

**MANUAL PREPARED IN ACCORDANCE WITH
THE PROMOTION OF ACCESS TO INFORMATION ACT
2 OF 2000
and
THE PROTECTION OF PERSONAL INFORMATION ACT
4 OF 2013**

Revised June 2025

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1. DEFINITIONS AND GENERAL

Definitions

In this document, clause headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention –

1.1 An expression which denotes –

1.1.1 any gender, includes the other genders;

1.1.2 a natural person, includes a juristic person and vice versa, should the circumstances so require;

1.1.3 the singular, includes the plural and vice versa.

1.2 The following expressions shall bear the meanings assigned to them below and similar expressions bear corresponding meanings –

1.2.1 “Client” – the person or legal entity that instructs STBB to perform legal services on its behalf;

1.2.2 “Customer” – a natural or juristic person involved in a legal matter to which STBB is attending, but who is not the client;

1.2.3 “Data subjects” – natural and legal persons whose data is processed by STBB, listed in clause 7.3 herein;

- 1.2.4 "Information Officer" - the head of STBB, responsible for discharging the duties and responsibilities assigned to the Information Officer as prescribed in PAIA and POPIA;
- 1.2.5 "PAIA" - Promotion of Access to Information Act 2 of 2000, as amended and including the regulations promulgated in terms thereof;
- 1.2.6 "POPIA" – Protection of Personal Information Act 4 of 2013, as amended and including the regulations promulgated in terms thereof;
- 1.2.7 "Requester" - the person or entity submitting a request in terms of PAIA to STBB for access to records held by STBB;
- 1.2.7 "STBB" - Smith Tabata Buchanan Boyes Inc, STRB (JRC) and STBB Attorneys Inc (Durban) collectively;
- 1.2.8 "The company" – all branches of STBB in South Africa;
- 1.2.9 "This document" – this document together with all of its annexures, as amended from time to time.

General

- 1.3 Any reference to law or regulation shall be a reference to that legislation or regulation as at the date hereof, and as amended or substituted from time to time.
- 1.4 Where any term is defined within a particular clause other than this clause 1, that term shall bear the meaning ascribed to it in that clause wherever it is used in this document;
- 1.5 Where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next business day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding day which is a business day.
- 1.7 Any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be.
- 1.8 Insofar as there is a conflict in the interpretation of or application of this document and PAIA or POPIA, the legislation shall prevail.
- 1.9 This document does not purport to be exhaustive of, or comprehensively deal with, every procedure provided for in PAIA or POPIA. A requester is advised to familiarise his-/her- or itself with the provisions of PAIA and POPIA before lodging any request with STBB.

2 INTRODUCTION TO PAIA

STBB is a law firm with branches across South Africa and provides legal services across numerous disciplines to its clients.

STBB publishes this manual pursuant to the provisions of PAIA and POPIA and in respect of STBB's operations as a private body, as defined in these laws. PAIA grants a requester access to records held by a private body if these records are required for the exercise or protection of the requester's rights. If a public body lodges a request, the public body must be acting in the public interest in doing so.

This manual is available on request from Compliance@stbb.co.za and is also published on the STBB website.

3 PURPOSE

The purpose of this manual is to facilitate requests for access to records of STBB as provided for in PAIA (as read with POPIA), and to inform data subjects on the types of information that STBB collects and processes, and how a data subject may request access to this information. It also sets out the steps to follow should STBB deny a request for access to information.

4 INFORMATION OFFICER AND CONTACT DETAILS

4.1 The Information Officer

Name and contact details: Mr Darren Brander; telephone number (021) 406 9100.

Email: DarrenB@stbb.co.za or Compliance@stbb.co.za.

4.2 Contact Details

The STBB head office is in Cape Town, situated at: 8th Floor, 5 St Georges Mall, Cape Town.

The postal address is: P O Box 395, Cape Town, 8000.

