RAG Talent

Diverse Talent Pathways & Employment Equity Solutions

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (as Amended by the Protection of Personal Information Act, No. 4 of 2013)

Entity Name: RecruitAGraduate (Pty) Ltd (trading as RAG Talent)

Company Registration Number: 2018/591350/07

Information Officer: Phillipa Lee Geard (Founder & CEO)

Physical Address: 66 Dummer Street, Parelvallei, Somerset West, 7130

Website: www.rag-talent.co.za

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1. LIST OF ACRONYMS AND ABBREVIATIONS

Acronym / Term	Full Description
“CEO”	Chief Executive Officer
“DIO”	Deputy Information Officer
“IO”	Information Officer
“Minister”	Minister of Justice and Constitutional Development
“PAIA”	Promotion of Access to Information Act, No. 2 of 2000 (as Amended)
“PAIA Manual”	Promotion of Access to Information Act Manual
“POPIA”	Protection of Personal Information Act, No. 4 of 2013
“RAG Talent”	Trading name of RecruitAGraduate (Pty) Ltd
“Regulator”	Information Regulator (South Africa)
“Republic”	Republic of South Africa

2. INTRODUCTION

The Promotion of Access to Information Act, 2000 (referred to as “PAIA”), became effective on 9 March 2001. PAIA's primary objective is to uphold the Constitutional right of access to any information held by the State or by another person that is required for the exercise or protection of any rights. Both natural and juristic persons are granted the right of access to records held by public or private bodies, subject to justifiable limitations aimed at balancing competing rights.

Where a request for information is made to a private body under the provisions of PAIA, the private body is required to disclose the requested record if the requester demonstrates that the record is required for the exercise or protection of any rights, provided that none of the grounds for refusal outlined in Chapter 4 of Part 3 of PAIA apply. The legislation further sets out the procedures and processes governing information requests.

Under Section 51 of PAIA, the head of a private body must compile a manual that outlines how individuals can access information held by that entity. This manual must meet all minimum statutory requirements specified in PAIA and the Regulations Relating to the Promotion of Access to Information (2021).

This document serves as RAG Talent's PAIA Manual. It has been formulated in compliance with Section 51 of PAIA, as amended by the Protection of Personal Information Act, 2013 (referred to as “POPIA”). POPIA gives effect to the Constitutional right to privacy by safeguarding personal information processed by public and private bodies and establishing eight conditions for the lawful processing of personal information.

POPIA introduces amendments to PAIA to harmonise access to information with the protection of personal data, overseen by the Information Regulator. In addition, this PAIA Manual outlines how data subjects may request confirmation of personal information held, object to the processing of personal information, or request the correction, deletion, or destruction of personal information in accordance with Sections 23 and 24 of POPIA.

3. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is intended to assist members of the public to:

- Check the categories of records held by RAG Talent which are available without a person having to submit a formal PAIA request;
- Have a sufficient understanding of how to make a request for access to a record of RAG Talent, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- Know the description of the records of RAG Talent which are available in accordance with any other legislation;
- Access all the relevant contact details of the Information Officer and Deputy Information Officers who will assist the public with the records they intend to access;
- Know the description of the Guide on how to use PAIA, as updated by the Information Regulator, and how to obtain access to it;
- Know whether RAG Talent processes personal information, the purpose of processing personal information, and the description of the categories of data subjects and of the information or categories of information relating thereto;
- Know the recipients or categories of recipients to whom the personal information may be supplied;
- Know whether RAG Talent has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- Know whether RAG Talent has appropriate security measures to ensure the confidentiality, integrity, and availability of the personal information which is to be processed.

4. ABOUT RAG TALENT

RAG Talent works in the recruitment and workforce strategy sector. We are registered under the Labour Relations Act 66 of 1995 and are subject to the rules and regulations of the South African Department of Employment and Labour.

