



PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000, read with the Protection of Personal Information Act 4 of 2013

FIBRE BOYZ (PTY) LTD

trading as SERVER HUB

Registration Number 2017/386810/07 • Member of the Kettle Group

2026 EDITION • VERSION 1.0

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1. DEFINITIONS

Client	Any natural or juristic person that receives or has received services from Fibre Boyz (Pty) Ltd t/a Server Hub ("Server Hub").
Conditions for Lawful Processing	The conditions for the lawful processing of Personal Information as fully set out in Chapter 3 of POPIA and in paragraph 12 of this Manual.
Data Subject	The person to whom Personal Information relates.
Information Officer	The individual identified in paragraph 3 of this Manual, being the person who performs the functions of an information officer in terms of PAIA and POPIA.
Information Regulator	The Information Regulator (South Africa), established in terms of section 39 of POPIA, which is responsible for monitoring and enforcing compliance with both PAIA and POPIA.
Manual	This PAIA Manual, as updated from time to time.
PAIA	The Promotion of Access to Information Act 2 of 2000, together with the regulations promulgated thereunder.
Personal Information	Information relating to an identifiable, living, natural person and, where applicable, an identifiable, existing juristic person, including but not limited to: - information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; - information relating to the education or the medical, financial, criminal or employment history of the person; - any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; - the biometric information of the person; - the personal opinions, views or preferences of the person; - correspondence sent by the person that is implicitly or explicitly of a private or confidential nature, or further correspondence that would reveal the contents of the original correspondence; - the views or opinions of another individual about the person; and - the name of the person if it appears with other personal information relating to the person, or if the disclosure of the name itself would reveal information about the person.
Personal Requester	A Requester seeking access to a record containing personal information about that Requester.
Personnel	Any person who works for, or provides services to or on behalf of, Server Hub and receives or is entitled to receive remuneration, and any other person who assists in carrying out or conducting the business of Server Hub, including, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.
POPIA	The Protection of Personal Information Act 4 of 2013.

POPIA Regulations	The regulations promulgated in terms of section 112(2) of POPIA.
Private Body	Means: - a natural person who carries or has carried on any trade, business or profession, but only in such capacity; - a partnership which carries or has carried on any trade, business or profession; or - any former or existing juristic person, but excludes a public body.
Processing	Any operation or activity, or any set of operations, whether or not by automatic means, concerning Personal Information, including: - the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; - dissemination by means of transmission, distribution or making available in any other form; or - merging, linking, as well as restriction, degradation, erasure or destruction, of information.
Requester	Any person, including a Personal Requester, who makes a request for access to a record of Server Hub in terms of PAIA.

Any term not defined in this Manual bears the meaning ascribed to it in PAIA or POPIA.

2. INTRODUCTION

- 2.1 Fibre Boyz (Pty) Ltd, trading as Server Hub, is a “private body” as defined in PAIA and POPIA. Server Hub is the server hosting and infrastructure brand of Fibre Boyz (Pty) Ltd, a member of the Kettle group of companies. In accordance with its obligations under both Acts, Server Hub has compiled this Manual.
- 2.2 This Manual sets out the information required by section 51 of PAIA, read with the applicable provisions of POPIA and the regulations promulgated under both Acts.
- 2.3 This Manual explains how requests for access to records held by Server Hub are to be made, processed and answered.
- 2.4 This Manual further describes how Server Hub processes Personal Information and how compliance with the Conditions for Lawful Processing is achieved.
- 2.5 With effect from 30 June 2021, the Information Regulator assumed responsibility for the administration of PAIA from the South African Human Rights Commission. All PAIA-related submissions, complaints and correspondence previously directed to the SAHRC must accordingly be directed to the Information Regulator.

3. CONTACT DETAILS

- 3.1 The head of Server Hub has designated the person below as the Information Officer of Server Hub for the purposes of PAIA and POPIA. All requests, objections and enquiries in terms of this Manual should be directed to the Information Officer at the details set out below.

Business Name	Fibre Boyz (Pty) Ltd
Trading As	Server Hub

Registration Number	2017/386810/07
Group	Member of the Kettle group of companies
Registered Office	8 Greenstone Place Stoneridge Office Park Greenstone Hill, 1609 South Africa
Telephone	+27 10 447 2445
Website	https://serverhub.co.za
Information Officer	Justin Kettle (Director)
E-mail Address	info@serverhub.co.za info@fibreboyz.co.za

Background information on Server Hub and its processing activities is available at <https://serverhub.co.za>.

