

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act 2
of 2000 (as amended)**

**DATE OF COMPILATION: 01/12/2021
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1. INTRODUCTION

- 1.1. The Promotion of Access to Information Manual of Oasis Water is published in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 ("PAIA").
- 1.2. PAIA gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information subject to legislative restraints.
- 1.3. Section 51 of PAIA creates a legal right to access records of a private body (both natural and juristic), to the extent that the right may be negated in circumstances set out under Chapter 4 of Part 3 of PAIA

2. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|------|-------------------------------|---|
| 2.1 | "Affiliates" | has the meaning specified in the Companies Act; |
| 2.2 | "CEO" | Chief Executive Officer of Oasis Water; |
| 2.3 | "Constitution" | The Constitution of the Republic of South Africa Act 108 of 1996; |
| 2.4 | "Data Subject" | has the meaning specified in POPIA; |
| 2.5 | "DIO" | Deputy Information Officer of Oasis Water; |
| 2.6 | "Guide" | PAIA Guide published by the Information Regulator In terms of Section 10(1) of PAIA; |
| 2.7 | "IO" | Information Officer of Oasis Water; |
| 2.8 | "Identifier" | has the meaning specified in POPIA; |
| 2.9 | "Manual" | Manual in terms of Section 5 of PAIA; |
| 2.10 | "Oasis Water" | Oasis Water Holdings Proprietary Limited, Registration Number: 2006/005164/07, a private company with limited liability, duly incorporated in accordance with the laws of South Africa including its Subsidiary Companies and Affiliates; |
| 2.11 | "PAIA" | Promotion of Access to Information Act 2 of 2000; |
| 2.12 | "Personal Information" | has the meaning specified in POPIA; |
| 2.13 | "POPIA" | Protection of Personal Information Act 4 of 2013; |
| 2.14 | "Regulator" | Information Regulator of the Republic of South Africa; |
| 2.15 | "Republic" | Republic of South Africa; |
| 2.16 | "Requester" | has the meaning specified in PAIA; |
| 2.17 | "Security Measures" | has the meaning specified in POPIA; |
| 2.18 | "Subsidiary Companies" | has the meaning specified in the Companies Act 71 of 2008; |

3. PURPOSE OF PAIA MANUAL

This PAIA Manual is to inform the public of-

- 3.1 The categories of records held by Oasis Water which are available without a person having to submit a formal PAIA request;
- 3.2 How to make a request for access to a record of Oasis Water by providing a description of the subjects on which Oasis Water holds records and the categories of records held on each subject;
- 3.3 The records of Oasis Water which are available in accordance with any other legislation;
- 3.4 The relevant contact details of the Information Officer and the Deputy Information who will assist the public with the records they intend to access;
- 3.5 How to use the PAIA Guide, as updated by the Regulator and how to obtain access to it;
- 3.6 Whether Oasis Water will process Personal Information, the purpose of processing Personal Information and the description of the categories of Data Subjects and of the information or categories of information relating thereto;
- 3.7 The description of the categories of Data Subjects and of the information or categories of information relating thereto;
- 3.8 The recipients or categories of recipients to whom the Personal Information may be supplied;
- 3.9 Whether Oasis Water has planned to transfer or process Personal Information outside the Republic of South Africa and the recipients or categories of recipients to whom the Personal Information may be supplied; and
- 3.10 Whether the body has appropriate Security Measures to ensure the confidentiality, integrity and availability of the Personal Information which is to be processed.

