

# **DATA SUBJECT ACCESS REQUEST POLICY AND FORM**

Effective Date	Version Reference	Approved By
	1	

## 1 INTRODUCTION

- 1.1 This document sets out our policy for responding to data subject access requests under the applicable data protection legislation. "Data subject" and "requester" will be used interchangeably in this document.
- 1.2 This document explains the rights of the data subject in relation to a data subject access request made to Safair Operations Proprietary Limited ("**Company**") and its responsibilities when dealing with that request.

## 2 RIGHTS

- 2.1 Where the Company is a responsible party of a data subject's personal information, that data subject has the right –
- 2.1.1 to receive confirmation from the Company that the Company processes their personal information;
  - 2.1.2 to know what personal information of theirs the Company processes;
  - 2.1.3 to receive details on the purpose for which their personal information is being processed and how the Company processes their personal information;
  - 2.1.4 to know whether their personal information is being disclosed to anyone else;
  - 2.1.5 to know how long their personal information is being stored and the criteria applied to that time period;
  - 2.1.6 to know that it has the right to request rectification, erasure and restriction on the processing of their personal information;
  - 2.1.7 to complain to the applicable regulator;
  - 2.1.8 to know whether their personal information is collected from another source;
  - 2.1.9 to know whether any automated decision making is applied to decision made about them;
  - 2.1.10 to access and receive a copy of their personal information which the Company processes in an intelligible form; and
  - 2.1.11 to request that their personal information be ported (transferred) to another entity.

### 3 WHO IS RESPONSIBLE FOR RESPONDING TO REQUESTS?

3.1 The Company's Information Officer is responsible for handling all data subject access requests. The Information Officer has designated its Deputy Information Officer with the duty to respond to data subject access requests.

3.2 Contact information: email: POPI@safair.co.za and telephone number +27 11 928 0000.

### 4 HOW TO MAKE A DATA SUBJECT ACCESS REQUEST

4.1 If you are a data subject and wish to request access, please –

4.1.1 Fill in the Access Request Form (attached hereto as Annexure A), sign and date it.

4.1.2 Attach a copy of your proof of identity to the form.

4.1.3 Send the completed form and proof of identity to the Information Officer via email or post.

4.2 Use of the Access Request Form is mandatory. Properly completing the form should enable us to process your request more efficiently.

### 5 RESPONDING TO A DATA SUBJECT ACCESS REQUEST

5.1 Where a requester requests access to their personal information which the Company processes, the following will happen –

5.1.1 **Verify the identity of the data subject:** The Information Officer (or designed Deputy Information Officer) will ask for information to verify the identity of the requester (if not already provided).

5.1.2 **Confirm that the Company is the Responsible Party:** The Information Officer (or designed Deputy Information Officer) will confirm whether the Company is the responsible party of the data subject's personal information, or rather an operator. If it is an operator, the Information Officer (or designed Deputy Information Officer) will inform the data subject and refer them to the actual responsible party. This will be recorded in writing.

5.1.3 **Collect the requested information:** The Information Officer (or designed Deputy Information Officer) will then search the Company's databases for the requested information. This information may be stored manually or electronically. It may be stored by third parties.

5.1.4 **Fees:** Depending on the nature of the request, the Company may charge the requester (data subject) a prescribed fee to cover its administrative costs in dealing with the request.

5.1.5 **Exemption:** In limited circumstances, an exemption or exception may apply. The Information Officer (or designed Deputy Information Officer) must consider whether the

Company is exempt or excepted from responding to the access request and if so, on what grounds. This will be communicated to the requester.

- 5.1.6 **Time period:** The Company undertakes to respond to the request within a reasonable period of time starting from when the Company received the information necessary to identify the requester, to identify the information the requester requested and provide the requester with the information.
- 5.1.7 **Issue a response:** Once any queries around the information requested have been resolved, copies of the information will be sent to you electronically wherever possible, unless another format is advised.
- 5.2 Please note that if the requested information reveals details directly or indirectly about another person, the Company will have to seek the consent of that person before it can let the data subject see that information, or the Company reserves the right to redact such third party person's information.



J752

REPUBLIC OF SOUTH AFRICA

**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 Head:

**B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

- |  |
|--|
| <p>(a) The particulars of the person who requests access to the record must be given below.<br/>         (b) The address and/or fax number in the Republic to which the information is to be sent must be given.<br/>         (c) Proof of the capacity in which the request is made, if applicable, must be attached.</p> |
|--|

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:

.....

.....

.....

.....

2. Reference number, if available:

.....

.....

.....

.....

3. Any further particulars of record:

.....

.....

.....

.....

**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:

.....

.....

.....

.....

.....

**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 <b>X</b> .	
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.	

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

.....

.....

.....



**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..... of  
.....year .....

.....  
SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF  
REQUEST IS MADE