4. THE GUIDE OF THE INFORMATION REGULATOR

- 4.1 The Information Regulator has, in terms of section 10 of PAIA, published a Guide on how to use PAIA. The Guide contains the information reasonably required by a person who wishes to exercise any right contemplated in PAIA or POPIA, and is available in each of the official languages.
- 4.2 The Guide may be obtained:
- 4.2.1 from the Information Regulator's website at www.inforegulator.org.za;
 - 4.2.2 by requesting a copy from the Information Officer using Annexure A (Form 1), submitted to the contact details set out in paragraph 3; or
 - 4.2.3 by inspecting a copy at the offices of Server Hub during ordinary business hours.
- 4.3 The Guide may also be requested directly from the Information Regulator at the following details:

Regulator	The Information Regulator (South Africa)
Physical Address	Woodmead North Office Park 54 Maxwell Drive Woodmead, Johannesburg, 2191
Telephone	+27 10 023 5200
Toll-free	0800 017 160
General Enquiries	enquiries@inforegulator.org.za
PAIA Complaints	PAIAComplaints@inforegulator.org.za
Website	www.inforegulator.org.za

5. NOTICES IN TERMS OF SECTION 52(2) OF PAIA

- 5.1 No notice has, at this stage, been published on the categories of records of Server Hub that are available without a person having to request access in terms of PAIA.
- 5.2 Should any such notice be published, this Manual will be updated accordingly.

6. RECORDS HELD BY SERVER HUB

- 6.1 Server Hub holds and/or processes records in the categories listed below for the purposes of PAIA and POPIA.
- 6.2 The listing of a category of records does not imply that a request for access to such records will be granted. Each request will be evaluated on its own merits in terms of PAIA and any other applicable legislation.

Products and Services

- Information on all hosting products, server plans and related services is freely available on the Server Hub website referred to in paragraph 3.

Client and Subscriber

- Client database and account records
- Service agreements, terms of service and acceptable-use policies
- Billing records, invoices, receipts, credit and debit notes
- Support tickets and correspondence with Clients
- Identity verification records, including records retained for the purposes of RICA
- Domain name registration and registrant records

Technical and Operational

- Server, hosting and network configuration records
- System, access and security logs
- Backup and disaster-recovery records
- Uptime, monitoring and capacity records
- Abuse, incident and takedown records
- IP address allocation records

Human Resources

- Employment contracts
- Employee benefits records
- Personnel records and correspondence
- Training records
- Internal policies and procedures

Legal

- Agreements with Clients
- Agreements with suppliers, data-centre and upstream network providers
- Shareholder agreements
- Licences, permits and regulatory registrations
- Powers of attorney
- Lease agreements

Company Secretarial

- Memorandum of Incorporation
- Secretarial records
- Trade name registrations

- Company registration documents
- Statutory registers
- Minutes of shareholders' meetings
- Minutes of directors' meetings
- Register of directors
- Share certificates

Financial

- Accounting records
- Annual reports
- Auditor details and reports
- Tax returns
- Insurance records

Marketing and Miscellaneous

- Published marketing material
- Website information
- Internal correspondence
- Asset registers

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

7.1 Records are kept, and may be available to the persons or entities specified therein, in accordance with the following legislation (as amended), among others:

- Auditing Profession Act, No. 26 of 2005
- Basic Conditions of Employment Act, No. 75 of 1997
- Broad-Based Black Economic Empowerment Act, No. 53 of 2003
- Companies Act, No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Competition Act, No. 89 of 1998
- Constitution of the Republic of South Africa, 1996
- Consumer Protection Act, No. 68 of 2008
- Copyright Act, No. 98 of 1978
- Criminal Procedure Act, No. 51 of 1977
- Cybercrimes Act, No. 19 of 2020
- Electronic Communications Act, No. 36 of 2005
- Electronic Communications and Transactions Act, No. 25 of 2002
- Employment Equity Act, No. 55 of 1998
- Identification Act, No. 68 of 1997
- Income Tax Act, No. 58 of 1962
- Insolvency Act, No. 24 of 1936
- Labour Relations Act, No. 66 of 1995
- Merchandise Marks Act, No. 17 of 1941
- National Payment System Act, No. 78 of 1998