4. CONTACT DETAILS FOR ACCESS TO INFORMATION OF OASIS WATER

4.1 Oasis Water Holdings Proprietary Limited

Name of Company:	Oasis Water Holdings Proprietary Limited
Registration Number:	2006/005164/07
Physical Address:	Block F
	Libertas Office Park
	1360 Libertas Avenue
	Equestria
	0184
Postal Address:	Suite 315, Private Bag x37, Lynnwood Ridge, 0040
Telephone Number:	+27 (012) 807-1984 / +27 0861762747
E-mail Address:	frontdesk@oasiswater.co.za
Website Address:	Not Applicable

4.1.1 Oasis Water Proprietary Limited

Name of Company:	Oasis Water Proprietary Limited
Registration Number:	2000/026844/07

Physical Address:	Block F
	Libertas Office Park
	1360 Libertas Avenue
	Equestria
	0184
Postal Address:	Suite 315, Private Bag x37, Lynnwood Ridge, 0040
Telephone Number:	+27(012) 807-1984 / +27 0861762747
E-mail Address:	frontdesk@oasiswater.co.za
Website Address:	www.oasiswater.co.za

4.1.2 Specialised Smart Brands Proprietary Limited

Name of Company:	Specialised Smart Brands Proprietary Limited
Registration Number:	2010/004509/07
Physical Address:	Block F
	Libertas Office Park
	1360 Libertas Avenue
	Equestria
	0184
Postal Address:	Suite 315, Private Bag x37, Lynnwood Ridge, 0040
Telephone Number:	+27 (012) 807-1984 / +27 0861762747
E-mail Address:	frontdesk@oasiswater.co.za
Website Address:	Not Applicable

4.1.3 Collette Brothers Water Proprietary Limited

Name of Company:	Collett Brothers Water Proprietary Limited
Registration Number:	2020/086143/07
Physical Address:	C/O Kruger and Rissik Street
	Louis Trichardt
	Limpopo
	0920
Postal Address:	Po Box 1447, Louis Trichardt, Limpopo, 0920
Telephone Number:	+27 0835563502
E-mail Address:	louistrichardt@oasiswater.co.za
Website Address:	Not Applicable

4.1.4 Oasis Water Asset Company Proprietary Limited

Name of Company:	Oasis Water Asset Company Proprietary Limited
Registration Number:	2021/441326/07
Physical Address:	Block F
	Libertas Office Park
	1360 Libertas Avenue
	Equestria
	0184
Postal Address:	Suite 315, Private Bag x37, Lynnwood Ridge, 0040
Telephone Number:	+27 (012) 807-1984 / +27 0861762747
E-mail Address:	frontdesk@oasiswater.co.za
Website Address:	Not Applicable

4.1.5 Oasis Water Corporate Dispensing Proprietary Limited

Name of Company:	Oasis Water Corporate Dispensing Proprietary Limited
Registration Number:	2010/011592/07
Physical Address:	Block F
	Libertas Office Park
	1360 Libertas Avenue
	Equestria
	0184
Postal Address:	Suite 315, Private Bag x37, Lynnwood Ridge, 0040
Telephone Number:	+27 (012) 807-1984 / +27 0861762747
E-mail Address:	frontdesk@oasiswater.co.za
Website Address:	Not Applicable

4.1.7 Aqua Vida Proprietary Limited

Name of Company:	Aqua Vida Proprietary Limited
Registration Number:	2012/046273/07
Physical Address:	Block F
	Libertas Office Park
	1360 Libertas Avenue
	Equestria
	0184
Postal Address:	Suite 315, Private Bag x37, Lynnwood Ridge, 0040
Telephone Number:	+27 (012) 807-1984 +27 0861762747
E-mail Address:	frontdesk@oasiswater.co.za
Website Address:	Not Applicable

4.1.8 Vivente Capital Proprietary Limited

Name of Company:	Vivente Capital Proprietary Limited
Registration Number:	2012/046273/07
Physical Address:	Block F
	Libertas Office Park
	1360 Libertas Avenue
	Equestria
	0184
Postal Address:	Suite 315, Private Bag x37, Lynnwood Ridge, 0040
Telephone Number:	+27 (012) 807-1984 / +27 0861762747
E-mail Address:	frontdesk@oasiswater.co.za
Website Address:	Not Applicable

