

OTT MOBILE TECHNOLOGIES (PTY) LTD

(“OTT”)

ACCESS TO INFORMATION MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act and Article 15 of the EU General Data Protection Regulation (Regulation (EU) 2016/679)

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Name	Position	Status	Date
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1. Introduction

- 1.1. This Manual is intended to assist visitors, customers, and the public to:
 - 1.1.1. view the categories of records held by OTT Mobile Technologies (Pty) Ltd (“OTT”, “we”, “us” or “our”);
 - 1.1.2. identify which records are available without submitting a formal request in terms of the Promotion of Access to Information Act, 2000 (“PAIA”);
 - 1.1.3. understand how to request access to our records, including customer records, staff records, supplier records, and security-related records (such as systems logs or CCTV footage);
 - 1.1.4. see which of our records are available under other legislation;
 - 1.1.5. obtain the contact details of the Information Officer (“IO”) who will assist with access requests;
 - 1.1.6. access the official guide authored by the Information Regulator (South Africa) that explains how to use PAIA;
 - 1.1.7. understand whether we process personal information, for what purposes, the categories of data subjects concerned (such as customers, employees, suppliers, and visitors), and the types of information processed;
 - 1.1.8. view the recipients (or categories of recipients) to whom personal information may be disclosed, including where processing or transfers occur outside the Republic of South Africa; and
 - 1.1.9. know the security measures we apply to ensure the confidentiality, integrity, and availability of personal information.
- 1.2. Section 15 of this Manual describes the procedure for Data Subject Access Requests (“DSARs”), in compliance with Article 15 of the EU GDPR and South Africa’s POPIA. A DSAR enables a data subject to:
 - 1.2.1. confirm (free of charge) whether we process their personal information;
 - 1.2.2. receive details about such processing; and
 - 1.2.3. obtain a copy of their personal information that we process, except where we are required to refuse such access or redact the record.

2. Definitions

“this Manual”	This Access to Information Manual, as prepared in terms of section 51 of PAIA and Article 15 of the GDPR.
“Board”	The Board of Directors of OTT.
“DSAR”	a request by a data subject to: <ul style="list-style-type: none"> • obtain confirmation that we process their own personal data, • receive certain information about the processing of their own personal data, or • obtain a copy of their own personal data processed.
“GDPR”	EU General Data Protection Regulation (Regulation (EU) 2016/679).
“IO”	The designated information officer of OTT, appointed in accordance with PAIA and POPIA.
“Minister”	Minister of Justice and Correctional Services
“OTT”	The private body particularised in section 3 below.
“personal information”	as defined in section 1 of POPIA.
“PAIA”	Promotion of Access to Information Act 2 of 2000.
“POPIA”	Protection of Personal Information Act 4 of 2013.
“Privacy Notice”	Privacy Policy available at: https://ottvoucher.com/privacy-policy/
“Regulator”	the competent data protection authority with jurisdiction. In South Africa, this is the Information Regulator (South Africa). If a DSAR is submitted by an EU citizen in terms of Article 15 of the GDPR, the competent regulator will be the data protection authority of the EU member state of which that data subject is a citizen.
“Staff”	all individuals contracted by OTT in a work capacity, including: <ul style="list-style-type: none"> • permanent and temporary employees, • secondees, and • contracted personnel such as consultants and independent contractors.

3. Contact Details and Company Information

All queries and requests (including DSARs) concerning OTT may be directed to the IO using the contact details below:

Name of Private Body	OTT Mobile Technologies (Pty) Ltd
Nature of Business	Private company incorporated in accordance with the Companies Act 71 of 2008.
CIPC Registration Number	2013/190847/07
Registered Address	1 Edgewood Avenue, Birdhaven, Johannesburg, Gauteng, 2196
Principal Place of Business	1 Edgewood Avenue, Birdhaven, Johannesburg, Gauteng, 2196
Postal Address	1 Edgewood Avenue, Birdhaven, Johannesburg, Gauteng, 2196
Head of Body	Michael Sean Rex Miller
Information Officer	Michael Sean Rex Miller
IO E-mail Address	support@ott-mobile.com

4. Review

The IO shall review this Manual and related procedures annually, or sooner, where changes in law have an immediate impact on the contents of this Manual.

5. Guide from the South African Information Regulator

- 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* (the “**Guide**”), 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 with the Regulator in each of South Africa’s official languages and braille.
- 5.3. The Guide contains the description of-
 - 5.3.1. the objects of PAIA and POPIA;
 - 5.3.2. the manner and form of a request for-
 - access to a record of a public body contemplated in section 11; and
 - access to a record of a private body contemplated in section 50;
 - 5.3.3. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 5.3.4. 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-
 - a complaint to the Regulator; and
 - an application with a court against a decision by the Regulator or a decision of the head of a private body.