We are a strategic talent partner helping businesses build diverse, future-ready workforces that enable growth and meaningful transformation. Through youth-to-leadership pathways, targeted mid-to-senior appointments, and access to neurodiverse talent, we strengthen leadership capability, support B-BBEE goals, and reduce long-term talent risk.

At the same time, we create meaningful career entry points for youth professionals, equipping them with real-world experience, capability, and pathways to leadership, so every placement delivers value for both business performance and lives changed.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF RAG TALENT

Role / Detail	Information
Founder & CEO	Phillipa Lee Geard
Information Officer (IO)	Phillipa Lee Geard | Tel: (+27) 10 880 7583 | Email: info@rag-talent.co.za
Deputy Information Officers (DIO)	Ms H du Plessis | Tel: (+27) 10 880 7583 | Email: info@rag-talent.co.za Ms B Trenti | Tel: (+27) 10 880 7583 | Email: info@rag-talent.co.za
Access to Information General Contact	Email: info@rag-talent.co.za
Head Office Physical Address	66 Dummer Street, Parelvallei, Somerset West, 7130
Head Office Postal Address	66 Dummer Street, Parelvallei, Somerset West, 7130
Contact Number	(+27) 10 880 7583
Email Address	info@rag-talent.co.za
Website Address	www.rag-talent.co.za

5.1. Contact Details of the Information Regulator (South Africa)

Should a requester be dissatisfied with a decision of the Information Officer or wish to lodge a complaint regarding compliance with PAIA or POPIA, the Information Regulator may be contacted using the following official details:

Detail	Information
Physical Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal Address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
General Enquiries Email	enquiries@inforegulator.org.za
PAIA Complaints Email	PAIAComplaints@inforegulator.org.za
POPIA Complaints Email	POPIAComplaints@inforegulator.org.za
Website	https://inforegulator.org.za/

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

The Information Regulator has, in terms of Section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

The Guide is available in each of the official languages of the Republic and in braille. The Guide contains a description of:

- The objects of PAIA and POPIA;
- The postal and street address, phone and fax number and, if available, electronic mail address of:
  - The Information Officer of every public body; and
  - Every Deputy Information Officer of every public and private body designated in terms of Section 17(1) of PAIA and Section 56 of POPIA;
- 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;
- The assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- The assistance available from the Information Regulator in terms of PAIA and POPIA;
- All remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:
  - An internal appeal (where applicable);
  - A complaint to the Information Regulator; and
  - An application with a court against a decision by the Information Officer of a public body, a decision on internal appeal, a decision by the Information Regulator, or a decision of the head of a private body;
- The provisions of Sections 14 and 51 requiring a public body and private body, respectively, to compile a manual and how to obtain access to a manual;
- The provisions of Sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- The notices issued in terms of Sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- The regulations made in terms of Section 92.

Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including the office of the Information Regulator, during normal working hours. The Guide can also be obtained:

- Upon request to RAG Talent's Information Officer using prescribed **Form 1** (Request for a Copy of the Guide); or
- Directly from the website of the Information Regulator at https://inforegulator.org.za/.

A copy of the Guide is also kept at RAG Talent's head office at **66 Dummer Street, Parelvallei, Somerset West, 7130** in the following two official languages for public inspection during normal office hours: **English** and **Afrikaans**.

7. CATEGORIES OF RECORDS OF RAG TALENT WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

In terms of Section 52(2) of PAIA, the following categories of records are automatically available without a person having to submit a formal PAIA request:

Category of Records	Types of Record	Available on Website	Available upon Request
Company Information	What Makes Us Unique; What We Offer; These Employers Trust Us; Our Awards; What We Offer Employers; Job Intake Form; What We Offer Job Seekers; Job Seeker Registration Form; Current Jobs Available; Testimonials; Additional Services; Blog Posts; FAQs; Terms & Conditions; Privacy Notice; Cookie Policy; PAIA Manual; Contact Information	X	X
Publications	Advertising; Information Documents; Marketing Material; Newsletters; Presentations; Press Releases; Social Media; Videos; Websites & Content	X	X