- Occupational Health and Safety Act, No. 85 of 1993
- Pension Funds Act, No. 24 of 1956
- Prescription Act, No. 68 of 1969
- Prevention of Organised Crime Act, No. 121 of 1998
- Promotion of Access to Information Act, No. 2 of 2000
- Protection of Personal Information Act, No. 4 of 2013
- Public Finance Management Act, No. 1 of 1999
- Regulation of Interception of Communications and Provision of Communication-related Information Act, No. 70 of 2002
- Skills Development Levies Act, No. 9 of 1999
- Tax Administration Act, No. 28 of 2011
- Trade Marks Act, No. 194 of 1993
- Unemployment Insurance Act, No. 63 of 2001
- Value-Added Tax Act, No. 89 of 1991

Although Server Hub has used its best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete. Whenever it comes to Server Hub's attention that existing or new legislation allows a Requester access on a basis other than as set out in PAIA, the list will be updated accordingly. If a Requester believes that a right of access to a record exists in terms of any legislation, the Requester must indicate the legislative basis relied upon, to allow the Information Officer to consider the request in light thereof.

8. REQUEST PROCESS

- 8.1 A person who wishes to request access to a record of Server Hub must comply with all the procedures prescribed by PAIA.
- 8.2 The Requester must complete Annexure B (Form 2), attached to this Manual, and submit it to the Information Officer at the contact details set out in paragraph 3, together with payment of the prescribed request fee and, if applicable, a deposit.
- 8.3 No request fee is payable by a Personal Requester; however, the prescribed access fees for reproduction, and for search and preparation, may still be charged.
- 8.4 The prescribed form must be completed with sufficient particularity to enable the Information Officer to determine:
 - 8.4.1 the record or records requested;
 - 8.4.2 the identity of the Requester;
 - 8.4.3 the form of access required; and
 - 8.4.4 the postal address or e-mail address of the Requester in the Republic.
- 8.5 The Requester must identify the right that the Requester is seeking to exercise or protect, and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 8.6 The request will be dealt with within 30 (thirty) days of receipt, unless the Requester has stated special grounds which satisfy the Information Officer that the request should be dealt with sooner.
- 8.7 The 30-day period may be extended once, by not more than 30 (thirty) additional days, if the request is for a large volume of records, or requires a search for records held at another office of Server Hub, and the request cannot reasonably be completed within the original period. The Information Officer will notify the Requester in writing should an extension be necessary.

- 8.8 The Information Officer will communicate the outcome of the request using Annexure E (Form 3), which will inform the Requester of:
- 8.8.1 the decision on the request; and
 - 8.8.2 the fees payable in terms of paragraph 11, if any.
- 8.9 If the Information Officer is of the opinion that the search for, and preparation of, the record for disclosure will require more than 6 (six) hours, the Requester will be required to pay a deposit of not more than one third of the applicable access fee before the request is processed further.
- 8.10 Should the Requester have any difficulty with the prescribed form or the process set out in this Manual, the Requester should contact the Information Officer for assistance.
- 8.11 A Requester who is unable to complete the prescribed form because of illiteracy or a disability may make the request orally. The Information Officer will complete the form on behalf of the Requester and provide the Requester with a copy.

9. GROUNDS FOR REFUSAL OF ACCESS

- 9.1 Server Hub may, in accordance with, and subject to the exceptions in, Chapter 4 of Part 3 of PAIA, refuse a request for access to a record on the following grounds:
- 9.1.1 mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where disclosure of Personal Information would be unreasonable;
 - 9.1.2 mandatory protection of the commercial information of a third party, if the record contains:
 - 9.1.2.1 trade secrets of that third party;
 - 9.1.2.2 financial, commercial, scientific or technical information of that third party, the disclosure of which could likely cause harm to its financial or commercial interests; or
 - 9.1.2.3 information disclosed in confidence by a third party to Server Hub, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations, or prejudice it in commercial competition;
 - 9.1.3 mandatory protection of confidential information of third parties, where such information is protected in terms of any agreement;
 - 9.1.4 mandatory protection of the safety of individuals and the protection of property;
 - 9.1.5 mandatory protection of records that would be regarded as privileged in legal proceedings;
 - 9.1.6 protection of the commercial information of Server Hub, which may include:
 - 9.1.6.1 trade secrets of Server Hub;
 - 9.1.6.2 financial, commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of Server Hub;
 - 9.1.6.3 information which, if disclosed, could put Server Hub at a disadvantage in contractual or other negotiations, or prejudice it in commercial competition; or
 - 9.1.6.4 computer programs owned by Server Hub which are protected by copyright and other intellectual property laws;
 - 9.1.7 research information of Server Hub or a third party, if disclosure would place the research, or the person carrying it out, at a serious disadvantage; and
 - 9.1.8 requests that are manifestly frivolous or vexatious, or that would involve an unreasonable diversion of resources.

