

PROMOTION OF ACCESS TO INFORMATION ACT, 2000 MANUAL

Prepared in accordance with section 14 of the Promotion of Access to Information Act, No. 2 of 2000
("PAIA") (as amended) and in compliance with the requirements of the Protection of Personal
Information Act, No.4 2013 ("POPIA").

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1 AN INTRODUCTION TO PAIA AND POPIA

1.1 The Promotion of Access to Information Act No. 2 of 2000 ("PAIA")

1.1.1 PAIA came into operation on 9 March 2001, which among other things:

- 1.1.1.1 seeks to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights;
- 1.1.1.2 sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual; and
- 1.1.1.3 obliges both public and private bodies to compile a PAIA manual, which PAIA manual sets out how a person, who is desirous of requesting certain information which he/she/it believes he/she/it has a right to, may go about requesting such information.

1.1.2 Where a person is desirous of obtaining information from a private body, in terms of PAIA, then such person must make a request for this by following the laid out procedure and using the prescribed forms, described under the private body's PAIA manual.

1.1.3 On receipt of the request, the body receiving the request must decide if it is able to provide the requested information to the requester in accordance with the provisions of PAIA.

1.2 The Protection of Personal Information Act No. 4 of 2013 ("POPIA")

1.2.1 POPIA, which largely commenced on 1 July 2020, gives effect to a person's rights to privacy, including the rights to data privacy, and which Act, in accordance with this objective, describes and prescribes a series of conditions which have to be met when personal information is processed and used by another person, which conditions establish the minimum requirements for the processing of personal information.

1.2.2 POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information.

1.2.3 POPIA has established the office of the Information Regulator who will oversee and ensure that POPIA and PAIA are complied with by all persons, including individuals, and public and private entities in the Republic of South Africa.

2 PAIA MANUAL

- 2.1 This Manual is compiled in accordance with section 51 of PAIA, as amended by POPIA.
- 2.2 This Manual applies to all information held by NATIONAL BIOPRODUCTS INSTITUTE NPC, Registration Number: 1994/002044/08.
- 2.3 This Manual sets out:
 - 2.3.1 how any person may go about requesting information, including personal information, which they believe NBI holds and which they have a right to;
 - 2.3.2 which forms have to be completed by such person requesting the information;
 - 2.3.3 any fees and/or deposits that may have to be paid before the requested information is provided, should agree to provide the requested information;
 - 2.3.4 how to lodge a withdrawal, objection or complaint against the processing by NBI of personal information in terms of POPIA; and
 - 2.3.5 how to make or file a request for NBI to delete or destroy personal information in terms of POPIA.

3 WHO IS NBI - ABOUT NBI AND ITS BUSINESS

- 3.1 NBI is registered pharmaceutical manufacturer of plasma-derived medicinal products, monoclonal antibodies and diagnostic kits. NBI is incorporated as a not-for-profit organization. NBI operates within a sound corporate governance framework in order to give all its stakeholders the assurance that the organisation is operated, managed and governed in a manner which is appropriate to a non-profit organization, as well as within the legislation, regulations and frameworks of its regulator and other interested parties.
- 3.2 NBI provides products that are essential to patients within the South Africa and African region. NBI is based in Pinetown, Kwazulu-Natal and employs over 280 staff members.

4 CONTACT DETAILS

- 4.1 NBI contact details are as follows:

Full Name	National Bioproducts Institute NPC
Registration Number	1994/002044/08
Registered Address	10 Eden Road Pinetown 3610
Postal Address	Private Bag X9043 Pinetown 3600
Telephone Number	031 714 6700
Chief Executive Officer	Maishibe Ntlhane
Website	www.nbisa.org.za

5 DETAILS OF NBI INFORMATION OFFICER

- 5.1 The Information Officer appointed in terms of PAIA also refers to the Information Officer referred to in POPIA. The Information Officer oversees the functions and responsibilities as required in terms of PAIA as well as the duties and responsibilities in terms of section 55 of POPIA after registering with the Information Regulator.
- 5.2 The details of NBI's Information Officer are as follows:

Information Officer:

Bronwyn Blades - Company Secretary

Telephone Number: 031 714 6819

Email Address of Information Officer: information.officer@nbisa.org.za

6 PAIA GUIDE

- 6.1 In order to assist those who are not familiar with PAIA or POPIA, a guide that contains information to assist the Requester in understanding how to exercise his/her rights under PAIA ("Guide") is available in all the South African official languages. The Guide is currently available on the following site:

<https://infoeregulator.org.za/wp-content/uploads/2020/07/PAIA-GUIDE>

- 6.2 In case of any queries, or need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za

General enquiries email: infoereg@justice.gov.za

7 INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST

- 7.1 All information that is in the public domain or is housed in the public area of our websites, is automatically available which can be automatically accessed by anyone, subject to our website terms of use, without having to go through the formal PAIA request process.
- 7.2 The aforesaid automatically available information is available on the NBI website: www.nbisa.org.za

8 RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION

- 8.1 NBI is subject to many laws and regulations, some of which require NBI to keep certain records.
- 8.2 These laws are detailed under Annexure "Laws".
- 8.3 This list is not exhaustive.

9 A DESCRIPTION OF SUBJECTS NBI HOLDS RECORDS ON, AND CATEGORIES OF RECORDS WHICH INFORMATION IS NOT AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 51(1)(e) OF PAIA

- 9.1 The following information and records identified by the headings and/or departments listed below, are not automatically available and a person must request access to these records by completing a request for information in the prescribed manner as described under this Manual using Annexure A hereto.

Category	Description
Quality Management	<ul style="list-style-type: none">• Document control records: contain information relating to current and archived Policies, Standard Operating Procedures and work instructions;• Archived Batch Manufacturing Records and other related records: contains an index of scanned and archived records relating to the quality of manufactured products;• Customer Complaints: contains information on customer complaints and the customer correspondence and related investigations.• Incidents and on-conformance reports: contains information regarding nonconformance to standards and records of corrective actions taken (CAPAs)• Risk assessments: Contains all the various risk assessments performed as part of changes, incident investigation and audit findings.• Validation study protocols, supporting documentation and reports• Records of superseded procedures, manuals and publications.
New Product Development	<ul style="list-style-type: none">• Research and Development records – contains information on research protocols, experimental setup, analytical results and study reports;

Information Technology	<ul style="list-style-type: none"> • SAP: an interactive information system that integrates finance, people management, manufacturing, procurement, inventory, sales, plant maintenance and all related financial information • Laboratory Information System (LIMS): an interactive information system that contains all relevant laboratory data including quality control test results, product specifications and related reports • Databases: containing information relating to business operations • Clocking system: controls and records information relating to employee working hours and movements • Product Computer Systems: interactive systems that regulate, monitor and store information and drive processes within the manufacturing and operations of NBI • Microsoft Systems: used for communication and collaboration. • IT Infrastructure Systems including Active Directory, network monitoring tools, firewalls, VPN: for IT Infrastructure and Security • Contracts and agreements with software and service providers. • Software licenses, programs, and applications. • Helpdesk reports and information. • System backups, audit trails, and user manuals.
Quality Control including Microbiological Sciences and Environmental Monitoring	<ul style="list-style-type: none"> • Quality Control results: contains information relating to tests performed on final products, raw materials, work in progress, samples from utilities and the environmental monitoring program. • Logbooks containing information on tests performed, samples received, and retention samples. •
ORP including Regulatory Affairs, Product Release Authorisation and Clinical Affairs	<ul style="list-style-type: none"> • Product Dossiers • Plasma Master File • Submissions, correspondence and reports to and from the Regulator (SAHPRA) • History of product amendments (variations) • Certificates of Product Registration • Licenses to operate (NDoH, SAPC, SAHPRA) • Regulatory Due Diligence Reports (Licensing/Distribution/Contract Manufacturing Partners) • Regulatory Risk Assessments • Batch Document Audit Forms • Batch Document Checklists • Certification of Batch Release documents • Annual Product Quality Reviews • Process Control Review Reports • GxP Self-Inspection Reports • Internal publications • External publications • Reference works • Periodicals and Journals • Research files and articles • Product Information • Records of adverse events • Records of Clinical inquiries • Clinical Trial Data (Protocols, Investigator's Brochure, Informed Consent Forms, CTF1, study results, etc.)