4.1.9 Meetsnoere 166 Proprietary Limited

Name of Company:	Meetsnoere166 Proprietary Limited
Registration Number:	2020/120752/07
Physical Address:	10 Montrose Avenue
	Helena Heights
	Somerset - West
	Western Cape
	7130
Postal Address:	10 Montrose, Helena Heights, Somerset – West, Western Cape, 7130
Telephone Number:	+27 0825547104

E-mail Address:	dawie@oasiswater.co.za
Website Address:	Not Applicable

4.1.10 Oasis Water Oos Kaap Proprietary Limited

Name of Company:	Oasis Water Proprietary Limited
Registration Number:	2021/931075/07
Physical Address:	Block F
	Libertas Office Park
	1360 Libertas Avenue
	Equestria
	0184
Postal Address:	Suite 315, Private Bag x37, Lynnwood Ridge, 0040
Telephone Number:	+27 (012) 807-1984 / +27 0861762747
E-mail Address:	frontdesk@oasiswater.co.za
Website Address:	Not Applicable

4.1.11 Oasis Water Wes Kaap Proprietary Limited

Name of Company:	Oasis Water Proprietary Limited
Registration Number:	2021/931121/07
Physical Address:	Block F
	Libertas Office Park
	1360 Libertas Avenue
	Equestria
	0184
Postal Address:	Suite 315, Private Bag x37, Lynnwood Ridge, 0040
Telephone Number:	+27 (012) 807-1984 / +27 0861762747
E-mail Address:	frontdesk@oasiswater.co.za
Website Address:	Not Applicable

4.1.12 Go Zone Holdings Proprietary Limited

Name of Company:	Go Zone Holdings Proprietary Limited
Registration Number:	2020/866355/07
Physical Address:	Block F
	Libertas Office Park
	1360 Libertas Avenue
	Equestria
	0184
Postal Address:	Suite 315, Private Bag x37, Lynnwood Ridge, 0040
Telephone Number:	+27 (012) 807-1984 / +27 0861762747
E-mail Address:	frontdesk@oasiswater.co.za
Website Address:	www.oasiswater.co.za

4.1.13 Oasis Bottling Company Proprietary Limited

Name of Company:	Oasis Bottling Company Proprietary Limited
Registration Number:	2022/25323/07
Physical Address:	Block F
	Libertas Office Park
	1360 Libertas Avenue
	Equestria
	0184
Postal Address:	Suite 315, Private Bag x37, Lynnwood Ridge, 0040

Telephone Number:	+27 (012) 807-1984 / +27 0861762747
E-mail Address:	frontdesk@oasiswater.co.za
Website Address:	www.oasiswater.co.za

4.2 Chief Information Officer

Name:	Ignatius Petrus du Preez
Telephone Number:	+27 (012) 807-7085
Mobile Number:	+27 0861762747
E-mail Address:	naas@oasiswater.co.za

4.3 Deputy Information Officer

Name:	Mari Van Wyk
Telephone Number:	+27 (012) 807-7085
Mobile Number:	+27 0861762747
E-mail Address:	law@oasiswater.co.za

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 5.1 The Regulator has, in terms of Section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 5.2 The Guide is available in each of the official languages and in braille.
- 5.3 The aforesaid Guide contains the description of-
- the objects of PAIA and POPIA;
 - the postal and street address, phone and fax number and, if available, electronic mail address of-
 - the Information Officer of every public body, every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA¹ and Section 56 of POPIA²; the manner and form of a request for-
 - access to a record of a public body contemplated in Section 11³;
 - access to a record of a private body contemplated in Section 50⁴;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- the assistance available from the Regulator in terms of PAIA and POPIA;
- all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - an internal appeal;
 - a complaint to the Regulator;
 - an application with a court against a decision by the Information Officer of a public body;
 - a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - the provisions of Sections 14⁵ and 5⁶ requiring a public body and private body, respectively, to compile a Manual, and how to obtain access to a Manual;
- the provisions of Sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- the notices issued in terms of Sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access;
- the regulations made in terms of Section 92¹¹.