10. REMEDIES AVAILABLE IF A REQUEST IS REFUSED

- 10.1 Server Hub does not have an internal appeal procedure. The decision of the Information Officer is final within Server Hub.
- 10.2 A Requester who is aggrieved by a decision of the Information Officer may, within 180 (one hundred and eighty) days of notification of the decision, lodge a complaint with the Information Regulator in terms of section 77A of PAIA, using the Regulator's prescribed complaint form (Form 5), submitted to PAIAComplaints@inforegulator.org.za or via the Regulator's eServices portal.
- 10.3 A Requester may, alternatively, or after the conclusion of the complaint procedure, apply to a court for appropriate relief in terms of section 78 of PAIA.

11. FEES

- 11.1 The fees payable in terms of PAIA are prescribed in Annexure B to the PAIA Regulations published under Government Notice R. 757 in Government Gazette 45057 of 27 August 2021, as amended by the Information Regulator from time to time. The fees applicable to Server Hub, as a private body, are:

Item	Amount
Request fee (payable by every Requester other than a Personal Requester)	R140.00
Photocopy of an A4-size page, or part thereof	R2.00 per page
Printed copy of an A4-size page, or part thereof	R2.00 per page
Copy in a computer-readable form on a flash drive (flash drive to be provided by the Requester)	R40.00
Copy in a computer-readable form on a compact disc, if provided by the Requester	R40.00
Copy in a computer-readable form on a compact disc, if provided by Server Hub	R60.00
Transcription of visual images, per A4-size page	Per service provider's quotation
Copy of visual images	Per service provider's quotation
Transcription of an audio record, per A4-size page	R24.00
Copy of an audio record on a flash drive (provided by the Requester)	R40.00
Copy of an audio record on a compact disc, if provided by the Requester	R40.00
Copy of an audio record on a compact disc, if provided by Server Hub	R60.00
Search for and preparation of 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
Maximum fee for search and preparation	R435.00
Deposit, where the search and preparation is expected to exceed 6 (six) hours	One third of the applicable access fee
Postage, e-mail or any other electronic transfer	Actual expense, if any

11.2 Value-added tax will be added to the above fees where required by law.

11.3 Records may be withheld until all applicable fees have been paid.

12. PROCESSING OF PERSONAL INFORMATION (POPIA)

12.1 Conditions for Lawful Processing

12.1.1 Server Hub processes Personal Information in accordance with the eight Conditions for Lawful Processing set out in Chapter 3 of POPIA, namely: accountability; processing limitation; purpose specification; further processing limitation; information quality; openness; security safeguards; and data subject participation.

12.2 Processing Activities

12.2.1 Server Hub performs, among others, the following processing activities: collection; receipt; recording; organisation; structuring; storage; adaptation or alteration; retrieval; consultation; use; disclosure by transmission; dissemination or otherwise making available; alignment or combination; restriction; erasure; and destruction.

12.3 Purposes of Processing

12.3.1 Server Hub processes Personal Information for the following purposes:

12.3.1.1 to fulfil its obligations in relation to its Personnel;

12.3.1.2 to provide services to its Clients in accordance with the terms agreed with those Clients;

12.3.1.3 to undertake activities related to the provision of services, including:

- fulfilling domestic legal, regulatory and compliance requirements;
- provisioning, configuring, securing and maintaining hosting, server, domain and connectivity services;
- administering domain name registrations, renewals and transfers;
- verifying the identity of Client representatives who contact, or are contacted by, Server Hub;
- risk assessment, information security management, statistical and trend analysis, and planning;
- monitoring and recording of calls and electronic communications for quality, training, investigation and fraud-prevention purposes;
- enforcing or defending the rights of Server Hub or its affiliates; and
- managing Server Hub's relationships with its Clients, which may include providing information about the products and services of Server Hub and its affiliates;

12.3.1.4 purposes related to any authorised disclosure made in terms of an agreement, law or regulation;

12.3.1.5 any additional purposes expressly authorised by the Client or Data Subject; and

12.3.1.6 any additional purposes notified to the Client or Data Subject in any notice provided by Server Hub.

12.4 Categories of Data Subjects

12.4.1 Juristic persons: corporate Clients; suppliers and service providers.

12.4.2 Natural persons: Clients and subscribers; Personnel; website visitors; individual representatives of Clients and suppliers; and other individuals who interact with Server Hub.

12.5 Categories of Personal Information Processed

- 12.5.1 Server Hub processes, among others, the following categories of Personal Information: Client profile information; bank account details; payment information; details of Client representatives; names; e-mail addresses; telephone numbers; physical and postal addresses; tax numbers; identity numbers; passport numbers; IP addresses and device identifiers; usage, traffic and log data; and domain registrant details.

12.6 Recipients of Personal Information

- 12.6.1 Personal Information may be supplied to: Server Hub, its affiliates (including other members of the Kettle group), upstream network, data-centre and infrastructure providers and their respective Personnel; service providers and operators processing Personal Information on Server Hub's behalf under written agreement; professional advisers; and regulators or other parties where disclosure is required or permitted by law.

12.7 Cross-Border Transfers

- 12.7.1 Where authorised disclosures or transfers of Personal Information are made in terms of section 72 of POPIA, Personal Information may be transferred to recipients in countries that do not have the same level of protection for personal information as South Africa. In such cases, Server Hub will ensure that the Personal Information remains subject to protection not less than that afforded by POPIA, including through binding agreements with the recipients.

12.8 Security Measures

- 12.8.1 Server Hub implements appropriate, reasonable technical and organisational measures to secure the integrity and confidentiality of Personal Information in its possession or under its control, and reviews and updates those measures on a regular basis.
- 12.8.2 Electronically stored Personal Information is protected through measures which include access control and authentication, network and endpoint security, encryption where appropriate, secure backups, and internal information security policies.
- 12.8.3 Physically stored Personal Information is kept in secure areas with controlled access, and records are locked away when not in use.

12.9 Objection to Processing

- 12.9.1 In terms of section 11(3) of POPIA and regulation 2 of the POPIA Regulations, a Data Subject may, at any time, object to the processing of their Personal Information on reasonable grounds, using the prescribed form attached as Annexure C.

12.10 Correction or Deletion of Personal Information

- 12.10.1 In terms of section 24 of POPIA and regulation 3 of the POPIA Regulations, a Data Subject may request the correction or deletion of their Personal Information, or the destruction or deletion of a record of their Personal Information, using the prescribed form attached as Annexure D.

12.11 Data Subject Rights

- 12.11.1 Data Subjects have the right, in terms of POPIA, to be notified of the collection of their Personal Information; to request access to it; to request its correction or deletion; to object to its processing; to object to direct marketing; and to lodge a complaint with the Information Regulator.

13. AVAILABILITY OF THIS MANUAL

- 13.1 This Manual is available:

- 13.1.1 on the Server Hub website at <https://serverhub.co.za>;

- 13.1.2 for inspection, free of charge, at the registered office of Server Hub during ordinary business hours;
- 13.1.3 on request from the Information Officer, at the contact details set out in paragraph 3 (a reasonable prescribed fee may be charged for copies); and
- 13.1.4 to the Information Regulator, on request.

14. UPDATING OF THIS MANUAL

- 14.1 Server Hub will review this Manual at regular intervals and update it as and when material changes occur, including changes to its contact details, the categories of records held, its processing activities, or the applicable legislation and prescribed fees.
- 14.2 This is the first edition of the Manual published for Server Hub (2026 Edition, Version 1.0).

Signed at Greenstone Hill on this 26th day of August 2026.