- 5.4. Enquiries relating to the Guide should be directed to:

The Information Regulator (South Africa):

Postal address:	Woodmead North Office Park, 54 Maxwell Dr, Sandton, 2191
Physical address:	Woodmead North Office Park, 54 Maxwell Dr, Sandton, 2191
Telephone Number:	+27 10 023 5200 / 010 023 5241/42
Email for enquiries:	enquiries@inforegulator.org.za
To submit complaints:	Visit: https://eservices.inforegulator.org.za/complaints/paia/default.aspx
Website:	www.inforegulator.org.za

- 5.5. Alternatively, you may complete and submit PAIA Form 1 to our IO for a copy of the Guide.

6. Automatically Available Records and Records Available In terms of Other Legislation

The following categories of records are automatically available for inspection or download without submitting a PAIA request:

Type of Record	How to Access it
Names of our directors	Companies and Intellectual Property Commission ("CIPC")
Memorandum of Incorporation	CIPC
Our banking details	On request by email
OTT brochures and promotional material	Available on request by email
Public-facing policies (e.g. Privacy Notice, Terms and Conditions)	Website
OTT services information	Website / brochures
Job vacancies and career information	Website / recruitment portals

7. Records and Categories of Records We Hold

This section provides an overview of the categories of records held by OTT (as a Controller / Responsible Party) in the course of its operations, including records processed for legal, business, technical, support, compliance, and customer service purposes.

Further categories of records and personal information are described in OTT's Privacy Notice under "*Personal Information Collected*."

Note: Access to these records may be restricted on lawful grounds such as confidentiality, privacy, professional privilege, trade secrets, or any other ground of refusal set out in this Manual and PAIA.

7.1. Staff and Contractor Records¹

Records relating to OTT's employees, contractors, interns, and job applicants, including

- CVs, identity documents, qualifications, and job applications;
- Employment contracts, payroll, leave, and performance records;
- Training, disciplinary, compliance, and security awareness records.

7.2. Customer and Potential Customer Records²

Records collected or generated in the course of providing services and delivering digital products, including records relating to OTT's Customers (primarily merchants and other business clients) and, where applicable, records relating to end-users of those merchants that OTT processes to execute the relevant product/service flow.

¹ Primarily maintained in accordance with labour, tax, employment equity, and occupational health and safety legislation. They support workforce management, payroll compliance, employee performance tracking, and workplace accountability under South African and applicable labour laws. Refer also to OTT's Personnel Privacy Notice for more detail on how employee information is processed.

² Maintained For this clause, "Customer" refers primarily to OTT's merchant/business customers. "End-user" refers to an individual who transacts with, receives value from, or is supported in relation to services provided to a merchant. Depending on the product and data flows, OTT may process certain end-user records as an operator/processor on behalf of the merchant, while still holding those records in its systems for service delivery, support, risk management and compliance purposes.

These records may include:

- Merchant/business Customer account and onboarding records (company and registration details, FICA/KYC and due-diligence records (where applicable), authorised signatories and user profiles, service activation/onboarding documentation, and account administration records).
- Commercial and account-management records (signed agreements, orders, pricing schedules, settlement and payout arrangements, billing configurations, fee schedules, account changes, and related correspondence).
- Authorised representative contact details for the merchant and other business Customers (name, surname, role/authority, email address and telephone number, and identity/passport details only where required for onboarding/verification or compliance controls).
- To the extent required by the product flow, End-user/beneficiary information processed in connection with merchant services (end-user identifiers and contact details (e.g., name and mobile number/email where used), merchant customer reference numbers and transaction-specific identifiers). OTT does not necessarily collect the full “account profile” data set for end-users unless the relevant product involves end-user onboarding.
- End-user banking/payout recipient details where required for payouts/refunds (bank name, account number, branch code and account holder name, or alternative payout identifiers (e.g., mobile number), together with any verification information necessary to execute payment and manage fraud risk).
- Transaction, settlement and reconciliation records (payment confirmations, transaction references, amounts, dates/times, status updates, reversals, refunds, chargebacks/disputes, settlement terms, and audit/reconciliation trails).
- Customer communications and support records (support tickets, queries, escalations, complaints, feedback and resolution outcomes).
- Surveys and service feedback submissions, where conducted (satisfaction ratings and qualitative comments linked to a transaction or support case).
- Verification and security-related records generated during service delivery (authentication/logs, fraud/risk flags, and related supporting evidence).

7.3. **Technical and Support Records³**

Records generated or maintained in the operation, security, and support of IT systems and digital services, including:

- System and platform configuration records (infrastructure identifiers, access controls, and security settings).
- System usage and operational logs (authentication events, error and performance logs, device and network identifiers, IP addresses).
- Backup, recovery, and business-continuity records.
- Incident, fault, and service-support records.
- Technical and usage data (operational status, crash/error logs, authentication data, Service continuity and incident management documentation).

7.4. **Supplier, Vendor, and Service Provider Records⁴**

Records relating to third-party suppliers, vendors, subcontractors, and partners, including:

- Company registration, VAT, and banking details.

³ Maintained to manage OTT's procurement, vendor, and partner relationships, ensuring proper onboarding, financial settlement, and compliance with legal, tax, anti-corruption, and data protection requirements. Records also support due diligence, contractual oversight, and the maintenance of trusted supply chains for third-party IT products and services.

⁴ Maintained to ensure proper delivery, configuration, monitoring, and support of solutions and products provided by OTT. These records are necessary to safeguard service continuity, detect and resolve incidents, maintain information security, and demonstrate compliance with contractual service levels and industry standards.

- Commercial agreements, orders, invoices, and payment records.
- Due diligence, compliance confirmations, and audit-related records.

7.5. Legal, Regulatory, and Compliance Records⁵

Records required for legal, regulatory, and risk-management purposes, including:

- Legal correspondence and regulatory filings;
- PAIA/POPIA compliance records and data subject requests;
- Records relating to disputes, incidents, insurance, or risk management.

8. Access Request Procedure

This section provides Requesters with guidelines and the procedures to facilitate a request for access to a record held by OTT.

We may refuse a request for access to information if the application does not comply with the procedural requirements of PAIA.

Even if a request is properly completed and submitted, it does not automatically entitle the Requester to access the requested record, particularly if the record cannot be found or if any other permissible grounds for refusal exist under PAIA.

If it is reasonably suspected that the Requester has obtained access to OTT's records through the submission of materially false or misleading information, legal proceedings may be instituted against such Requester.

8.1. Completing the Form

- 8.1.1. The Requester must follow the procedure below when completing the Access Request Form.
- 8.1.2. Complete **PAIA Form 2**.
- 8.1.3. Complete the form comprehensively.
- 8.1.4. Type or print in **BLOCK LETTERS**.
- 8.1.5. Provide a copy of your Identity Card or Document. The purpose of providing proof of ID is to authenticate and validate the identity of the Requester.
- 8.1.6. Every question must be answered. If the answer is '**Not Applicable**', answer '**N/A**', if the response is 'Nothing to Disclose', respond 'Nil'. Do not leave any blanks.
- 8.1.7. If there is not enough space on the form to answer a question, please attach a separate page. Mark the page with the corresponding question number and title, and submit it along with your form.
- 8.1.8. Provide sufficient detail on the form so that the record can be identified.
- 8.1.9. Indicate the form of access required.

⁵ Maintained to comply with corporate governance, statutory, and regulatory obligations, including obligations under data protection, financial reporting requirements, health and safety, and risk management frameworks. These records also evidence OTT's accountability in audits, regulatory reviews, and dispute resolution, and enable the company to act as a responsible corporate citizen.

- 8.1.10. To access a record, you must clearly specify the legal right you are seeking to exercise or protect and explain how the record is necessary for that purpose, providing supporting evidence if required. Requests that are vague, disproportionate, or unrelated to the stated right may be refused in accordance with applicable law.
- 8.1.11. If the request is being made on behalf of another person, the Requester must produce evidence of their capacity to submit a request on behalf of the other person to the satisfaction of the IO.
- 8.1.12. Any person unable to complete the prescribed form due to illiteracy or disability may submit a request orally, either in-person at our offices or via the telephone number provided. The Requester will be informed of the decision in writing, or if requested, in another accessible manner suited to their needs. If the Requester requires reasons for the decision in a format other than writing, they must specify the preferred format and provide the necessary particulars for delivery.

8.2. Submission of the Access Request Form

- 8.2.1. The Requester must submit the completed Access Request Form using the contact details provided in Section 3 (Contact Details) of this Manual, either by conventional mail or email.
- 8.2.2. Where a Requester is unable to complete the Access Request Form due to illiteracy or a disability, the Requester may contact OTT using the details in Section 3 to request reasonable assistance in lodging the access request. OTT will provide such assistance as is reasonably required to enable the request to be made.
- 8.2.3. An initial, non-refundable request fee ("Request Fee") must be paid upon submission of the Request Form unless the Requester qualifies for an exemption. The prescribed fees are listed in Annexure 2 and may be updated periodically. Requests will only be processed upon receipt of proof of payment.
- 8.2.4. No Request Fee or Access Request Form is required if the Requester only seeks confirmation of whether OTT holds specific personal information about them.

8.3. Payment of Fees

- 8.3.1. Payment details can be obtained from the IO, whose details are set out in Section 3 (Company Details) of this Manual.
- 8.3.2. Payment may be made via direct deposit or electronic funds transfer. Credit Card payments are not accepted. Proof of payment must be sent to the IO.
- 8.3.3. After receipt of an Access Request Form:
 - the IO may charge an additional search fee to cover the costs of search, reproduction, and/or preparation of the record ("Search Fee"). The Search Fee will be calculated based on the prescribed fees outlined in Annexure 2 of this Manual and must be paid in full before the record is provided;
 - If the search for a record, in the opinion of the IO, would require more than six (6) hours to search and prepare the record for disclosure, the IO may require the Requester to pay a deposit

toward the total Search Fee. The deposit amount must not exceed one-third of the total payable Search Fee.

- 8.3.4. If the request for access is later refused or the record cannot be found after the payment of the deposit, OTT will repay the deposit to the Requester.
- 8.3.5. The Requester may lodge a complaint with the Information Regulator or lodge an application with a Court against the tender or payment of any fee or deposit to OTT.

8.4. Notification

The IO will, within 30 days of receipt of the request, decide whether to:

- 8.4.1. grant or decline the request and give notice with reasons (if required) to that effect; or
- 8.4.2. extended for a further period of not more than 30 days.

8.5. Extension of period to deal with the request

8.5.1. The IO may extend the period to deal with the request by a further period of not more than 30 days in the following circumstances:

- (a). in the event that:
 - the request is for a large volume of records or requires a search through a large volume of records; and
 - compliance with the original period would unreasonably interfere with the activities with OTT.
- (b). where the request requires a search for records in or collection from another office of OTT situated in a different town or city, and that cannot reasonably be completed within the original period;
- (c). If consultation among divisions of OTT or with another private body is necessary to decide upon the request that cannot reasonably be completed within the original period;
- (d). If more than one of the circumstances contemplated in (a), (b) or (c) above exist in respect of the request, making compliance with the original period not reasonably possible; or
- (e). The Requester consents in writing to such extension.

8.5.2. The IO will notify the Requester in writing should an extension be sought.

9. Records that cannot be found

If a Record requested cannot be found or does not exist, the IO shall, by means of an affidavit, notify the Requester. In the affidavit, a full account will be given of all steps taken to find that Record in question.

10. Decision in respect of the request

If the Request for Access to a Record is not successful, the Requester will be notified of the following:

- 10.1.1. Adequate reasons for the refusal; and
- 10.1.2. The Requester's right to lodge a complaint with the Regulator or lodge an application with a Court against the refusal of the request and the procedure, including the period, for lodging the application.

11. Third Party Notification

If access is requested to a record that contains information about a third party, OTT must, within 21 days, attempt to inform them of the request. This allows the third party the opportunity to respond by either providing consent to the access to the record or by providing reasons why the access should be denied.

Where the third party furnishes reasons in support of (or for the denial of) access to the record, the IO will consider these reasons when deciding whether access should be granted or not.

12. Grounds for Refusal

The IO may legitimately refuse to grant access to a requested Record in the following circumstances:

- 12.1.1. to protect personal information OTT holds about a third person (who is a natural person, including deceased persons), from unreasonable disclosure and redaction of the record is not feasible or appropriate;
- 12.1.2. to protect commercial information that is held about a third party or OTT (for example, trade secrets, financial, commercial, scientific or technical information), the disclosure of which may harm the commercial or financial interests of the organisation or the third party;
- 12.1.3. if disclosure of the Record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;
- 12.1.4. if disclosure of the Record would endanger the life or physical safety of an individual;
- 12.1.5. if disclosure of the Record would prejudice or impair the security of property or means of transport;
- 12.1.6. if disclosure of the Records would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- 12.1.7. if disclosure of the Record would prejudice or impair the protection of the safety of the public;
- 12.1.8. the Record is privileged from production in legal proceedings unless the legal privilege has been waived;
- 12.1.9. disclosure of the Record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of OTT;

- 12.1.10. disclosure of the Record would put OTT or a particular company or entity at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- 12.1.11. the Record is a computer programme owned by OTT; or
- 12.1.12. the Record contains information about research being conducted by OTT or to be carried out on behalf of a third party by OTT, the disclosure of which is likely to expose the third party, a person carrying out the research or the subject matter of the research to serious disadvantage.

13. Remedies Available Upon Refusal of a Request

13.1.1. Internal Remedies

OTT does not have an internal appeal process.

The decision made by the IO is final. If the Requester is dissatisfied with the decision, they must pursue external remedies available under the applicable laws.

13.1.2. External Remedies

Requesters or third parties who wish to challenge a decision may escalate their complaints externally through the following channels:

- **Complaints to the Regulator**

In terms of Sections 56(3)(c) and 78 of PAIA, a Requester may lodge a complaint with the Information Regulator (South Africa) within 180 days of the decision, alleging non-compliance with PAIA provisions. The Information Regulator will review the complaint and may:

- Investigate the matter;
- Decide to take no further action; or
- Refer the matter to its Enforcement Committee established under POPIA.

If the Information Regulator issues an Enforcement Notice, it may confirm, amend, or set aside the original decision, providing reasons for the outcome.

- **Application to Court**

Requesters may apply to a court, including a Magistrates' Court, in the ordinary course to challenge the decision.

14. Processing of Personal Information

As a Responsible Party / Controller, OTT determines the means and purposes for processing personal information that it collects in respect of Service Data. When processing personal information on behalf of its customers, OTT acts strictly as a Processor under the relevant Services Agreement.

14.1. Purpose of Processing Personal Information

The purposes for which OTT processes personal information depend on the relationship with the data subject. Typical purposes include:

- Customer onboarding, and account creation.
- Contract fulfilment, order processing, billing, and account management.
- Provisioning, configuration, support, and maintenance of IT systems, hardware, infrastructure, and software solutions.
- Delivering professional services and consultancy engagements.
- Managing staff, contractors, vendors, and service providers for operational and compliance purposes.
- Maintaining and securing OTT's platforms, networks, and intellectual property, including monitoring, troubleshooting, and incident response.
- Marketing and communications about OTT services (with consent where required).
- Complying with legal, tax, corporate governance, AML, and regulatory obligations.

For a complete description of how personal information is processed, please refer to our Privacy Notice under "*Processing Purposes*."

14.2. Categories of Data Subjects

OTT processes information relating to the following categories of data subjects:

- Customers and potential customers
- Employees, contractors, and job applicants.
- Suppliers, vendors, and service providers.
- Website visitors, marketing subscribers, and individuals interacting with OTT online.

Full details are set out in our Privacy Notice under "Personal Information Collected" and "*How Personal Information is Collected*."

14.3. Categories of Recipients to Whom Personal Information May Be Disclosed

OTT may share personal information with trusted third parties where legally permitted and necessary, including:

- Payment gateways, credit agencies, and financial institutions for billing, transactions, and risk management.
- Cloud hosting providers, infrastructure and IT support partners, and cybersecurity vendors.
- Service providers and agents who perform services on behalf of OTT.
- Technical and customer support contractors assisting in ticket resolution and professional services delivery.
- Vendors and licensors of third-party software or platforms (e.g., Microsoft 365, cloud storage, cybersecurity tools) for procurement and configuration.
- Professional advisers (lawyers, auditors, accountants) and regulators.
- Backup, redundancy, and business continuity service providers.

A detailed description of categories of recipients is contained in our Privacy Notice under "*Personal Information Sharing*."

14.4. Planned Transborder Flows of Personal Information

Where necessary for service delivery, technical support, procurement of third-party solutions, or IT hosting, personal information may be transferred outside South Africa. Typical instances include integrations with international cloud services or software platforms, as well as where service providers perform or deliver services to customers on behalf of OTT.

OTT ensures that any such transfers comply with applicable data protection laws, including:

- Reliance on adequacy decisions for approved jurisdictions;
- Implementation of Standard Contractual Clauses (SCCs); or
- Other equivalent measures.

Further information is available in our Privacy Notice under “*Cross Border Transfer of Personal Information*.”

14.5. Information Security Measures

OTT applies appropriate technical and organisational measures to safeguard personal information against unauthorised access, unlawful use, accidental loss, or destruction.

Full details of our security practices are set out in the section “*Security Safeguards*” of our Privacy Notice.

15. Data Subject Rights (“DSRs”)

15.1. Under POPIA and the GDPR, Data Subjects have rights with respect to their personal information. These rights include (but are not limited to):

15.1.1. Request Procedure

Data Subjects may request confirmation of whether OTT holds personal information about them and request access to such information. This includes the right to be informed of third parties who have accessed or received the information. Requests must be made in accordance with Section 8 (Access Request Procedure) of this Manual.

15.1.2. Right to Object and Restrict Processing

A Data Subject may object to and restrict the processing of their personal information where such processing is not required by law or contract. Objections must be submitted using **DSAR Form 1 (Annexure 3)** and sent to OTT’s IO using the contact details provided.

15.1.3. Right to Request Correction, Deletion, or Destruction

Data Subjects may request correction or deletion of their personal information where it is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, or unlawfully obtained. Deletion may also be requested where OTT is no longer authorised to retain the data.

Requests must be submitted using **DSAR Form 2 (Annexure 3)** to the IO.

15.1.4. Right to Data Portability (where applicable under GDPR)

If you are based in the European Union, you may request to receive personal information you have provided to us in a structured, commonly used, and machine-readable format, and to transmit it to another controller, where the processing is based on consent or contract and is carried out by automated means. Such requests must be submitted by email to OTT's IO using the contact details in Section 3 of this Manual.

15.1.5. Right to Withdraw Consent

Where OTT relies on consent to process your personal information, you may withdraw that consent at any time. Withdrawal of consent will not affect the lawfulness of processing carried out before withdrawal. The procedure for withdrawing consent will be set out in the relevant consent form provided at the time consent was obtained.

15.1.6. Right to Lodge a Complaint

You may lodge a complaint with the Regulator (as defined in Section 2 of this Manual). Contact details for the Information Regulator (South Africa) are listed in Section 5 of this Manual.

15.1.7. Further Information

A full description of your rights and how to exercise them is contained in our Privacy Notice.

REQUEST FOR A COPY OF THE GUIDE – PAIA FORM 1

To: Information Officer

OTT Mobile Technologies (Pty) Ltd

Postal Address: 1 Edgewood Avenue, Birdhaven, Johannesburg, Gauteng, 2196

Physical Address: 1 Edgewood Avenue, Birdhaven, Johannesburg, Gauteng, 2196

Email: support@ott-mobile.com

I,

Full names:				
In my capacity as (mark with "x"):		Information officer	Other	
Name of *public/private body (if applicable)				
Postal Address:				
Street Address:				
E-mail Address:				
Contact numbers:	Tel(B)		Cellular	

Hereby request the following copy (ies) of the Guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
Sepedi		Sesotho	
Setswana		siSwati	
Tshivenda		Xitsonga	
Afrikaans		English	
isiNdebele		isiXhosa	
isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at this day of 20

Signature of Request

ACCESS REQUEST FORM – PAIA FORM 2

Request for Access to Record

[Regulation 7]

NOTE:

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

To: The Information Officer

OTT Mobile Technologies (Pty) Ltd

Postal Address: 1 Edgewood Avenue, Birdhaven, Johannesburg, Gauteng, 2196

Email: support@ott-mobile.com

Requests may be sent via email or conventional mail.

Mark with an “X”

Request is made in my own name

Request is made on behalf of another person.

1a. Personal Information of the Requester (If an Individual)

- The particulars of the person who requests access to the record must be given below.
- The address in the Republic to which the information is to be sent must be given.
- Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal or Street address:

Fax number:

Telephone number/s:

Email address:

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

1b. Personal Information of Requester (if a Legal Entity)

- The particulars of the person who requests access to the record must be given below.
- The address and/or fax number in the Republic to which the information is to be sent must be given.
- Proof of the capacity in which the request is made, if applicable, must be attached.

Name of the Entity:

Registration number:

Postal or Street Address:

Postal Code:

Email Address:

Telephone Number/s:

Fax Number:

Website Address:

2. 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 on whose behalf a request is made:

Identity number:

Postal or Street Address:

Postal Code:

Email Address:

Telephone Number/s:

Fax Number:

3. Particulars of Record

- 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.

Description of record or relevant part of the record:

Reference number, if available:

4. Type of Record

Mark the applicable box with an “X”.

Record is in written or printed form	<input type="checkbox"/>
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	<input type="checkbox"/>
Record consists of recorded words or information which can be reproduced in sound	<input type="checkbox"/>
Record is held on a computer or in an electronic, or machine-readable form	<input type="checkbox"/>

6. Form of access to the record

Form in which the record is required.

Mark the appropriate box with an “X”.

Notes:

- Compliance with your request in the specified form may depend on the form in which the record is available.
- 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.
- The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

Printed copy of record (including copies of any 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 record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

7. Manner of Access to Record

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

Copy of record*

Personal Inspection of record at our registered address.

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 (CD)

Transcription of soundtrack*

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 record*

Copy in computer readable form*(CD)

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

Postal services (**POSTAGE IS PAYABLE**)

Courier service to street address (**COURIER FEES ARE PAYABLE**)

<input type="checkbox"/>	Email of information (including soundtracks if possible)	<input type="checkbox"/>	Facsimile of information (including transcripts)	<input type="checkbox"/>	Cloud share / file transfer
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8. Preferred language

(e.g. English) _____

*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.

9. Particulars of right to be exercised or protected

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.

Indicate which right is to be exercised or protected:

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

10. Fees

- A request for access to a record will be processed only after a **request fee** has been paid.
- You will be notified of the amount required to be paid as the request fee.
- 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.
- If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

11. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied, and if approved the costs relating to your request, if any.

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? (e.g., by post, facsimile, email, telephone or electronic communication (please specify).

Signed at this day of 20

Signature of Requester/Person on behalf of whom request is made

YOU MUST		SEND WITH THIS APPLICATION	
1	Complete all necessary spaces	1	The request fee
2	Sign the access request form	2	Sign any additional folios completed
3	Sign additional folios completed	3	Copy of Identity Document

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(Position and Full Name of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	
Signature of Information Officer	

OUTCOME OF REQUEST AND OF FEES PAYABLE – PAIA FORM 3

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*

To:		Reference Number:

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 2.

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 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)	

4. Decision

Kindly note that your request has been:

(Mark appropriate box with an "X").

	Approved
	Denied, for the following reasons

5. 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 • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00		
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 • To be provided by requestor (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		

TOTAL:	
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6. Deposit payable (if search exceeds six hours):

	Yes	No
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Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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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

Signature of Information Officer

ANNEXURE 2: FEES IN RESPECT OF PRIVATE BODIES

Description		Rand (ZAR)
1	The request fee payable by every requester	140,00
2	For every photocopy/printed black and white copy of an A4-size page or part thereof	2,00
3	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	2,00
4	For a copy in a computer-readable form on -	
(i)	Flash drive (to be provided by requestor)	40,00
(ii)	Compact disc <ul style="list-style-type: none"> • If provided by the requestor • If provided to the requestor 	40,00 60,00
5	For a transcription of visual images, for an A4-size page or part thereof (Service to be outsourced)	Depends on quote from service provider
6	For a copy of visual images	
7	For a transcription of an audio record, for an A4-size page or part thereof	24,00
8	For a copy of an audio record on -	
(i)	Flash drive (to be provided by requestor)	40,00
(ii)	Compact disc <ul style="list-style-type: none"> ○ If provided by the requestor ○ If provided to the requestor 	40,00 60,00
9	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of:	145,00 435,00
10	A deposit is required if the search for the record(s) is expected to exceed 6 hours.	One third of amount per request calculated in terms of items 2 to 8
11	Postage, e-mail or any other electronic transfer	Actual expense, if any.

DSAR FORM 1**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION****Note:**

- Affidavits or other documentary evidence as applicable in support of the objection may be attached.
- If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- Complete as applicable.

A Details of the Data Subject	
Name(s) and surname/registered name of data subject:	
Unique Identifier/Identity Number <i>(Required to verify customer requests. May be voluntarily provided for faster processing of other requests.)</i>	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/Email address:	
B Details of the Responsible Party / Data Controller	
Name of responsible party / controller:	<i>OTT Mobile Technologies (Pty) Ltd</i>
business address:	<i>Postal Address: 1 Edgewood Avenue, Birdhaven, Johannesburg, Gauteng, 2196</i> <i>Physical Address: 1 Edgewood Avenue, Birdhaven, Johannesburg, Gauteng, 2196</i>

Email address:	<i>Email: support@ott-mobile.com</i>
C	Reasons for Objection in terms of section 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at this day of 20

Signature of data subject/designated person

DSAR FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION

Note:

- Affidavits or other documentary evidence as applicable in support of the request may be attached.
- If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Please select applicable reasons for the selected request:

(a) Inaccurate	<input type="checkbox"/>
(b) Irrelevant	<input type="checkbox"/>
(c) Excessive	<input type="checkbox"/>
(d) Out of Date	<input type="checkbox"/>
(e) Incomplete	<input type="checkbox"/>
(f) Misleading	<input type="checkbox"/>
(g) Obtained unlawfully	<input type="checkbox"/>

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the Responsible Party and who is no longer authorised to retain the record of information.

A	Details of the Data Subject
Name(s) and surname:	
Unique identifier/Identity Number: <i>(Required to verify <u>customer</u> requests. May be voluntarily provided for faster processing of other requests.)</i>	
Residential, postal or business address:	Code ()
Contact number(s):	
Fax number/Email address:	
B	Details of the Responsible Party / Data Controller
Name(s) and surname/registered name of the responsible party / data controller:	OTT Mobile Technologies (Pty) Ltd
Postal and Physical Address	1 Edgewood Avenue, Birdhaven, Johannesburg, Gauteng, 2196
Email	Email: support@ott-mobile.com
C	Information to be corrected/deleted/destructed/destroyed
D	Reasons for the *Correction or Deletion of the Personal Information about the Data Subject in terms of Section 24(1)(a) which is in the possession or under the control of the Responsible Party; and/or Reasons for *Destruction or Deletion of the Record of Personal Information about the Data Subject in terms of Section 24(1) (b) which the Responsible Party is no longer authorised to retain. (Please provide detailed reasons for the request)



Signed at this day of 20

Signature of data subject

DSAR FORM 3

REQUEST FOR CONFIRMATION THAT WE PROCESS YOUR PERSONAL DATA, TO RECEIVE INFORMATION ABOUT PROCESSING OF YOUR PERSONAL DATA, OR FOR A COPY OF YOUR PERSONAL DATA

Note:

- We recommend that you submit your request to us in writing using this form. Alternatively, you may make a verbal request and provide us with the information to complete the form on your behalf.
- We expect to respond to your request within 30 calendar days of receipt of a fully completed form and proof of identity.

1. DATA SUBJECT DETAILS

Please provide your contact information in the space provided below. If you are making this request on behalf of someone, you should provide your name and contact information in Section 2.

Please note, we will only use the information you provide on this form to identify you and the personal data you are requesting access to, and to respond to your request.

Title:	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other: <input type="checkbox"/>
Surname:					
First name(s):					
Date of birth:					
Current address:					
Telephone number:					
Home					
Work					
Mobile					
Email address:					
Details of identification provided to confirm name of data subject:					
Nature of your connection with OTT Mobile Technologies (Pty) Ltd:					

Proof of Identity

Unless we already hold it, we require proof of your identity before we can respond to your access request. To help us establish your identity, you must provide a **copy of your identification** that clearly shows your name, date of birth and current address. We accept a photocopy or a scanned image of one of the following:

- Passport;
- Photo identification such as a driver's licence, or national identification number card.

If you have changed your name, please provide the relevant documents evidencing the change.

Please note, we may request additional information from you to help confirm your identity and your right to access, and to provide you with the personal data we hold about you. We reserve the right to refuse to act on your request if we are unable to identify you.

If you do not have any of these forms of identification available, please contact OTT's Information Officer for assistance on other acceptable forms of identification.

2. DETAILS OF PERSON REQUESTING INFORMATION (IF NOT THE DATA SUBJECT)

Are you acting on behalf of the data subject with their written or other legal authority?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If 'Yes', please state your relationship with the data subject (e.g. parent, legal guardian or legal practitioner)		

Please enclose proof that you are legally authorised to obtain this information.					
Title:	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other: <input type="checkbox"/>
Surname:					
First name(s):					
Current address:					
Date of birth:					
Telephone number:					
Home					
Work					
Mobile					
Email address:					

As proof of your legal authority to act on the data subject's behalf, we will accept a copy of **one** of the following:

- A written consent signed by the data subject
- A certified copy of a Power of Attorney
- Evidence of parental responsibility

3. DATA SUBJECT ACCESS REQUEST

Please provide as much information as possible regarding the scope of your request.

Data Subject Access Request	Date from:	Date to:
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4. FEE

We reserve the right to charge a reasonable fee when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. The fee is based on the administrative cost of providing the information.

5. DECLARATION

I, , the undersigned and the person identified in (1) above, hereby request that ***OTT Mobile Technologies (Pty) Ltd*** ("OTT") provide me with the data about me identified above.

Signature:

Date:

DSAR form completed by (name):

OR

I, , the undersigned and the person identified in (2) above, hereby request that OTT provide me with the data about the data subject identified in (1) above.

Signature:

Date:

DSAR form completed by (name):

This form must be forwarded to the Information Officer using the Contact Details in the *Access to Information Manual*