5.4 Members of the public can inspect or make copies of the Guide from the offices of the Information Regulator, during normal working hours.

Name:	The Information Regulator of the Republic of South Africa
Physical Address:	JD House
	27 Stiemens Street

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

	Braamfontein
	Johannesburg
	2001
Postal Address	JD House, 27 Stiemens Street
	Braamfontein
	Johannesburg
	2001
E-mail Address:	inforeg@justice.gov.za
Website Address:	www.justice.gov.za

5.5 The PAIA Guide is available in all official South African languages at no cost, and any person may request a copy of the Guide.

- A copy of the Guide may also be obtained by contacting the South African Human Rights Commission at:

Name:	The South African Human Rights Commission
Physical Address:	JD House, 27 Stiemens Street Braamfontein Johannesburg 2001
Postal Address:	Private Bag X2700 Houghton 2041
E-mail Address:	info@sahrc.org.za
Website Address:	www.sahrc.org.za

6. RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

6.1 All categories of records require a formal request to access such records except for those records that are published and available to the public on the Oasis Water website at: www.oasiswater.co.za.

7. RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

7.1 The following are legislation in terms of which records are held by Oasis Water. This is not an exhaustive list and it must be pointed out that related records are not necessarily available to Requestors in terms of the Act:

- Basic Conditions of Employment Act 75 of 1997
- BBBEE Act 53 of 2003
- Employment Equity Act 55 of 1998
- Labour Relations Act 66 of 1995 Unemployment Contribution Act 63 of 2001
- Skills Development Levies Act 9 of 1999
- Skills Development Act 97 of 1998
- Occupational Health and Safety Act 85 of 1993
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Foodstuffs, Cosmetics and Disinfectant Act 54 of 1972

- Hazardous Substances Act 15 of 1973
- Health Act 63 of 1977
- National Environmental Management and Waste Act 59 of 2008
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Consumer Protection Act 68 of 2008
- National Credit Act 34 of 2000
- Competition Act 89 of 1998
- Copyright Act 98 of 1978
- Designs Act 195 of 1999
- Trade Marks Act 194 of 1993
- Rental Housing Act 35 of 2014
- Companies Act 71 of 2008
- Value Added Tax Act 98 of 1991
- Income Tax Act 58 of 1962
- Financial Markets Act 19 of 2012
- Debt Collections Act 114 of 1998
- Administration Act 71 of 2002
- Customs and Excise Act 91 of Trade 1964
- Counterfeit Goods Act 39 of 1997
- Electronic Communications and Transactions Act 25 of 2002

8. SUBJECTS ON WHICH OASIS WATER HOLD RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

- Administration Records
- Agreement and Contractual Records
- Company Secretarial Records
- Corporate Records
- Financial Records
- Health Information Records
- Human Resource Records
- Income Tax Records
- Information Technology and Communication Records
- Insurance Records
- Intellectual Property Records
- Legal and Compliance Records
- Marketing and Business Growth Records
- Movable and Immovable Property Records

- Operation Records
- Supply and Procurement Records
- Third Party Records

9. PROCESSING AND PROTECTION OF PERSONAL INFORMATION

The purpose of POPIA is to promote the protection of Personal Information of individuals and businesses and to give effect to their right of privacy as provided for in the Constitution.

9.1 Manner

Oasis Water needs Personal Information relating to both individual and juristic persons in order to carry out its business, organisational functions and meet its legal requirements. The manner in which this information is processed and the purpose for which it is processed is determined by Oasis Water and will ensure that the Personal Information of a Data Subject:

- Is processed lawfully, fairly and transparently;
- Is processed only for the purposes it was collected;
- Will not be processed for a secondary purpose unless that processing is compatible with the original purpose;
- Is accurate;
- Is not excessive for the purpose for which it was collected.

