

# **PAIA MANUAL**

DR SONJA KNEPPERS - BACK IN MOTION CHIROPRACTIC

**in terms of**

**Section 51**

**of**

**The Promotion of Access to Information (Act 2 of 2000)**

DATE OF COMPIATION:  
DATE OF REVISION:

30 JUNE 2025  
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## **1. INTRODUCTION TO THE PRACTICE**

This is a private chiropractic practice, which is conducted in accordance with the requirements of the Allied Health Professions Act (Act 63 of 1982) and is subject to the authority of the Allied Health Professions Council of South Africa (AHPCSA). The practitioners practising at the practice are registered with the AHPCSA and provide chiropractic services within the scope and ambit of their registration, competence and training at the practice. The practitioners are bound by the Ethical Rules issued by the AHPCSA, most notably the duty to preserve patient confidentiality, unless legislation or a court order provides otherwise.

## **2. CONTACT DETAILS (Section 51(1)(a) of PAIA)**

Practice Name: Dr Sonja Kneppers - Back in Motion Chiropractic  
AHPCSA Registration Number: A04231  
Head of the Practice: Dr Sonja Kneppers  
Information Officer: Dr Sonja Kneppers  
Physical Address: 86 8th Avenue, Northcliff, Randburg  
Postal Address: 86 8th Avenue, Northcliff, Randburg  
Telephone Number: 082 881 1635  
E-mail address: drsonjakneppers@gmail.com  
Website address: www.backinmotion.co.za

## **3. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION**

The practice is required to hold records in terms of the following legislation subject to the specific protection offered by these laws:

1. Allied Health Professions Act (Act 63 of 1982);
2. Children's Act (Act 38 of 2005);
3. Compensation for Occupational Injuries and Diseases Act (Act 130 of 1993);
4. Consumer Protection Act (Act 68 of 2008);
5. Electronic Communications and Transactions Act (Act 25 of 2002);
6. Income Tax Act (Act 58 of 1962);
7. Medical Schemes Act (Act 131 of 1998);
8. Mental Health Care Act (Act 17 of 2002);
9. National Health Act (Act 61 of 2003);
10. Occupational Health and Safety Act (Act 85 of 1993);
11. Promotion of Access to Information Act (Act 2 of 2000);
12. Protection of Personal Information Act (Act 4 of 2013);

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#### 4. SCHEDULE OF RECORDS

The practice holds the following categories of records:

CATEGORIES OF RECORDS	DOCUMENT TYPE
<b>Records relating to the form of practice and related matters</b>	Documents pertaining to a partnership, a personal liability company (previously an incorporated company) as required by the Companies Act 71 of 2008 or any other acceptable practice form,
<b>Records relating to the registration of practitioners working at the practice</b>	Registration certificates at the AHPCSA and related documents; Proof of payment of registration and annual fees to the AHPCSA
<b>Financial records</b>	Annual financial statements, including directors'/partners' reports; auditors' reports; accounting records; bank statements; invoices, statements, receipts and related documents
<b>Tax and VAT records</b>	Copies of tax returns and documents relating to income tax and VAT, including payments made and VAT registration
<b>Patient records</b>	Records are kept in respect of all patients consulted at the practice, which include their medical history, treatment and relevant financial arrangements
<b>Health and safety records</b>	Evacuation plan; information related to the Health and Safety Committee / Officer; health and safety incident reports
<b>Records related to property (movable and immovable)</b>	Finance and lease agreements; asset register; debenture register; stock sheets; delivery notes and orders; sale agreements; purchase agreements
<b>Other Agreements</b>	Managed care and medical scheme agreements; Information Technology (IT) agreements (software and hardware).
<b>Records relating to legal processes</b>	Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation; settlement agreements; legal opinions/advice.
<b>Insurance records</b>	Insurance policies, including professional indemnity insurance, group personal accident and group life insurance policies and related records; claims' records

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## **5. RECORDS AUTOMATICALLY AVAILABLE**

The information on the website of the practice is automatically available without having to request access in terms of PAIA. This PAIA manual and all the information contained herein is also available on the practice's website.

## **6. PURPOSE OF PROCESSING PERSONAL INFORMATION**

The practice processes the personal information of data subjects for the following purposes:

1. Conducting a private chiropractic practice in terms of the law, including the administration of the practice and claiming payment for services rendered to patients;
2. Treatment and care of patients which requires proper record keeping;
3. Reporting to persons and bodies as required and authorised in terms of the law or by the data subjects.

## **7. DATA SUBJECTS, THEIR PERSONAL INFORMATION AND POTENTIAL RECIPIENTS OF THIS INFORMATION**

The practice holds the categories of records and personal information in respect of the categories of data subjects specified below. The potential recipients of the personal information processed by the practice are also specified. Information and records are only disclosed as may be required in terms of the law or otherwise with the consent of the relevant data subjects.

<b>DATA SUBJECTS</b>	<b>CATEGORIES OF RECORDS</b>	<b>CATEGORIES OF PERSONAL INFORMATION</b>	<b>POTENTIAL RECIPIENTS OF THE PERSONAL INFORMATION</b>
<b>Directors, shareholders / partners and employees</b>	Proof of registration at and payment of fees to the AHPCSA; employment; Insurance policies; tax records; correspondence with the AHPCSA, insurers and other persons / bodies; medical certificates; Continuing Professional Development (CPD) events, certificates and records	Names and surnames; contact details e.g. address and telephone numbers, e-mail addresses; Identity numbers / dates of birth; race; gender; nationality; qualifications; AHPCSA registration numbers; registered profession; category of registration; employment history and information; position held; banking details; relevant medical history; criminal behaviour and history; correspondence; notes, reports and records created in respect of patients; tax numbers, returns and certificates; leave periods; medical certificates;	Relevant statutory bodies such as the AHPCSA and Council for Medical Schemes (CMS); Board of Healthcare Funders of SA (BHF); medical schemes; contractors and vendors; patients; other practitioners; relevant public bodies, including government departments, e.g. SA Revenue Services (SARS); Compensation Commissioner, Road Accident Fund (RAF); banks; Chiropractic Association of SA (CASA); Vetting agencies

<b>Other contractors, vendors and suppliers,</b>	Agreements with contractors, vendors and suppliers; legal opinions and advice; invoices; correspondence	Names and surnames; company / organisation names; relevant staff details; contact details e.g. address, telephone and fax numbers, e-mail addresses, website addresses; opinions; correspondence; track and performance records; price structures; financial	Banks; auditors; legal practitioners; medical schemes
<b>Insurers</b>	Insurance policies; payment of premiums; claims' records and related documents	Names and contact details e.g. addresses, telephone and fax numbers, e-mail addresses; premiums	Auditors; legal practitioners; relevant public bodies
<b>DATA SUBJECTS</b>	<b>CATEGORIES OF RECORDS</b>	<b>CATEGORIES OF PERSONAL INFORMATION</b>	<b>POTENTIAL RECIPIENTS OF THE PERSONAL INFORMATION</b>
<b>Public Bodies</b>	Complaints submitted to the relevant statutory bodies and related documents; correspondence; newsletters and circulars issued by these bodies and councils; payment	Names; contact details e.g. addresses, telephone and fax numbers, e-mail addresses; office bearers; fee structures	Medical schemes; p
<b>Medical Schemes / Insurance Companies</b>	Claims; remittance advices; contracts; correspondence; scheme rules; policy	Contact details e.g. addresses, telephone and fax numbers, e-mail addresses	Patients; debt collec
<b>Patients</b>	Patient records, including medical records, financial arrangements, invoices, payment records and correspondence	Names and surnames; contact details e.g. address, telephone and fax numbers, e-mail addresses; Identity numbers / dates of birth; race; gender; nationality; employers and their contact details; medical schemes, medical scheme options and dependant status; name, surname and contact details of a relative / friend; medical history, including details about injuries sustained; fees charged, payments received and payment history; diagnosis / suspected diagnosis; procedures performed; treatment administered; diagnosis and procedure codes; referral letters to other health care practitioners / hospitals containing relevant information; reports from other practitioners,	Medical schemes; scheme admini; managed care org; insurers; employ; collectors; practi; whom patients are; credit lists ('blacklis; performing pee; statutory / gove; bodies e.g. AHP; responding to c; Compensation Cor; RAF; other releva; health care practiti; of-kin
<b>DATA SUBJECTS</b>	<b>CATEGORIES OF RECORDS</b>	<b>CATEGORIES OF PERSONAL INFORMATION</b>	<b>POTENTIAL RECIPIENTS OF THE PERSONAL INFORMATION</b>

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<b>Practitioners referring patients to the practice or to whom patients are referred by the practice</b>	Referral notes; reports from health care practitioners involved in the care of the patients; correspondence	Names and surnames; Contact details e.g. address, telephone and fax numbers, e-mail addresses and practice code numbers of practitioners	Medical schemes; care organisations; governmental bodies; AHPCSA when res; complaints, Com; Commissioner, RA
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## **8. PLANNED TRANSBORDER FLOW OF PERSONAL INFORMATION**

The practice is not planning to send any personal information about any data subject across the borders of the Republic of South Africa to third parties in foreign countries. Should this be required, data subject consent will be obtained, where possible, and transfers of such information will occur in accordance with the requirements of the law.

## **9. SECURITY MEASURES TO PROTECT PERSONAL INFORMATION**

The practice takes the privacy of persons seriously and is therefore committed to ensuring that personal information in its possession or under its control is secure. In order to prevent unauthorised access or disclosure of information, appropriate physical, electronic and managerial procedures have been implemented to safeguard and secure the information. For example, access to information is controlled and only persons requiring the information for the treatment, care and invoicing of patients as well as the administration of the practice have access to the information. Access to electronic records is password controlled. A privacy policy has been implemented to ensure that personal information is processed and stored strictly in accordance with the law and all persons who have access to that information are aware of their responsibilities. Records are maintained in a structured filing system for as long as it is necessary in accordance with the relevant laws. A risk assessment of the organisational and technical processes and procedures is conducted on a regular basis to ensure a continuous monitoring and enhancement of security measures in the practice. Practitioners, other staff and contractors are required to adhere to the strict policies and processes implemented by the practice and are subject to sanctions for any security breach. All security breaches are taken seriously and are addressed in accordance with the law.

## **10. PROCEDURE TO OBTAIN ACCESS TO THE RECORDS OR INFORMATION**

The fact that information and records are held by the practice as listed in this Manual should not be construed as conferring upon any requester any right to that information or record. PAIA grants a requester access to records of a private body if the record is required for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest. Access to records and information is not automatic. Any person, who would like to request access to any of the above records or information, is required to complete a request form, which is attached to this Manual as Annexure A, and pay the fees specified in PAIA, attached hereto as Annexure B.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester must identify the right he/she is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the satisfaction of the Information Officer. If the requester cannot complete the prescribed form then an oral request may be made. Access to the requested records or information or parts of the records or information may be refused in terms of the law. Requesters will be advised of the outcome of their requests.

## **11. PRESCRIBED FEES**

The fees for requesting and accessing information and records held by the practice are prescribed in terms of PAIA. A requester (other than a personal requester) is required to pay the prescribed fee of R50 before a request will be processed. The fees payable, which may be amended from time to time in accordance with notices published in the Government Gazette, are attached hereto as Annexure B. Details of the fees payable and any change to such fees may be obtained from the Information Officer. The fees are also available on the website of the Information Regulator. A requester may also be required to pay the fees prescribed for searching and compiling the information, which has been requested, including copying charges.

## **12. RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT**

### **Personnel Records**

For the purposes of this Manual, "Personnel" refers to any person who works for, or, provides services to or on behalf of the practice and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the practice. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

- Personal records provided by personnel.
- Records provided by a third party relating to personnel.
- Conditions of employment and other personnel-related contractual and quasi-legal records.
- Internal evaluation records and other internal records.
- Correspondence relating to personnel.
- Training schedules and material.

### **Patient-Related Records**

For the purposes of this Manual, "Patient" refers to any natural person that receives treatment from the practice.

- Records provided by a patient to a third party acting for or on behalf of the practice.
- Records provided by a third party.
- Records generated by or within the practice relating to its patients, including transactional records.

### **Private Body Records**

- Financial records
- Operational records
- Databases
- Information Technology
- Marketing records

### **Internal Correspondence**

These records include but are not limited to, the records which pertain to the practices' own affairs.

- Product records
- Statutory records
- Internal Policies and Procedures
- Records held by officials of the institution

### **Other Party Records**

- Personnel, patient or private body records which are held by another party, as opposed to the records held by the practice itself.
- Records held by the practice pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.
- The practice may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and

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service providers. Alternatively, such other parties may possess records that can be said to belong to the practice.

Note that the accessibility of the records may be subject to the grounds of refusal set out in this PAIA Manual. Amongst others, records deemed confidential on the part of a third party, will necessitate permission from the third party concerned, in addition to normal requirements, before Deloitte South Africa will consider access.

### **13. REMEDIES AVAILABLE WHEN THE PRACTICE REFUSES A REQUEST FOR INFORMATION**

#### Internal Remedies

- As a Private Body, the practice does not have an internal appeal procedure. The decision made by the Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

#### External Remedies

- A requestor that is dissatisfied with the information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.
- A third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development, and which is presided over by a designated Magistrate.

### **14. MANUAL AVAILABILITY**

A copy of this Manual is available for inspection, free of charge, at the practice and on its website. A copy of the Manual may also be requested from the Information Officer against payment of the appropriate fee, which may be obtained from the Information Officer. The practice will update this PAIA Manual at such intervals as it may be deemed necessary.



Signature of the Head of the Practice / Information Officer

Date 30/06/2025

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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**

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

Full names and surname:

Identity number:

Postal address:

Telephone number:

(.....)

Fax number:

(.....)

E-mail address:

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

**C. Particulars of person on whose behalf request is made**

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

Full names and surname:

Identity number:



FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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:

.....

.....

.....

.....



# FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

## F. Form of access to record

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

Disability:  Form in which record is required:

Mark the appropriate box with an X.

### NOTES:

- (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.

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

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record	<input type="checkbox"/>	
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### 2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*	<input type="checkbox"/>
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### 3. If record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)	<input type="checkbox"/>		<input type="checkbox"/>
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### 4. If record is held on computer or in an electronic or machine-readable form:

<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)	<input type="checkbox"/>
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\*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:

.....



**FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

**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



**SOUTH AFRICAN HUMAN RIGHTS COMMISSION**

**Physical Address**  
33 Hoofd Street  
Braampark Forum 3  
Braamfontein  
2198

**Postal Address**  
Private Bag X 2700  
Houghton  
2041

Tel: (011) 877 3600

Fax: 011 403 0625



**NOTICE IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION 2 OF 2000  
RE: FEES ASSOCIATED WITH PAIA REQUESTS ARE DETERMINED BY THE  
REGULATIONS ONLY AND NOT THROUGH OTHER APPLICABLE LAWS OR POLICIES**

This Notice serves to state that the South African Human Rights Commission (the Commission) hereby confirms that the costs associated with all requests made under the Promotion of Access to Information Act 2 of 2000 (PAIA) are determined by the Regulations relating to PAIA only, and not by any other laws or regulations. Therefore, any demands made by a public or private body for the payment of additional fees with respect to PAIA requests are invalid.

The Commission is an independent public body currently mandated under PAIA to monitor the implementation of the Act. In accordance with its responsibilities to ensure compliance with PAIA, the Commission issues this notice to bring clarity to all interested parties that it is *only* the Minister of Justice and Constitutional Development who has the power to make decisions regarding fees associated with PAIA requests. The Commission further confirms that Value-Added Tax (VAT) is only payable by institutions who have registered as VAT vendors.

**1. The Promotion of Access to Information Act**

PAIA gives effect to the constitutional right to access of information, as provided for under section 32 of the Constitution. Although responding to requests and reproducing records in an accurate and orderly manner takes time and resources, section 9 of the Act specifically calls for the establishment of mandatory mechanisms and procedures to ensure that access to records of both public and private bodies is "as swiftly, *inexpensively* and *effortlessly* as reasonably possible." (emphasis added). Furthermore, section 92 of the Act grants the Minister of Justice and Constitutional Development the power to make regulations pertaining to fees associated with requests made to both public and private bodies.

**2. Regulations to PAIA**

In February 2002, the Minister of Justice and Constitutional Development published a schedule of fees for PAIA requests in the Gazette, which provided for the following:

**Fees for Requesting Records**

Requesters are required to pay a fee for requesting access to records from both public and private bodies. The fee for requesting records from a public body is R35, while the fee for requesting records from a private body is R50. It is important to note that people who are requesting access to their personal information are exempt from paying a fee. Furthermore, people who earn less than R14,712 per annum (if single) and R27,192 per annum (if married or have a life partner), are also exempt from paying the request fees.

**Fees for Accessing Records**

Requesters are also required to pay fees for accessing the records of public and private bodies, which include fees associated with the search for, preparation of, and reproduction of documents. The breakdown of fees for requests to both public and private bodies are as follows:

**Public Bodies:**

- Copy per A4 page – 60 cents
- Printing per A4 page – 40 cents
- Copy on a CD – R40
- Transcription of visual images per A4 page – R22
- Copy of a visual image – R60
- Transcription of an audio recording per A4 page – R12
- Copy of an audio recording – R17
- Search and preparation of the record for disclosure – R15 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation
- Actual postage fee

**Private Bodies:**

- Copy per A4 page – R1,10
- Printing per A4 page – 75 cents
- Copy on a CD – R70
- Transcription of visual images per A4 page – R40
- Copy of a visual image – R60
- Transcription of an audio recording per A4 page – R20
- Copy of an audio recording – R30
- Search and preparation of the record for disclosure – R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation
- Actual postage fee

**3. Registered VAT Vendors**

The Commission further confirms that Value-Added Tax (VAT) is only payable by institutions who have registered as VAT vendors, as required under section 23 of the Value-Added Tax Act of 1991.

Sincerely,

Advocate L. M. Mushwana

Chair of the South African Human Rights Commission

Transforming society. Securing rights. Restoring dignity.

Chairperson: M.L. Mushwana; Deputy Chairperson: P. Govender; Commissioners: L. Mokate, B. Malaši, J. Love, D. Titus  
Chief Executive Officer: K. Ahmed



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