	<ul style="list-style-type: none"> • Clinical Due Diligence Reports (Licensing/Distribution/Contract Manufacturing Partners) • Clinical Risk Assessments • Periodic Safety Update Reports
Safety, Health and Environment	<ul style="list-style-type: none"> • Permits and licenses required in terms of legislation • Maintenance records • Environmental monitoring records • Waste collection, quantities and disposal records • Standard operating procedures and policies • SHE audit plans, findings and reports • SHE incident investigation reports • Contracts and agreements with service providers and suppliers • Legislation applicable to SHE
Marketing	Records of customer visits, order patterns and trends as well as customer information is retained.

Incorporation documents	<ul style="list-style-type: none"> • The Memorandum of Incorporation of NBI; and • NBI registration documents.
Company documents	<ul style="list-style-type: none"> • Minutes of meetings of the members and directors of NBI; • Register of directors of NBI; • A list of persons authorized to bind NBI; • Statutory registers of NBI; • License to practice and operate; • Operational records; • Company directives; • Company policies • Legal compliance records; • BBBEE Certificates • Codes of Conduct and Ethics and • Insurance policies.
Financial documents	<ul style="list-style-type: none"> • Accounting records, books and documents of NBI; • Auditor's reports in respect of audits conducted on NBI; • Tax returns of NBI; • Banking and related records • Invoices and Statements • Management Reports; • Inventory records • Fixed Asset registers • VAT, PAYE and UIF records; • Documents relating to employee tax directives; • Customs Information including import and export permits and • Documents relating to foreign payments and income
Internal Audit	<ul style="list-style-type: none"> • Internal Audit plans • Internal Audit reports

Legal documents	<ul style="list-style-type: none"> • Claims against NBI; • Claims by NBI; and • Any other legal records. • Agreements such as license agreements, contract manufacturing agreements, NDA's, material transfer agreements, and quality agreements.
Human resources / employment records	<ul style="list-style-type: none"> • Corporate Structures and Organograms; • List of employees; • Accounting and Payroll records, including employee personal information required for routine processing and as a result of employment • General Terms and Conditions of Employment • Employee benefits; • Confidentiality agreements; • Casual employee records; • Employee records; • Service agreements; • Employment contracts; • Employee leave records; • Recruitment records; • Disciplinary records; • CCMA records; • Pension fund records; • Retirement records; • Remuneration and benefits records; • Employment Equity records and reports • BBBEE statistics and records; • Medical aid records; • Agreements with Trade Unions; • Other information relating to employees of NBI.
Skills Development	<ul style="list-style-type: none"> • Skills Development records and reports; • Training records, schedules and manuals; and • Training agreements • Training materials •
Property records	<ul style="list-style-type: none"> • Title deeds; • Lease agreements; and • Contracts in respect of properties.
Customer and Supplier records	<ul style="list-style-type: none"> • Agreements with Suppliers and Service Providers; • Terms and conditions; • Transaction details; • Debtors information; • Debtors' collections; • Agreements relating to trading activities of NBI • Agency, supply and distribution agreements; and • Purchase order information.
Medical records	<ul style="list-style-type: none"> • All other medical records not previously specified including those related to employees required by law.
Correspondences	<ul style="list-style-type: none"> • Correspondences with third parties; and • All internal correspondences and memos.

Marketing records	<ul style="list-style-type: none"> • Marketing and advertising records; and • Campaign records. • Social media campaigns and information shared on NBI's social media accounts • Sales and Export information
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10 INFORMATION RELATED TO POPIA

10.1 In terms of POPIA, NBI is required to provide the Requester with a description of the personal information that NBI processes and why it is processed, and who NBI may share this information with, which detail is described below:

10.1.1 Personal information NBI processes - the type of personal information that NBI processes will depend on the purpose for which the information is collected. NBI will disclose to the Requester why the personal information is being collected and will process the personal information for that purpose only, which is done under NBI specific and detailed processing notices housed on its website.