9.2 Purpose

Oasis Water will only process Personal Information that, inter alia:

- Is necessary to enable us to provide our various products and services;
- Is necessary for conclusion and management of various contracts;
- Is necessary for marketing and business growth requirements;
- Is necessary for recruitment and general employee management.

9.3 Categories of Data Subjects

- Customers / Clients
- Franchisees
- Potential Employee Candidates
- Prospects - leads and prospects
- Service Providers
- Contractors
- Employees
- Debtors
- Creditors
- Directors
- Shareholders

- Operators

9.4 Recipients to whom the Personal Information may be supplied

- All recipients as stipulated by the Act.
- Oasis Water, its franchisees, affiliates and their respective representatives.

9.5 Planned Transborder Flows of Personal Information

Oasis Water will transfer Personal Information to the extent necessary to their international franchisees. In the event that cross border transfer of personal information is necessary or unavoidable, Oasis Water shall ensure that the data protection and privacy laws of such countries to which Personal Information is transferred, are similar to the legislation in South Africa, and that the recipients of the Personal Information commit to the same standard of data protection as that which Oasis Water has committed to.

9.6 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Physical security measures:

- Access Control Measures
- Encryption Measures
- Cyber Security Measures
- Anti-Virus Measures
- Security Firewalls
- Password Control: Authorised Users
- Employee Training and Awareness
- Policies

10 ACCESS TO RECORDS

- 10.1 Access to records held by Oasis Water can be refused on any of the grounds for refusal contemplated in Chapter 4 of Part 3 of PAIA.
- 10.2. In order to request access to records held, the Requester must not only identify the right it is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right but must also comply with all the procedural requirements set out in PAIA.
- 10.3. If the Requester requests information on behalf of a public body, the Requester must identify that the request for information is in the public's interest by stipulating adequate reasons.
- 10.4. If the Requestor is making a request on behalf of another person, sufficient proof (to the satisfaction of Oasis Water) of the capacity in which the Requestor is making the

request/acting must be submitted. The type of proof required will be advised by Oasis Water upon receipt of request.

11. PROCEDURAL REQUIREMENTS

- 11.1. In order to facilitate such a request for access to records, the Requester needs to complete the prescribed access form attached hereto as Annexure "A". The prescribed access form must be completed in full.
- 11.2. In terms of section 23(1) of POPIA, adequate proof of identity is required from the Requestor/Data Subject. Therefore, in addition to the prescribed access form, the Requestor will be required to supply a certified copy of their identification document or any other legally acceptable form of identification.
- 11.3. The request form and proof of identity must be provided to the Information Officer of Oasis Water at the physical address or email set out above. Oasis Water may, in its sole discretion request that original certified copies be provided in certain circumstances such as if the electronic copies provided are not clear or are questionable.
- 11.4. The Requester must provide sufficient detail on the prescribed access form to enable the Information Officer to identify the record requested. When completing the prescribed access form, the Requester should also indicate:
 - which form of access is required;
 - the right the Requester is seeking to exercise or protect and explain why the requested record is required for the exercise or protection of that right;
 - whether the Requester wishes to be informed of the decision in any other manner, in addition to a written reply, to state the manner and necessary to be so informed; and an email address, telephonic contact numbers and postal address in the Republic of South Africa.
- 11.5. If a request is made on behalf of another person, the Requester must show, to the reasonable satisfaction of the Information Officer, that he or she is duly authorised to make such request.
- 11.6. If an individual is unable to complete the prescribed access form because of illiteracy or disability, such an individual may make the request verbally.
- 11.7. The prescribed access form must be adequately completed, with sufficient information particularly so that the Information Officer of Oasis water can identify and determine what the access fee will be, should access be granted.
- 11.8. A request will not be processed until the request fee has been paid.

12. REFUSAL IN TERMS OF PAIA

- 12.1. Oasis Water may refuse access to the requested record of parts thereof in terms of Chapter 4, Section 62 – 70 of PAIA.
- 12.2. Mandatory grounds for refusal include but are not limited to:

- Privileged information;
- Information for the protection of the privacy of individuals;
- Information for the protection of commercial information and confidential information of third parties;
- Information that, if disclosed, could endanger the safety of an individual or could impair a party's protection of their property;
- Information privileged from production in legal proceedings;
- Research information.