8. DESCRIPTION OF THE RECORDS OF RAG TALENT WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

8.1. Records are kept in accordance with the following legislation applicable to RAG Talent, and may be accessed to the extent permitted by the relevant statutes:

Category of Records	Applicable Legislation
Company information	Companies Act 71 of 2008

Communications information	Electronic Communications Act 36 of 2005; Electronic Communications and Transactions Act 25 of 2002; Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002
Competition information	Competition Act 89 of 1998
Copyright information	Copyright Act 98 of 1978; Trade Marks Act 194 of 1993
Credit information	Credit Rating Services Act 24 of 2012; National Credit Act 34 of 2005
Employment information	Basic Conditions of Employment Act 75 of 1997; Broad-Based Black Economic Empowerment Act 53 of 2003; Employment Equity Act 55 of 1998; Labour Relations Act 66 of 1995; Skills Development Act 97 of 1998; Unemployment Insurance Act 63 of 2001; Arbitration Act 42 of 1965
Exchange control information	Currency and Exchanges Act 9 of 1933
Financial crime information	Criminal Procedure Act 51 of 1977; Financial Intelligence Centre Act 38 of 2001; Prevention and Combating of Corrupt Activities Act 12 of 2004; Prevention of Organised Crime Act 121 of 1998; Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004
Health information	Occupational Health and Safety Act 85 of 1993
Security & Information Protection	Promotion of Access to Information Act 2 of 2000; Protected Disclosures Act 26 of 2000; Protection of Personal Information Act 4 of 2013
Legal information	Interpretation Act 33 of 1957; Justices of the Peace and Commissioner of Oaths Act 16 of 1963; Promotion of Administrative Justice Act 3 of 2000; Small Claims Courts Act 61 of 1984
People information	Civil Union Act 17 of 2006; Consumer Protection Act 68 of 2008; Constitution of the Republic of South Africa, 1996; Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
Tax information	Employment Tax Incentive Act 26 of 2013; Income Tax Act 58 of 1962; Income Tax Act 95 of 1967; Skills Development Levies Act 9 of 1999; Tax Administration Act 28 of 2011; Unemployment Insurance Contributions Act 4 of 2002; Value Added Tax Act 89 of 1991

9. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY RAG TALENT

9.1. The information presented in the table below can be formally requested according to PAIA. However, certain portions or the entirety of a requested record may be subject to mandatory or discretionary grounds for refusal under Chapter 4 of Part 3 of PAIA. Please consult the Guide on how to use PAIA for more information.

9.2. RAG Talent maintains the right to decline access to records if processing the request would substantially and unreasonably divert its resources (Section 53 of PAIA).

9.3. RAG Talent retains the authority to withhold access to records connected with the obligatory or discretionary safeguarding of:

- **9.3.1.** The privacy of a third party who is a natural person, where disclosure would involve the unreasonable disclosure of personal information about that third party (Section 63);
- **9.3.2.** Commercial information of a third party, encompassing trade secrets, financial, commercial, scientific, or technical information that, if disclosed, could harm the financial or commercial interests of the third party, or information supplied in confidence by a third party (Section 64);
- **9.3.3.** Confidential information of a third party, if disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement (Section 65);
- **9.3.4.** The safety of individuals and protection of property (Section 66);
- **9.3.5.** Information considered privileged from production in legal proceedings (Section 67);
- **9.3.6.** Records categorised as personal information protected under POPIA; and
- **9.3.7.** RAG Talent's own commercial activities, including trade secrets, financial, commercial, scientific, or technical information, and software platforms or programs exclusively developed for RAG Talent (Section 68).

9.4. Access requests that are manifestly frivolous or vexatious will be declined by RAG Talent in terms of Section 53 of PAIA.

9.5. In terms of Section 70 of PAIA, the Information Officer (IO) or Deputy Information Officer (DIO) must grant a request for access to a record if its disclosure would reveal evidence of a substantial contravention of, or failure to comply with, the law, or an imminent and serious public safety or environmental risk, and the public interest in the disclosure clearly outweighs the harm contemplated in the relevant refusal ground.