JUSTIN KETTLE

Director and Information Officer

For and on behalf of Fibre Boyz (Pty) Ltd, trading as Server
Hub

ANNEXURE A

FORM 1
REQUEST FOR A COPY OF THE GUIDE ON HOW TO USE PAIA
[Regulation 3]

TO: The Information Officer, Fibre Boyz (Pty) Ltd t/a Server Hub
 info@serverhub.co.za

I,

Full names			
Capacity (mark with "X")	Information Officer:	Deputy Information Officer:	Other:
Name of public / private body (if applicable)			
Postal address			
Street address			
E-mail address			
Contact number(s)			

hereby request the following copy/copies of the Guide:

Language (mark with "X")	Number of copies	Language (mark with "X")	Number of copies
Afrikaans		isiXhosa	
English		isiZulu	
isiNdebele		Sepedi	
Sesotho		Setswana	
siSwati		Tshivenda	
Xitsonga			

Manner in which the copy is to be provided (mark with "X"):

Personal collection	
Postal services to postal address	
Postal services to street address	
E-mail (please specify address below)	
Other electronic communication (please specify below)	
Details for delivery (address / e-mail):	

Signed at _____ on this _____ day of _____ 20____.

Signature of Requester

ANNEXURE B

FORM 2 REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE: (1) Proof of identity must be attached by the requester. (2) If the request is made on behalf of another person, proof of the requester's authority to make the request on that person's behalf must be attached.

TO: The Information Officer, Fibre Boyz (Pty) Ltd t/a Server Hub
8 Greenstone Place, Stoneridge Office Park, Greenstone Hill, 1609
E-mail: info@serverhub.co.za

Mark with an "X":

The request is made in my own name	
The request is made on behalf of another person	

A. Particulars of the Requester

Full names			
Identity number			
Capacity in which the request is made (if on behalf of another person)			
Postal address			
Street address			
E-mail address			
Contact numbers	Tel:	Cell:	Other:

B. Particulars of the person on whose behalf the request is made (if applicable)

Full names			
Identity number			
Postal address			
Street address			
E-mail address			
Contact numbers	Tel:	Cell:	Other:

C. Particulars of the record requested

Provide full particulars of the record to which access is requested, including the reference number if known to you, to enable the record to be located. If the space provided is inadequate, please continue on a separate page and attach it to this Form. All additional pages must be signed.

Description of the record, or the relevant part of the record:

Reference number, if available:
Any further particulars of the record:

D. Type of record (mark with “X”)

The record is in written or printed form	
The record comprises visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
The record consists of recorded words or information which can be reproduced in sound	
The record is held on a computer or in an electronic or machine-readable form	

E. Form of access required (mark with “X”)

Printed copy of the record (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 visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of the record on flash drive (including virtual images and soundtracks)	
Copy of the record on compact disc (including virtual images and soundtracks)	
Copy of the record saved on a cloud storage server	

F. Manner of access (mark with “X”)

Personal inspection of the record at the registered address of Server Hub (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)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
E-mail of information (including soundtracks, if possible)	
Cloud share / file transfer	
Preferred language: (if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

G. Particulars of the right to be exercised or protected

If the space provided is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all 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 aforementioned right:

H. Fees

(a) A request fee must be paid before the request will be considered (no request fee is payable by a person requesting access to a record containing personal information about that person). (b) You will be notified of the amount of the access fee to be paid. (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 the record. (d) If you qualify for exemption from the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

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

Postal address	
E-mail	
Other electronic communication (please specify)	

Signed at _____ on this _____ day of _____ 20____.

Signature of Requester / person on whose behalf the request is made

FOR OFFICIAL USE

Reference number:	
Request received by (name and surname of Information Officer):	
Date received:	
Request fee (if any):	
Deposit (if any):	
Access fee:	

Signed at _____ on this _____ day of _____ 20____.

Signature of Information Officer

ANNEXURE C

FORM 1

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

Regulations Relating to the Protection of Personal Information, 2018 [Regulation 2(1)]

NOTE: (1) Affidavits or other documentary evidence in support of the objection must be attached. (2) If the space provided is inadequate, submit information as an annexure to this Form and sign each page.

Reference number:	
-------------------	--

DETAILS OF DATA SUBJECT	
Name(s) and surname / registered name of Data Subject:	
Unique identifier / identity number:	
Residential, postal or business address:	
Contact number(s):	
E-mail address:	

DETAILS OF RESPONSIBLE PARTY	
Name(s) and surname / registered name of Responsible Party:	Fibre Boyz (Pty) Ltd t/a Server Hub
Address:	8 Greenstone Place, Stoneridge Office Park, Greenstone Hill, 1609
Contact number(s):	+27 10 447 2445
E-mail address:	info@serverhub.co.za

REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) TO (f)
<i>(Please provide detailed reasons for the objection)</i>

Signed at _____ on this _____ day of _____ 20____.