Website address: www.stbb.co.za

5 GUIDANCE ON PAIA AND POPIA

- 5.1 As of 1 July 2021, the Information Regulator assumed the functions of the South African Human Rights Commission (“SAHRC”) and is responsible for PAIA and POPIA requests and complaints, amongst other things.
- 5.2 As part of its functions, the Information Regulator has published a guide for requesters of information on how to exercise their rights under PAIA and POPIA. The guide can be viewed [here](#).
- 5.3 Any enquiry relating to this manual, PAIA or POPIA, may be directed to the Information Regulator with these contact details:

Telephone number: (010) 023 5200

Complaints email: PAIAComplaints@inforegulator.org.za

General enquiries: enquiries@inforegulator.org.za

Website: www.justice.gov.za/infoereg

Postal address: P.O. Box 3153, Braamfontein, Johannesburg, 2017

Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

6 RECORDS HELD BY STBB

6.1 Records that are automatically available (section 51(1)(c) of PAIA)

The records that are located on the STBB website are automatically available and are freely accessible to any person requesting this information. These may be viewed, downloaded and copied, subject to STBB’s intellectual property rights.

It is therefore not necessary to apply for access thereto in terms of PAIA.

6.2 Records held by STBB in accordance with other legislation

In accordance with duties imposed by various pieces of legislation, STBB is required in to retain certain records which are not automatically available on request or freely available. These include, but are not limited to records held by virtue of provisions of the -

6.2.1 Basic Conditions of Employment Act 75 of 1997;

- 6.2.2 Broad-Based Black Economic Empowerment Act 53 of 2003;
- 6.2.3 Companies Act 71 of 2008;
- 6.2.4 Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- 6.2.5 Electronic Communications and Transaction Act 25 of 2002;
- 6.2.6 Employment Equity Act 55 of 1998;
- 6.2.7 Financial Intelligence Centre Act 38 of 2001;
- 6.2.8 Income Tax Act 58 of 1962;
- 6.2.9 Labour Relations Act 66 of 1995;
- 6.2.10 Legal Practice Act 28 of 2014;
- 6.2.11 Occupational Health and Safety Act 85 of 1993;
- 6.2.12 Pension Funds Act 24 of 1956;
- 6.2.13 Regulation of Interception of Communications and Provision of Communication-Related Information Act 70 of 2002;
- 6.2.14 Skills Development Levies Act 9 of 1999;
- 6.2.15 Skills Development Act 9 of 1999;
- 6.2.16 Unemployment Insurance Act 63 of 2001; and
- 6.2.17 Value Added Tax Act 89 of 1991.

6.3 Other types of records held by STBB that are not automatically available

The records listed below are not automatically available without a request in terms of PAIA. These records are classified as commercial information of STBB, as a private body, as provided for in section 68 of PAIA.

A request made in terms of PAIA for records in any of the categories below may be refused in accordance with any of the grounds of refusal as set out in PAIA.

Category	Subject of Record
Employees	Personal records provided by employees Records provided by a third party relating to employees

	Conditions of employment and other employee records Internal evaluation records Correspondence relating to employees Training schedules and material
Clients/customers	Records provided by a client/customer to STBB or to a third party acting for, or on behalf of, STBB Records provided by a third party to STBB in respect of a client/customer Records generated by, or within STBB relating to its clients/customers, including transactional records
Third party	Employee, client/customer or STBB records which are held by another party Records held by STBB relating to other parties, including financial records, correspondence and contractual information Records provided by third parties and records that third parties have provided to STBB which relate to contractors and suppliers Records pertaining to other third parties such as contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers; and/or records that such other parties may possess in respect of STBB

7 PROCESSING OF PERSONAL INFORMATION

7.1 POPIA

7.1.1 Chapter 3 of POPIA lists the minimum conditions for lawful processing of personal information. The definition of personal information for purposes of POPIA, is attached hereto in Annexure D. These conditions may not be derogated from unless specific exclusions, as outlined in POPIA, find application.

7.1.2 STBB processes personal information of both living and juristic persons.

7.1.3 STBB processes personal information in accordance with POPIA. In terms of STBB's privacy policy, it is obliged to ensure that all processing conditions listed in POPIA are complied with when it processes personal information.

7.2 Purpose for processing personal information by STBB

7.2.1 STBB processes personal information in the ordinary course of its business of providing legal and related services in order to, amongst other things -

7.2.1.1 provide its services which may include analysis, evaluation, review and collation of information in order to determine legal issues and potential disputes; provision of legal advice; preparation of comment on opinions, agreements, correspondence, reports, publications, documents relating to legal proceedings and other documents or records;

- 7.2.1.2 manage commercial relationship with clients;
- 7.2.1.3 manage dispute resolution;
- 7.2.1.4 provide quotations and invoices;
- 7.2.1.5 establish and manage supplier relationships;
- 7.2.1.6 manage service provider contracts, orders, deliveries, invoices and accounting;
- 7.2.1.7 provide general human resources and recruitment;
- 7.2.1.8 perform its financial functions including those obligations imposed by legislation;
- 7.2.1.9 allow for proper functioning of its website.

7.3 Categories of data subjects

STBB processes the following personal information and special personal information relating to the following categories of data subject, including but not limited to –

Individuals (Clients and potential clients)	Name, surname, South African identity number or passport number, date of birth, marital status, citizenship, telephone numbers, email address, physical and postal addresses, income tax number, banking information including account numbers, FICA documentation, CCTV images.
Juristic persons	Entity name, registration number, contact details of representatives, banking information including account numbers, FICA documentation.
Employees, potential employees, new recruitments	Name, surname, South African identity number or other identifying number, contact details, physical and postal address, date of birth, age, marital status, race, disability, employment history, criminal background checks, CVs, education history, banking details, income tax reference number, remuneration and benefit information, health information, details related to employee performance, disciplinary procedure information, CCTV images.

Service providers, including outsourced or hosted services, auditors, etc.	Company registration details and/or identity numbers, BEE certificates, tax clearance, income tax and VAT registration details, payment information including bank account numbers, invoices, contractual agreements, addresses, contact details.
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7.4 Disclosure of personal information to third parties

7.4.1 STBB may disclose personal information to third parties where such disclosure is aligned with its legitimate business purposes and in accordance with the provisions of POPIA and other applicable laws, but subject however to rules relating to client confidentiality and privileged information.

7.4.2 Should STBB appoint third parties to process personal information on its behalf, STBB shall enter into an agreement with that third party and obtain its undertaking to comply with POPIA in its processing, particularly ensuring that such third party employs an adequate level of security and confidentiality in respect of the personal information furnished to it.

7.5 Trans-border/Cross border flows of personal information

STBB may transfer personal information to recipients outside South Africa. In compliance with POPIA, STBB shall in such circumstances comply with the conditions for the trans-border flow of personal information as provided for in section 72 of the aforementioned Act.

8. POPIA RECORDS

8.1 POPIA provides that data subjects have the right to know what personal information STBB holds that relate to them, what it is used for, recipients or categories of recipients of the information and whether it is transferred overseas.

8.2 Data subjects have the right to access their personal information held by STBB, object to the use thereof and to request a deletion or correction of their records.

8.3 Data subjects have the right to know which security measures are employed by STBB for the protection of their personal information.

- 8.4 For information on how to exercise these rights, contact the STBB Information Officer at the numbers and/or email addresses listed in clause 2.

9 HOW TO REQUEST ACCESS TO A RECORD

POPIA

- 9.1 For POPIA-related requests to object to the processing of personal information, to correct or delete personal information, a request must be made in writing on the applicable prescribed Form 1 (objection) or Form 2 (correction or deletion), both which are attached to this Manual in Annexure B.

PAIA

- 9.2 To request a record in terms of PAIA, the requestor must complete the prescribed form attached to this manual in Annexure A. This request must be sent to the Information Officer at the addresses provided in clause 4.
- 9.3 The requestor must provide sufficient detail to enable the Information Officer to identify the record(s) requested as well as the requestor. The requestor must indicate which form of access is required, identify the right that he/she 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.
- 9.4 If the request is made on behalf of another person, the requestor must submit proof of the capacity in which the requestor is making the request, to the reasonable satisfaction of the Information Officer.
- 9.5 PAIA makes provision for certain grounds upon which a request for access to information must be refused. On this basis, the Information Officer will decide whether or not to grant a request for access to information.

10 PAYMENT OF FEES

PAIA

- 10.1 PAIA provides for two types of fees, namely –
- 10.1.1 a request fee, which will be a standard non-refundable administration fee, payable prior to the request being considered; and

- 10.1.2 an access fee, payable when access is granted which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 10.2 Subsequent to a request being made, the Information Officer shall notify the requester of the prescribed request fee (if any) before attending to the request.
- 10.3 If the search for, or preparation for disclosure of the record in the requested form, requires more than the hours prescribed in the regulations for this purpose, STBB will request the requester to pay a deposit in respect of the prescribed portion of the access fee which would be payable if the request is granted. STBB may withhold a record until the requester has paid the fees. The prescribed fees are listed in Annexure C hereto.
- 10.4 A requester whose request has been granted must pay the applicable access fee for reproduction, search, preparation and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure (including making arrangements to make it available in the request form).

POPIA

- 10.5 As recorded earlier, POPIA grants the right to data subject to enquire from STBB, free of charge, whether it holds personal information about the data subject, and has the right to request a description of the personal information held, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information.
- 10.7 POPIA further provides that where the data subject is required to pay a fee for services provided to them, STBB must provide the data subject with a written estimate of the payable amount before providing the service and may require that the requestor pay a deposit for all or part of the fee.

11 APPLICABLE TIME-PERIODS

- 11.1 STBB will inform the requester within 30 days after receipt of the request of its decision whether or not to grant the request.
- 11.2 The 30-day period may be extended by a further period of not more than 30 days if the request is for a large number of records or requires a search through a large number of

records and compliance with the original period would unreasonably interfere with the activities of STBB or the records are not located at STBB's offices.

12 OUTCOME OF THE REQUEST

Should the requester be dissatisfied with the Information Officer's decision to refuse access, that person may within 180 days after notification of the refusal apply to a Court for the appropriate relief.

13 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

13.1 In terms of Section 62 to 69 of PAIA access to a record may be refused on one or more of the following grounds –

13.1.1 protection of privacy to a third party who is a natural person;

13.1.2 protection of the commercial information of a third party;

13.1.3 protection of confidential information of a third person;

13.1.4 protection of the safety of individuals and the protection of property;

13.1.5 protection of privileged records;

13.1.6 protection of the commercial information and activities of STBB;

13.1.7 protection of research information of a third party; and

13.1.8 any other ground legally available on which access to the information requested may be refused.

13.2 Despite any provisions of PAIA, a request must be granted if the disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with, the law; or where the presence of an imminent and serious public safety or environmental risk has been established, and the public interest in the disclosure of the record clearly outweighs the harm contemplated in terms of section 70 of PAIA.

14 AVAILABILITY OF THE MANUAL

This manual is available in electronic and hard copies in English. The hard copies are available at the head office of STBB as contained in paragraph 5.2 hereof. The electronic version of this manual is available on STBB's website.

15 UPDATING OF THIS MANUAL

This manual will be reviewed and updated, if necessary, on a periodic basis.

ANNEXURE A

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of PAIA)

[Regulation 10]

A. Particulars of private body

The Head: _____

Company Name: _____

Company Registration Number: _____

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:

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:

Postal address:

Telephone number:

E-mail address:

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:

Reference number, if available:

2. Any further particulars of record:

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record

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

Disability:

Form in which record is required:

Mark the appropriate area with an X.

(a) Compliance with your request 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:

☐	copy of record*	☐	inspection of record
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2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

☐	view the images	☐	copy of the images*	☐	transcription of the images*
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3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you. Postage is payable.				YES	NO

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

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

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20____

Signature of requestor /person on whose behalf request is made

Name of requestor /person on whose behalf request is made

ANNEXURE B

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, 2017

[Regulation 2(1)]

Note:

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

Reference Number.....

A	DETAILS OF DATA SUBJECT
Name and surname of data subject:	
Residential, postal or business address:	
Contact number(s):	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party (if the responsible party is a natural person):	

Residential, postal or business address:	
Contact number(s):	
E-mail address:	
Name of public or private body (if the responsible party is not a natural person):	
Business address:	
Contact number(s):	
E-mail address:	
C	REASONS FOR OBJECTION (Please provide detailed reasons for the objection)

Signed at this day of 20.....

Signature of Data subject (applicant)

FORM 2

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR
DESTROYING OR DELETION OF 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, 2017
[Regulation 3(2)]**

Note:

Affidavits or other documentary evidence in support of the request must be attached.

If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference Number.....

Mark with an "x".

Request for:

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

A	DETAILS OF DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
Contact number(s):	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party (if the responsible party is a natural person):	

Residential, postal or business address:	
Contact number(s): E-mail address:	
Name of public or private body (if the responsible party is not a natural person):	
Business address:	
Contact number(s):	
E-mail address:	
C	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT / *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)

**Delete whichever is not applicable*

Signed at this day of 20.....

Signature of Data subject

ANNEXURE C

FEES PAYABLE IN RESPECT OF RECORDS REQUESTED FROM STBB

The fees, in respect of private bodies, are as follows –	Rands
For every photocopy of an A4-size page or part thereof	R 1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.75
For a copy in a computer-readable form on – • stiffy disc R 7.50 • compact disc R 70.00	
For a transcription of visual images, for an A4-size page or part thereof	R 40.00
For a copy of visual images	R 60.00
For a transcription of an audio record, for an A4-size page or part thereof	R 20.00
For a copy of an audio record	R 30.00
The request fee payable by a requester, other than a personal requester	R 50.00
The access fees payable by a requester are as follows –	
For every photocopy of an A4-size page or part thereof	R 1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.75
For a copy in a computer-readable form on - • stiffy disc R 7.50 • compact disc R 70.00	
For a transcription of visual images, for an A4-size page or part thereof	R 40.00
For a copy of visual images	R 60.00
For a transcription of an audio record, for an A4-size page or part thereof	R 20.00
For a copy of an audio record	R 30.00
To search for and prepare the record for disclosure, R30.00 for each hour or part of an hour reasonably required for such search and preparation.	

For purposes of section 54(2) of PAIA, the following applies –

- Six hours as the hours to be exceeded before a deposit is payable; and
- one third of the access fee is payable as a deposit by the requester.

The actual postage is payable when a copy of a record must be posted to a requester.

ANNEXURE D

Definitions applicable to the POPIA

“Data” includes both personal information and other information.

“Data Subject” means the person to whom Personal Information relates

“Information Officer” means the head of a private body as contemplated in section 1, of the PAIA

“Minister” means the Cabinet member responsible for the administration of justice

“PAIA” means Promotion of Access to Information Act 2 of 2000

“Personal Information” or “PI” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person including:

- 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 or other particular assignment to the person; § the blood type or any other biometric o 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 o Personal Information relating to the person or if the disclosure of the name itself would reveal information about the person.

Personal Information *excludes* information of about an individual who has been dead for more than 20 years (PAIA), and excludes information about a person who is dead (POPIA).

“POPIA” means the Protection of Personal Information Act no. 4 of 2013

“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” means 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 blocking, degradation, erasure or destruction of information;
- “Public Body” Means:
- any department or state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or
- Any other functionary or institution when-
 - exercising a power of performing a duty in terms of the Constitution or a provincial constitution; or
 - exercising a public power or performing a public function on terms of any legislation;

“Record” in relation to a private body means any recorded information regardless of form or medium in the possession or under the control of that public or private body, respectively and whether or not it was created by the public or private body respectively

“Responsible Party” or a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing Personal Information

“Requester” means a person or legal persons seeking access to information

“Third Parties” means any natural or juristic person other than the Requester or, such party acting on behalf of the Requester or us.

Records held by STBB relevant to the POPIA

Categories of Data Subjects	Types of personal information collected	Special Personal Information	Purposes for processing personal information	Recipients or categories of recipients of personal information	Trans-border information flow
Natural Person Customers	Names; contact details; physical and postal addresses; date of birth; ID number; passport number; tax related information; nationality; gender; confidential correspondence	n/a	Concluding contracts, performing in terms of the contract, marketing to customers, debt recovery, compliance with legislation	Internal use for customer management Data management company	N/a
Juristic Person Customers	Names of contact persons; name of entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.	n/a	Concluding contracts, performing in terms of the contract, marketing to customers, debt recovery, compliance with legislation	Internal use for customer management Data management company	n/a
Employees	Gender; marital status; age; home language, educational information, financial information; employment history; ID number; physical and	Ethnicity, criminal behaviour,	Staff administration Complying with	Internal use HR services	n/a

	postal address; contact details; opinions.	Behaviour; well-being.	tax laws and other legislation		
Suppliers Natural person	Names; contact details; physical and postal addresses; date of birth; ID number; passport number; tax related information; nationality; gender; confidential correspondence	BBBEE status	Staff administration Procurement of goods	Internal use Compliance with laws	n/a
Suppliers Juristic persons	Names of contact persons; name of entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners	BBBEE status	Staff administration Procurement of goods	Internal use Compliance with laws	n/a