Subjects on which the Body Holds Records	Categories of Records
Company records	Guidelines and Protocols; Incorporation Papers; Legal Compliance Records; Policies and Procedures

Accounting and finance records	Accounting records; Annual financial statements; Asset register; Audit reports; Banking records; Financial administration records; Financial forecasting reports; Intellectual property; Invoices and credit notes; Service agreements; Supporting schedules and documents
Tax records	Pay As You Earn (PAYE); Skills Development Levies (SDL); Tax related correspondence; Tax returns as filed with the South African Revenue Service (SARS); Unemployment Insurance Fund (UIF) levies; Value Added Tax (VAT)
Legal records	Agreements, contracts and schedules; General legal correspondence; Licences, permits, authorisations and consents
Employee records	Code of conduct; Confidentiality agreements; Disciplinary records and internal evaluations; Documents provided by employees; Documents provided by third parties; Employee personal details; Employment conditions and policies; Employment contracts; Employment equity plan; Employment policies and procedures; Income tax (PAYE/SDL/UIF) submissions for employees; Internal correspondence; Leave; Operating manuals; Performance records; Remuneration and benefits; Restraint of trade agreements; Training schedules and material; Verification reports (credit, criminal, employment, identity, qualification)
Job Seeker / Candidate records	Job Seeker agreements and forms; Job Seeker database; Job Seeker documents and information; Job Seeker queries/requests; Transactions and supporting information; Verification reports (credit, criminal, employment, identity, qualification)
Client records	Client agreements and forms; Client database; Client documents and information; Client queries/requests; Transactions and supporting information
Service provider and third party records	Code of conduct; Conflicts of interest; Requests for information; Service level and/or third party agreements/contracts; Service provider and third party database; Terms and conditions for dealing with suppliers; Transactions and supporting information
Information technology	Back-ups; Custodian information; Operations information; Service level agreements; Service requests; System event logs; System development life cycle documents; System performance logs
Publications	Marketing material; Newsletters; Presentations; Press releases; Social media; Videos; Websites and content
Strategic planning records	Operational and strategic plans; Research information

10. PROCESSING OF PERSONAL INFORMATION

10.1. Purpose of Processing Personal Information

RAG Talent processes personal information for the following lawful purposes:

- Administering the Service;
- Administering employees and potential employees;
- Executing and/or fulfilling its statutory obligations in terms of PAIA and/or POPIA;
- Executing and/or fulfilling its statutory obligations in terms of other applicable legislation;
- Executing and/or fulfilling its contractual obligations;
- Supporting the operation of the Service, such as for billing, account maintenance, and record-keeping purposes; and
- Distributing communications relevant to the use of the Service.

10.2. Categories of Data Subjects and Personal Information Processed

Categories of Data Subjects	Personal Information that may be Processed
Clients	Full names of contact persons; contact details (contact numbers; email addresses); registered and trade names of entities; physical addresses; postal addresses; unique identifier; identity/registration numbers; confidential correspondence; order information (job specifications); banking details; tax related information; company information; testimonials; service/ performance reviews; information required in terms of the FAIS Act and the FICA (and other relevant legislation)
Candidates	Full names; contact details (contact numbers; email addresses); gender; race; age; language; education information (qualifications); employment history; identity/passport numbers; physical addresses; postal addresses; credit record; criminal record; nationality; health; disability; biometric information; professional affiliation; references; CVs/resumes; motivational letters; stories; testimonials; service/performance reviews; confidential correspondence; order information (jobs applied for); banking details; tax related information; information required in terms of the FAIS Act and the FICA (and other relevant legislation)
Partners	Full names of contact persons; full names of directors; registered and trade names of entities; physical addresses; postal addresses; contact details (contact numbers, email addresses); confidential correspondence; financial information; registration numbers; tax related information; authorised signatories' information; broad-based black economic empowerment (B-BBEE) status; associated entities; business strategies; information required in terms of the FAIS Act and the FICA (and other relevant legislation)

Service Providers; Customers	Full names of contact persons; registered and trade names of entities; physical addresses; postal addresses; contact details (contact numbers, email addresses); confidential correspondence; financial information; registration numbers; tax related information; information required in terms of the FAIS Act and the FICA (and other relevant legislation)
Employees	Full names; contact details (contact numbers; email addresses); gender; marital status; race; age; language; education information (qualifications); employment history; identity/passport numbers; physical addresses; postal addresses; banking details; tax related information; credit record; criminal record; well-being and family members; nationality; health; disability; biometric information; professional affiliation; references; CVs/resumes; motivational letters; stories; testimonials; service/performance reviews; confidential correspondence; information required in terms of the FAIS Act and the FICA (and other relevant legislation)

10.3. Recipients or Categories of Recipients to whom Personal Information may be Supplied

10.3.1. RAG Talent may supply the personal information of data subjects to service suppliers who provide the following services: Administration; Accounting; Capturing and organising personal information; Compliance; Due diligence reviews; Information and communication technologies (ICT); Storing of personal information; and Verification checks (for example, credit and payment history, criminal, employment history, FAIS related, financial sanctions, identity, qualifications, terrorism).

10.3.2. RAG Talent may supply the personal information of data subjects to: Courts, in terms of matters taken on judicial review; Enforcement agencies, for criminal investigation (for example, National Prosecuting Authority, South African Police Service); People against whom complaints have been lodged; and Regulators, ombuds, or tribunals, in terms of matters that fall under their jurisdiction.

Category of Personal Information	Recipients or Categories of Recipients
Identity/passport/registration numbers, dates of birth, dates of incorporation, names	Clients; Candidates; Department of Employment and Labour; Financial Intelligence Centre; South African Police Service; Verification providers
Qualifications	Clients; Verification providers
Credit and payment history	Clients; Verification providers
Tax information	South African Revenue Service (SARS)

10.4. Planned Transborder Flows of Personal Information

10.4.1. RAG Talent uses servers based in South Africa and the United Kingdom. Any information provided to us may be transferred to and processed in South Africa, the United Kingdom, or other countries around the world where we do business.

10.4.2. In accordance with Section 72 of POPIA, RAG Talent will ensure that the third party (both legal and natural) to whom the personal information is transferred is subject to a law, binding corporate rules, or a binding agreement which provides an adequate level of protection that effectively upholds principles for reasonable processing of the information substantially similar to the conditions set out in POPIA.

10.4.3. The cross-border transfer of personal information will be done with the data subject's consent. However, if it is not reasonably practicable to obtain the data subject's consent, RAG Talent will transfer the personal information if it is for the data subject's benefit, and the data subject would likely have provided consent if it had been reasonably practicable to obtain it.

10.5. General Description of Information Security Measures

10.5.1. In compliance with Section 19 of POPIA, RAG Talent has established and maintains 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.

10.5.2. The security measures implemented by RAG Talent include, but are not limited to: Access control; Agreements with operators to ensure that they implement and maintain suitable security controls; Anti-virus software; Anti-malware software; Awareness training and vigilance of users; Data back-ups; Data encryption; and Defensive network measures.

10.5.3. Suitable measures are in place to ensure that RAG Talent identifies all reasonably foreseeable internal and external risks to personal information in its possession or under its control, establishes and maintains appropriate safeguards against the risks identified, regularly verifies that the safeguards are effectively implemented, and ensures that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

10.6. Data Subject Rights under POPIA (Objection, Correction, and Deletion)

In terms of Sections 11(3), 23, and 24 of POPIA, a data subject may:

- **Request confirmation and access:** Request confirmation free of charge as to whether RAG Talent holds personal information about them, and request a record or description of that personal information;
- **Object to processing:** Object at any time, on reasonable grounds relating to their particular situation, to the processing of their personal information by submitting the prescribed **POPIA Form 1** (Objection to the Processing of Personal Information) to the Information Officer; and
- **Request correction or deletion:** Request the correction or deletion of personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully, or the destruction/deletion of a record of personal information that RAG Talent is no longer authorised to retain, by submitting the prescribed **POPIA Form 2** (Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information) to the Information Officer.

11. AVAILABILITY OF THE MANUAL, REQUEST PROCEDURES, AND PRESCRIBED FEES

11.1. Availability of the Manual

A copy of this Manual is available:

- On our website at www.rag-talent.co.za;
- At the head office of RAG Talent at **66 Dummer Street, Parelvallei, Somerset West, 7130** for public inspection during normal business hours;
- To any person upon request and upon the payment of a reasonable prescribed reproduction fee; and
- To the Information Regulator upon request.

11.2. Procedure for Submitting a Formal PAIA Request

To request access to a record held by RAG Talent, the requester must complete the Information Regulator's prescribed **Form 2** (Request for Access to Record) and submit it to the Information Officer at **info@rag-talent.co.za** or deliver it to our head office at **66 Dummer Street, Parelvallei, Somerset West, 7130**.

- The requester must provide sufficient detail on Form 2 to enable the Information Officer to identify the record(s) requested and the requester, and must specify the right to be exercised or protected and why the record is required for the exercise or protection of that right (Section 53(2)(d) of PAIA).
- RAG Talent will process the request within **30 calendar days** of receipt (subject to a single extension of up to 30 days in terms of Section 57 of PAIA) and notify the requester of its decision and any applicable fees using the prescribed **Form 3** (Outcome of Request and of Fees Payable).
- Should a request be refused, or should a requester be aggrieved by the fees charged or an extension of time, the requester may lodge a complaint with the Information Regulator (using **Form 5**) within 180 days of the decision, or apply to a competent court for appropriate relief in terms of Section 78 of PAIA.
- Official copies of all prescribed PAIA and POPIA forms are available on our website (www.rag-talent.co.za) or directly from the Information Regulator's website at https://inforegulator.org.za/paia-forms/.

11.3. Prescribed Fees (Annexure B — Private Bodies)

In accordance with Section 54 of PAIA and Annexure B of the Regulations Relating to the Promotion of Access to Information (2021), the following prescribed fees apply to private body requests:

Item	Description	Amount
1.	**Request Fee:** Payable by every requester (excluding a personal requester requesting their own personal information)	**R140.00**

2.	Photocopy / printed black & white copy of an A4-size page or part thereof	R2.00 per page
3.	Printed copy of an A4-size page or part thereof held on a computer or in electronic/machine-readable form	R2.00 per page
4.	For a copy in a computer-readable form on: (i) Compact disc (CD) (ii) Flash drive (to be provided by requester)	 R60.00 R40.00
5.	Transcription of visual images, for an A4-size page or part thereof	Service to be outsourced (Actual cost + quote)
6.	Copy of visual images	Service to be outsourced (Actual cost + quote)
7.	Transcription of an audio record, for an A4-size page or part thereof	R24.00 per page
8.	Copy of an audio record on: (i) Compact disc (CD) (ii) Flash drive (to be provided by requester)	 R60.00 R40.00
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	R145.00 per hour (Not to exceed R435.00 in total)
10.	**Deposit:** If search and preparation exceeds 6 hours	One-third (1/3) of the total amount payable
11.	Postage, email, or any other electronic transfer	Actual expense, if any

> **Payment Note:** Payment details may be obtained from the Information Officer upon receipt of Form 3. Access to records will only be granted once all prescribed fees have been paid in full.

12. UPDATING OF THE MANUAL

The head of RAG Talent will on a regular basis update this PAIA Manual in accordance with Section 51(2) of PAIA.

Issued by:
Phillipa Lee Geard
Founder & CEO / Information Officer
Physical Address: 66 Dummer Street, Parelvallei, Somerset West, 7130
Last Updated: November 2026