pay a deposit of no more than one third of the access fee payable if the request is granted.

10.3 A requester may lodge an application with a court against the tender or payment of the request fee and / or deposit.

10.4 The Kinetix Group shall be entitled to withhold the requested documents until the prescribed fees have been paid in full by the requester and proof of payment has been attached to the request form.

10.5 The fee structure is available on the website of the HRC at <https://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>.

11. GROUNDS FOR REFUSAL

11.1 In terms of PAIA, the Kinetix Group may refuse a request for information, on the following grounds:

11.1.1 the requested records cannot be found;

11.1.2 the requested records do not exist;

11.1.3 the mandatory protection of the privacy of a third party who is a natural person or a deceased person or a juristic person, which would involve the unreasonable disclosure of personal information of that natural or juristic person;

- 11.1.4 the mandatory protection of a third party's commercial information, if the record contains any trade secrets of that third party or financial, commercial, or technical information (which disclosure could likely cause harm to that third party);
- 11.1.5 the mandatory protection of records which would be regarded as privileged in legal proceedings;
- 11.1.6 the mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 11.1.7 the research information of the Kinetix Group or a third party, if its disclosure would place the research at a serious disadvantage;
- 11.1.8 the mandatory protection of the safety of individuals and the protection of property;
- 11.1.9 the commercial activities of the Kinetix Group, which may include, but is not limited to:
 - 11.1.9.1 trade secrets of the Kinetix Group;
 - 11.1.9.2 information which, if disclosed could put the Kinetix Group at a disadvantage in negotiations or commercial competition; and
 - 11.1.9.3 the disclosure of financial, commercial, scientific or technical information which could likely cause harm to the financial or commercial interest of the Kinetix Group;
- 11.2 All requests for information which are frivolous or vexatious, or which involve an unreasonable diversion of resources, will be refused.

12. INFORMATION REQUESTED ABOUT A THIRD PARTY

Should a requester request information about a third party, the Kinetix Group is obliged in terms of PAIA, in certain circumstances to advise third parties of requests submitted to it in respect of information applicable to or concerning such third parties.

13. REMEDIES AVAILABLE FOR REQUESTERS

The Kinetix Group does not have an internal appeal procedure. Accordingly, the decision made by the Information Officer is final, and the requester will have to exercise such external remedies at his/her/its disposal if the request is refused, or the fees to be paid, or if the requester is unsatisfied with the answer supplied by the Information Officer, or with the quality of information provided.

14. UPDATING OF INFORMATION MANUAL AND RESERVATION OF RIGHTS

The Kinetix Group reserves the right to update this Information Manual regularly as it deems fit. The updated version of this Information Manual may be accessed on the Kinetix Group's website or at its physical address or by emailing a request to the Information Officer.

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 10]

A. Particulars of private body

THE KINETIX GROUP

COMPANY NAME OF THE SPECIFIC ENTITY WITHIN THE KINETIX GROUP:

B. Particulars of person requesting access to the record

(a) The particulars of the person who requests access to the record must be given below.

(b) The address and/or fax number in the Republic to which the information is to be sent must be given.

(c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal address:

Telephone number: (.....) Fax number: (.....)

E-mail address:

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

.....

C. Particulars of person on whose behalf request is made

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

Full names and surname:

Identity number:

D. Particulars of record

(a) 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.

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

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

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2. Reference number, if available:

3. Any further particulars of record:

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E. Fees

(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.

(b) You will be notified of the amount required to be paid as the request fee.

(c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.

(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

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F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability: Form in which record is required:
.....
.....

NOTES:

(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

Mark the appropriate with an X.

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

copy of record _____ inspection of record _____

2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

view the images copy of the images _____ transcription of the images _____

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

listen to the soundtrack _____ transcription of soundtrack _____
(audio cassette) _____ (written or printed document) _____

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

printed copy of record _____ printed copy of information _____
derived from the record _____

copy in computer readable form

(stiffy or compact disc) _____

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

Please note postage is payable.

YES _____ **NO** _____

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

.....
.....
.....
.....

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

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.....

H. Notice of decision regarding request for access

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

How would you prefer to be informed of the decision regarding your request for access to the record?

.....
.....

Signed at this day..... ofyear

.....

SIGNATURE OF REQUESTER /

PERSON ON WHOSE BEHALF REQUEST IS MADE