12.3 In instances whereby a third party needs to be notified of request in order to authorise or decline access, Oasis Water undertakes to request same from the third party within 21 (twenty-one) days of receipt of the request and to include the required information provided for in terms of Section 71(3) of PAIA.

12.4 In the event that the request is declined by the third party, Oasis Water cannot be held responsible for such decline by a third party.

13 NOTIFICATION OF REFUSAL OF ACCESS TO INFORMATION

13.1 A Requestor will be informed within 30 (thirty) business days of receipt of the prescribed access form if Oasis Water's decision is to refuse access to the information requested based on any of the grounds for refusal as contemplated in Chapter 4 of Part 3 of PAIA.

13.2 Take note that the 30 (thirty) day period may be extended for a further 30 (thirty) day period should more time be required to gather the requested information. The Requester will, however, be notified if the initial 30 (thirty) day notice period is to be extended for a further 30 (thirty) days.

14. REFUSAL SINCE THE RECORD CANNOT BE FOUND

14.1 If all reasonable and diligent steps have been taken by Oasis Water to obtain the record requested by the Requester and such record cannot be found or that the record is in its possession but unattainable for reasons justifiable as per Section 55 of the act, the Information Officer shall provide an affidavit or affirmation to the Requester advising that it is not possible to give access to the record requested, despite all reasonable measures taken by Oasis Water to locate the document.

14.2 The affidavit or affirmation will comply with all the requirements provided for in terms of Section 55(2) of the Act.

14.3 In the event the record is found subsequently, Oasis Water undertakes to contact the Requester in order to gain access to the record, subsequent to the payment of the applicable access fee.

14.4 Requests for information that are clearly frivolous or vexatious or which involved an unreasonable diversion of resources shall be refused.

15 FEES

15.1 There are two basic types of fees applicable in terms of PAIA – “request” and “access” fees.

15.1.1 Request Fee

- The request fee is an administration fee that is payable on submission of the request for access to a record and must be paid before the request is considered (unless the request is to access the requestor's personal information in which event there is no applicable fee). The request fee is not refundable if the request for access has been granted however it is refundable if the request for access has been denied by Oasis Water.
- The request fee is currently statutorily set at R50-00 (fifty rand) for a private body.
- In line with section 23(1)(a) of POPIA, a Data Subject (i.e. personal requestor) has a right to request from Oasis Water to confirm, free of charge, whether Oasis Water holds Personal Information about the Data Subject.

15.1.2 Access Fee

- The access fee is payable prior to the Requester gaining of access to the records in the required form.
- The access fee is intended to reimburse Oasis Water for the costs involved in reproduction of documents, searching and preparing the record requested and for any time reasonable required (in excess of the prescribed hours) to search and prepare the record.
- Should the preparation of the required record take more than 6 (six) hours, a deposit (which is 1/3 (one third)) of the access fee is payable before the request will be processed by Oasis Water as a deposit.

15.2 Oasis Water may withhold a record until the Requester has paid the applicable fees (if any).

15.3 In accordance with Section 23(3) of the POPIA, Oasis Water may charge an access fee to the Data Subject to enable Oasis Water to respond to the request. In such instances Oasis Water must provide the Data Subject with a written estimate of the fee before providing the services.