10.1.2 Below is a listing of the personal information that is processed by NBI, including the category of data subject that it belongs to. The information provided under this section refers to broad categories of information. This list is not exhaustive:

- Customers - Natural persons: names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence.
- Customers – Juristic persons / entities: names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.
- Customers – Foreign persons / entities: names; contact details; physical and postal, financial information addresses; date of birth; passport number tax related information; nationality; gender; confidential correspondence; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- Contracted Service Providers – Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
- Intermediary / Advisor – Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories,

beneficiaries, ultimate beneficial owners.

- Employees (both temporary and permanent): FICA documents, gender, race, marital status, age, language, curriculum vitae, education information and employment history, ID number, date of birth, telephone numbers, physical and postal addresses, email addresses, income tax number and records, banking details, medical aid information, family information including next of kin, dependent information including children's name, gender, age, disciplinary information, retirement funding information, performance management plans and records, wellbeing and employee assistance program information, criminal behaviour and/or criminal records; trade union membership; external commercial interests; medical information and history.
- Directors and Members: FICA documents, ID number, date of birth, telephone numbers, addresses, email addresses, income tax number and records, banking details.
- Potential Personnel: FICA documents, ID number, date of birth, telephone numbers, addresses, email addresses, curriculum vitae and recruitment records, interview records and outcomes, psychometric testing reports and results.
- Website end-users /Application end-users – Names, electronic identification data: IP address; log-in data, cookies, electronic localisation data; cell phone details, GPS data.

10.1.3 Sharing of personal information - NBI may supply personal information to the following potential recipients:

- Management;
- Employees;
- Temporary Staff;
- Sub-contracted Operators;
- Contracted Service Providers;
- Stakeholders and members; and
- Other recipients within its organisation.

10.1.4 Cross border exchanges - NBI may disclose personal information it processes to any of its overseas associate entities or third-party service providers, with whom NBI engages in business or whose services or products NBI elects to use, including cloud services hosted in international jurisdictions. Personal information may also be disclosed where NBI has a legal duty or a legal right to do so. NBI will in this regard, endeavour to enter into written agreements to ensure that other parties comply with POPIA and NBI confidentiality and privacy requirements.

10.1.5 General description of information security measures – NBI employs appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information. These measures include:

- Firewalls;

- Virus protection, Malware and software and update protocols;
 - Logical and physical access control;
 - Password controls
 - Dual Factor Authentication protocols
 - Disaster Recovery and Back up policies and procedures
 - Secure setup of hardware and software making up our information technology infrastructure; and
 - Outsourced service providers who are contracted to implement security controls.
- 10.2 Any request for access to personal information as per the provisions of POPIA, must be made in accordance with the provisions of PAIA. This process is outlined in paragraph 12 below.
- 10.3 Owners of Personal Information have the right to request the correction, deletion or destruction of their personal information, in the prescribed form, which form is available on the NBI website. Alternatively, the prescribed forms are attached to this Manual for your convenience.
- 10.4 Owners of Personal Information may object to the processing of their personal information in the prescribed form, which form is available on our website. Alternatively, the prescribed forms are attached to this Manual for your convenience.
- 10.5 Please refer to NBI's Privacy Policy, available on the NBI website (www.nbisa.org.za) for further information on the processing of personal information.