Signature of Data Subject / designated person

ANNEXURE D

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION, OR DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION, IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

Regulations Relating to the Protection of Personal Information, 2018 [Regulation 3]

NOTE: (1) Affidavits or other documentary evidence in support of the request must be attached. (2) If the space provided is inadequate, submit information as an annexure to this Form and sign each page.

Reference number:	
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Mark the appropriate box with an "X". Request for:

Correction or deletion of the personal information about the data subject which is in the possession or under the control of the responsible party.	
Destruction or deletion of a record of personal information about the data subject which is in the possession or under the control of the responsible party and which the responsible party is no longer authorised to retain.	

DETAILS OF DATA SUBJECT	
Name(s) and surname / registered name of Data Subject:	
Unique identifier / identity number:	
Residential, postal or business address:	
Contact number(s):	
E-mail address:	

DETAILS OF RESPONSIBLE PARTY	
Name(s) and surname / registered name of Responsible Party:	Fibre Boyz (Pty) Ltd t/a Server Hub
Address:	8 Greenstone Place, Stoneridge Office Park, Greenstone Hill, 1609
Contact number(s):	+27 10 447 2445
E-mail address:	info@serverhub.co.za

REASONS FOR THE CORRECTION OR DELETION OF THE PERSONAL INFORMATION, OR FOR THE DESTRUCTION OR DELETION OF THE RECORD OF PERSONAL INFORMATION
<i>(Please provide detailed reasons for the request)</i>

Signed at _____ on this _____ day of _____ 20____.

Signature of Data Subject / designated person

ANNEXURE E

FORM 3 OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

If your request is granted: (a) the amount of the deposit, if any, is payable before your request is processed; and (b) the requested record, or the relevant portion of it, will only be released once proof of full payment has been received. Please use the reference number below in all future correspondence.

Reference number:	
TO (name and address of requester):	
Your request dated:	

1. Decision

Kindly note that your request has been (mark with "X"):

Approved	
Partially approved	
Refused, for the following reasons (attach if necessary):	

2. Access granted

Personal inspection of the record at the registered address of Server Hub is free of charge. You are required to make an appointment for the inspection and to bring this Form with you. If you then require any form of reproduction of the record, you will be liable for the fees prescribed in Annexure B to the PAIA Regulations, as set out below.

3. Fees payable in respect of your request

Item	Tariff	Number of pages / items	Total
Photocopy of an A4-size page, or part thereof	R2.00		
Printed copy of an A4-size page, or part thereof	R2.00		
Copy in a computer-readable form on a flash drive (provided by the requester)	R40.00		
Copy in a computer-readable form on a compact disc – if provided by the requester	R40.00		
Copy in a computer-readable form on a compact disc – if provided to the requester	R60.00		
Transcription of visual images, per A4-size page	Per quotation		
Copy of visual images	Per quotation		
Transcription of an audio record, per A4-size page	R24.00		
Copy of an audio record on a flash drive (provided by the requester)	R40.00		

Item	Tariff	Number of pages / items	Total
Copy of an audio record on a compact disc – if provided by the requester	R40.00		
Copy of an audio record on a compact disc – if provided to the requester	R60.00		
Search for and preparation of the record for disclosure, per hour or part of an hour, excluding the first hour (maximum R435.00)	R145.00		
Postage, e-mail or any other electronic transfer	Actual cost		
TOTAL			

4. Deposit payable (if the search exceeds six hours)

Yes	
No	
Hours of search:	
Amount of deposit (one third of the total amount per request):	

5. Banking details for payment

Name of bank:	The Standard Bank of South Africa Limited
Name of account holder:	Fibre Boyz (Pty) Ltd
Registration number:	2017/386810/07
Type of account:	BizLaunch
Account number:	02 012 562 3
Branch:	Greenstone
Branch code:	006342
SWIFT / BIC code:	SBZAJJ
Date account opened:	9 January 2018
Payment reference:	The reference number allocated to your request
Submit proof of payment to:	info@serverhub.co.za

Signed at _____ on this _____ day of _____ 20____.

Signature of Information Officer