A.	ACCESS FEES FOR REPRODUCTION	
1.	Photocopy of an A4-size page or any part thereof	R1.10
2.	Photocopy of an A4-size page or part thereof held on a computer or in electronic or machine	R0.75
3.	Copy in a computer-readable form on memory stick	R7.50
4.	Copy in a computer-readable form on compact disc	R70.00

5.	Transcription of visual images for an A4-size page or part thereof	R40.00
6.	Transcription of an audio record for an A4-size page or part thereof	R20.00
7.	Copy of an audio record	R30.00
B.	ACCESS FEE FOR TIME SPENT	
1.	The time reasonably required to search for the record for disclosure and preparation or part thereof	R30.00/hr
C.	REQUEST FEE	
	For a request for access to a record by a person other than a personal Requestor	R50.00
D.	DEPOSIT	
	One third of the access fee is payable as a deposit by the Requester	
E.	POSTAL FEE	
	When a copy of a record must be posted to the Requestor	R9.75
F.	APPEAL FEES	
	For lodging an internal appeal against the refusal of a request for access to a record	R50.00
G.	VAT	
	Oasis Water, as a private body registered under the Value Added Tax Act, 1991 will add VAT to all the above-mentioned fees	

16 NOTICES

- The Information Officer shall provide the Requester with a notice in terms of section 54(3) of PAIA on initial receipt and consideration of the request for access. (This notice is annexed hereto as Annexure B).

Once the request fee has been paid in full, the Information Officer will consider the request for access and will provide the Requester with its decision to the request.

17 AVAILABILITY OF THE MANUAL

- This Manual is available on www.oasiswater.co.za.
- This Manual is also available for viewing at the Head Office of Oasis Water for public inspection during normal business hours;
- Copies of the manual may be made available subject to the prescribed fees.

18 UPDATING OF THE MANUAL

Oasis Water will on a regular basis update this manual.

IGNATIUS PETRUS DU PREEZ
Information Officer of Oasis Water

**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 Head:

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.....

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:

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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 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:

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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:

Mark the appropriate box with an **X**.

NOTES:

1. If the record is in written or printed form:				
copy of record*	<input type="checkbox"/>	inspection of record	<input type="checkbox"/>	<input type="checkbox"/>
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):				
view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:				
listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)	<input type="checkbox"/>	<input type="checkbox"/>
4. If record is held on computer or in an electronic or machine-readable form:				
printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)

- 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.

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
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G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue 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:

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.....

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2. Explain why the record requested is required for the exercise or protection of the afore mentioned 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**

Notice in terms of Section 54(3) of PAIA

1. Please be advised the Requester is required to pay the prescribed request fee (if any), before further processing the prescribed access form is done.
2. Please be advised that in the event that:
 - 2.1 the search for the requested record for which a request for access by a Requester, has been made; and
 - 2.2 the preparation of the record for disclosure (including any arrangements contemplated in section 29 (2) (a) and (b) (i) and (ii) (aa)), would, in the opinion of the company, require more than the hours prescribed, the Requester is herewith requested to pay as a deposit, one third of the access fee.
3. The Requester is herewith advised that the aforesaid instance is applicable and therefore a required deposit is payable. Such amounts total _____ (which is one third of the access fee, which amount is R_____.
4. In the event that the Requester finds the aforesaid unacceptable, 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 in terms of subsection (1), or the tender or payment of a deposit in terms of subsection (2), as the case may be.
5. The procedure for lodging the complaint stated in subsection 4 is available in the PAIA and its Regulations.

Signed at this day..... ofyear

.....
SIGNATURE OF INFORMATION OFFICER

Decision Notice

Based on the prescribed access form, the Requested has requested access to documents stated therein and theOasis Water hereby:

Declines or Grants

1. In the event that the company grants access to the record – the access fee payable

R_____ (in words).

2. The amount is calculated as following:

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3. All exceptions, restrictions and parameters regarding access:

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4. In the event that the request is granted but with issue, the Requester may lodge a complaint with the Information Regulator or an application with a court against the access fee to be paid or the form of access granted.

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5. In the event that Oasis Water declines access to the record – the reasons for refusal are:

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6. In the event that the request is declined, the Requester may lodge a complaint with the Information Regulator or an application with a court against the refusal of the request.

Signed at this day..... ofyear

.....
SIGNATURE OF INFORMATION OFFICER