11 REQUEST PROCEDURE

- 11.1 Any request for access to a record or to personal information in terms of PAIA or POPIA must be made on the form attached hereto marked Annexure "A" - called Form 2 - Request for access to record of private body (Section 53(1) of PAIA) [Regulation 10], or one which substantially corresponds with the form.
- 11.2 A request for access to information which is not included under this Form 2 or which does not comply with POPIA or PAIA will be rejected and returned to the requestor.
- 11.3 POPIA provides that an owner of personal information ("the data subject") may, upon proof of identity, ask NBI to confirm or advise, free of charge, that it holds personal information which pertains or belongs to the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information, which latter request may be subject to a fee described below. Any request for access to this personal information must be made on the form attached hereto marked Annexure "A" - called Form 2 - Request for access to record of private body (Section 53(1) of PAIA) [Regulation 10], or one which substantially corresponds with the form. A request which is not housed under this Form 2 or which does not comply with POPIA will be rejected and returned to the requestor.
- 11.4 Section 54 of PAIA entitles NBI to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in the Regulations promulgated under PAIA and POPIA. Where a decision to grant a request has been taken by NBI, the record will not be disclosed until the necessary deposits and/or fees have been paid in full, where applicable. The fee payable will depend on the type of information requested. These fees are described under Annexure "B" hereto – Fees in respect

of private bodies.

12 ACCESS TO HEALTH RECORDS OR OTHER RECORDS IN TERMS OF SECTION 61 OF PAIA

- 12.1 For the purposes of this section, the term "relevant person" shall refer to the requester and/or the authorized person making a request on the persons behalf.
- 12.2 Requesters must stipulate in their request for information what health information is required, understanding that information held by a medical practitioner must be obtained directly from him or her. No hospital can release information held by another party, or information that is protected by a medical practitioner /patient relationship.
- 12.3 The Information Officer, in terms of section 50 of PAIA, may only grant a request for access to information and/or a record provided by a medical practitioner in his or her capacity as such, about the physical or mental health of the requester him/herself, or to authorised person making such a request on behalf of the person concerned.
- 12.4 The Information Officer may in terms of section 61(1) of PAIA, refuse access to information and/or records, if he or she is of the opinion that such disclosure would cause serious harm to the requester's physical and/or mental health.
- 12.5 Before the Information Officer allows, grants or facilitates access to information and/or records, he or she may consult with the treating medical practitioner who, subject to section 61(2) of PAIA had been nominated by the relevant person.
- 12.6 Before the Information Officer allows, grants or facilitates access to information and/or records, he or she may consult with the treating medical practitioner who, subject to section 61(2) of PAIA had been nominated by the relevant person.
- 12.7 If the relevant person is:
 - 12.7.1 under the age of 16 years, a person having parental responsibilities for the relevant person, must make the nomination referred to in section 61(2)(a) of PAIA; and/or
 - 12.7.2 incapable of managing his or her affairs, a person appointed by the court to manage those affairs must make that nomination.
- 12.8 If after the Information Officer has given access to the medical practitioner, and the medical practitioner is of the opinion that the disclosure of the information and/or record to the relevant person, would likely cause serious harm to his or her physical and/or mental health, or well being, the Information Officer may only grant access to that information and/or record if he or she has been given sufficient guarantees by the requester, that adequate provision has been made for such counselling or arrangement as are reasonably practicable before, during or after the disclosure of the information and/or record limit, alleviate or avoid such harm to the relevant person.
- 12.9 Before access to the information and/or record is so given to the requester, the person responsible for such counselling or arrangements must be given access to the information and/or record.

- 12.10 The Information Officer may also refuse access to the information and/or records in terms of any other law.

13 PRESCRIBED FEES

- 13.1 Once a request is made, the Information Officer will send an acknowledgement of receipt notice to the requester requesting payment of the prescribed request fee of R140.00 (one hundred and forty rand).
- 13.2 This prescribed fee must be paid before the request will be processed.
- 13.3 Payment of this fee is to be made as directed by the Information Officer.
- 13.4 The Information Officer will then make a decision in respect of the request and the requester will be notified of the decision on the required form.
- 13.5 Should the request be refused, the requester may lodge an application at court against the tender or payment of the requested fee as will be advised in the notice (in terms of section 54(3)(b) of PAIA).
- 13.6 If the request is granted, then a further access fee is payable for the search, reproduction and preparation of the record in a particular format as well as for any time, that has exceeded the prescribed hours, to search and in order prepare the record for disclosure (in terms of section 54(6)) of PAIA).
- 13.7 The fees schedule can be downloaded from the Department of Justice website at <http://www.doj.gov.za>.

14 PROOF OF IDENTITY

When requesting records or information under PAIA or POPIA, the Requestor will be required to submit acceptable proof of identity such as a certified copy of identity document or other legal forms of identity.

15 TIMELINES FOR CONSIDERATION OF A REQUEST FOR ACCESS

- 15.1 Requests will be processed within 30 (thirty) days, from date of receipt thereof, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.
- 15.2 Should an extension be required, the Requestor will be notified, together with reasons explaining why the extension is necessary, which in most cases shall be a period of 30 (thirty) days.

16 GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION

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- 16.1 There are various grounds upon which a request for access to a record may be refused. These grounds include:
- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
 - the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
 - if disclosure would result in the breach of a duty of confidence owed to a third party;
 - if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
 - if the record was produced during legal proceedings, unless that legal privilege has been waived;
 - if the record contains trade secrets, financial or sensitive information or any information that would put NBI at a disadvantage in negotiations or prejudice it in commercial competition; and/or
 - if the record contains information about research being carried out or about to be carried out on behalf of a third party or by NBI.
- 16.2 Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

17 REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

- 17.1 If the Information Officer decides to grant a requester access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.
- 17.2 Where the Information Officer declines any requester access to the particular record, such decision will be relayed to the requester. There is no internal appeal procedure.
- 17.3 In the event that the Requestor is not satisfied with the outcome, he/she is entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

18 REQUEST FOR ACCESS TO INFORMATION AFFECTING THIRD PARTIES

- 18.1 If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.
- 18.2 Where a third party is affected by the request for access and the Information Officer has decided to grant the Requestor access to the records, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, the Requestor must be granted access to the record.

19 AVAILABILITY OF THIS MANUAL

This manual may be obtained by the Requester:

- On the NBI website (www.nbisa.org.za);
- Through a submission of a written request to the NBI Information Officer.

20 REVISION SUMMARY

VERSION NUMBER	REVISION DETAILS
3	Revised complete document Added annexures

ACTS AND OTHER LEGISLATION HELD BY NATIONAL BIOPRODUCTS INSTITUTE NPC

The NBI keeps records in accordance with the following legislation, as amended from time to time, all of which are available, subject to such legislation and the Act.

- Pharmacy Act 54 of 1974
- Medicines and Related Substances Control Act 101 of 1965
- Human Tissue Act 65 of 1983
- Genetically Modified Organisms Act 15 of 1997
- Customs and Excise Act 91 of 1964
- Companies Act 71 of 2008
- Non-Profit Organisations Act 17 of 2000
- Broad Based Economic Empowerment Act 53 of 2003
- Promotion of Access to Information Act 2 of 2000
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991
- Credit Agreements Act 75 of 1980
- Finance Act 35 of 2000
- Financial Services Board Act 97 of 1990
- Insurance Act 27 of 1943
- Insurance Amendment Act 54 of 1996
- Trade Marks Act 194 of 1993
- Unemployment Insurance Act 63 of 2001
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Occupational Health and Safety Act 85 of 1993
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Skills Development Act 97 of 1997
- Skills Development Levy Act 9 of 1999
- Employment Equity Act 55 of 1998
- Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- Unemployment Insurance Contributions Act 4 of 2002
- Pensions Funds Act 24 of 1956
- Firearms Control Act 60 of 2000
- International Air Transportation Association Dangerous Goods Regulations
- Environmental Conservation Act 73 of 1989
- National Environmental Management Act 107 of 1998
- Hazardous Substances Act 15 of 1973
- Electronic Communications and Transactions Act 2 of 2000
- Regulation of Interception of Communications and Provisions of Communication Related Information Act 70 of 2002

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address:

--

Fax number:

--

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<p align="center">PARTICULARS OF RECORD REQUESTED</p> <p><i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p align="center">TYPE OF RECORD</p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

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

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

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

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

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

Note:

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

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

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

2. You requested:

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

3. To be submitted:

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

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

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4. Fees payable with regards to your request:

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

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

☐

Yes

☐

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer