

ACCESS TO INFORMATION MANUAL

OF

**ROCHE DIABETES CARE SOUTH AFRICA (PTY) LIMITED
REGISTRATION NO: 2015/303320/07**

Prepared in accordance with Section 51 of the
Promotion of Access to Information Act No. 2 of 2000 ("PAIA") and the Protection of Personal
Information Act 4 of 2013 ("PoPIA")

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1. INTRODUCTION

- 1.1. On 9 March 2001, the Promotion of Access to Information Act, No.2 of 2000 (“PAIA” or “the Act”) became operative, giving effect to the constitutional right to access information as contained in Section 32(2) of the Bill of Rights. PAIA seeks to promote the values of transparency and accountability.
- 1.2. PAIA establishes certain statutory rights of Requesters to any Records of a private body if:
- 1.3. That Records is required for the exercise of any of his or her legal rights;
- 1.4. That Requester complies with all the procedural requirements; and
- 1.5. Access is not refused in terms of any ground referred to in the PAIA.
- 1.6. Private bodies are required to compile a manual to assist Requesters who wish to request access to Records. The Act further provides listed details that must be contained in the manual. Section 23 of The Protection of Personal Information Act 4 of 2013 (“PoPIA”) provides a Data Subject the right to access Personal Data held by a Responsible Party.

2. PURPOSE, OBJECTIVE AND SCOPE OF THE MANUAL

- 2.1. This document serves as Roche Diabetes Care South Africa (Pty) Limited (“Roche Diabetes Care South Africa”) Promotion of Access to Information Manual (“Manual”) and provides reference on how to access the Records held by Roche Diabetes Care South Africa in terms of PAIA as well as objecting to the Processing of your Personal Data, and request to correct, delete or destroy your Personal Data in terms of PoPIA.
- 2.2. The objectives of this Manual include:
 - 2.2.1. Providing for the availability of the Manual and the details of the Information Officer;
 - 2.2.2. To identify the main categories of Records held by Roche Diabetes Care South Africa;
 - 2.2.3. To provide for information available in terms of PAIA and PoPIA;
 - 2.2.4. To provide the procedure applicable to requesting access to Records including the method of requesting access, the refusal of requests for Records and prescribed access fees as provided for in PAIA; and

- 2.2.5. To provide Data Subjects the right to access their Personal Data, object to its Processing and to request to rectify, delete or destroy their Personal Data held by Roche Diabetes Care South Africa as per Section 5 of PoPIA.

3. ABOUT ROCHE DIABETES CARE SOUTH AFRICA

- 3.1. Roche Diabetes Care South Africa has been pioneering innovative diabetes technologies and services for more than 40 years. More than 5,500 employees in over 100 markets worldwide work every day to support people with diabetes and those at risk to achieve more time in their target ranges and experience true relief from the daily therapy routines.
- 3.2. Being a global leader in integrated Personalized Diabetes Management (iPDM), Roche Diabetes Care South Africa collaborates with thought leaders around the globe, including people with diabetes, caregivers, healthcare providers and payers. Roche Diabetes Care South Africa aims to transform and advance care provision and foster sustainable care structures. Under the brands Roche Diabetes, Accu-Chek and mySugr, comprising glucose monitoring, insulin delivery systems and digital solutions, Roche Diabetes Care South Africa unites with its partners to create patient-centred value. By building and collaborating in an open ecosystem, connecting devices and digital solutions as well as contextualizing relevant data points, Roche Diabetes Care South Africa enables deeper insights and a better understanding of the disease, leading to personalized and effective therapy adjustments. For better outcomes and true relief. Since 2017, mySugr one of the most popular diabetes management apps is part of Roche Diabetes Care South Africa.
- 3.3. For more information visit: www.rochediabetescaremea.com

4. AVAILABILITY OF THE MANUAL

- 4.1. A copy of this Manual is available to the public, for inspection, on Roche Diabetes Care South Africa website at www.rochediabetescaremea.com. This Manual is further available for inspection, free of charge, as a hard copy at Roche Diabetes Care South Africa's office located at Building E, Hertford Office Park, 90 Bekker Road, Vorna Valley, Midrand during normal business hours.

5. CONTACT PERSON – INFORMATION OFFICER (SECTION 51(1) (a) (i) PAIA and SECTION 55(2) PoPIA)

- 5.1. The responsibility for the administration of, and compliance with PAIA and PoPIA has been delegated to the Compliance Officer. Requests pursuant to the provisions of the abovementioned Acts should be directed as follows:

Information Officer: Corine Verwey

Postal address: PO Box 43 Halfway House 1685, Gauteng South Africa

Street address: Building E, Hertford Office Park, 90 Bekker Road, Vorna Valley, Midrand

Phone number: +2711 504 4600

E-mail address: midrand.privacydc@roche.com

6. APPLICABLE LEGISLATION

6.1. Records are kept in accordance with the legislation (as amended from time to time) as applicable to Roche Diabetes Care South Africa, which legislation includes, but is not limited to:

- Audit Profession Act, 26 of 2005;
- Auditing Profession Amendment Act, 5 of 2021;
- Basic Conditions of Employment Act, 7 of 2018;
- Broad- based black economic empowerment Amendment Act 46 of 2013/ Broad- based black economic empower Act, 53 of 2003;
- Carbon Tax Act, 15 of 2019;
- Companies Act, 71 of 2008;
- Companies Amendment Act, 3 of 2011;
- Competition Amendment Act, 18 of 2018;
- Consumer Protection Act, 68 of 2008;
- Customs and Excise Amendment Act, 13 of 2019;
- Customs Control Act, 31 of 2014;
- Customs Duty Act, 30 of 2014;
- Cybercrimes Act, 19 of 2020;
- Disaster Management Act, 16 of 2015;
- Disaster Management Tax Relief Act, 13 of 2020;
- Disaster Management Tax Relief Administration Act, 14 of 2020;
- Division of Revenue Act, 12 of 2009;
- Division of Revenue Act, 9 of 2021;
- Electronic Communications Amendment Act, 1 of 2014;
- Electronic Communications and Transaction Act, 25 of 2002;
- Employment Tax Incentive Act, 26 of 2013;
- employment Equity Amendment Act, 47 of 2013;
- Employment Services Act, 4 of 2014;
- Financial Matters Amendment Act, 18 of 2019;
- Health Donations Fund Act, 4 of 1978;
- Health Professions Amendment Act, 29 of 2007;

- Income Tax Act, 88 of 1965;
- Insolvency Second Amendment Act, 69 of 2002;
- Insurance Act, 18 of 2017;
- Intellectual Property Laws Amendment Act, 28 of 2013;
- Labour Laws Amendment Act, 10 of 2018;
- Legal Practice Amendment Act, 16 of 2017;
- Medical Schemes Amendment Act, 62 of 2002;
- Medicines and Related Substances Act, 14 of 2015;
- Medicines and Related Substances Amendment Act, 59 of 2002;
- Merchant Shipping Amendment Act, 12 of 2015;
- National Credit Act, 34 of 2005;
- National Credit Amendment Act, 7 of 2019;
- National Environment Management Act, 7 of 1998;
- National Health Amendment Act, 1 of 2013;
- National Health Act, 61 of 2003;
- National Health Laboratory Service Amendment Act, 5 of 2019;
- National Minimum Wage Amendment Act, 3 of 2020;
- National Payment System Amendment Act, 22 of 2004;
- National Public Health Institute of South Africa Act, 1 of 2020;
- National Qualifications Framework Amendment Act, 12 of 2019;
- Occupational Diseases in Mines and Works Amendment Act, 60 of 2002;
- Patent Act, 57 of 1978;
- Pension Fund Amendment Act, 11 of 2007;
- Promotion of Access to Information Amendment Act, 31 of 2019;
- Protected Disclosures Amendment Act, 5 of 2017;
- Protection of Personal Information Act, 4 of 2013;
- Public Audit Act, 25 of 2004;
- Public Audit Amendment Act, 5 of 2018;
- Public Audit Excess Fee Act, 20 of 2019;
- Public Investment Corporation Amendment Act, 14 of 2019;
- Regulation of Interpretation of Communications and Provision of Communication-related Information Act, 70 of 2002;
- Rates and Monetary Amounts and Amendment of Revenue Act, 22 of 2020;
- Revenue Laws Amendment Act, 2 of 2016;
- Security Services Act, 36 of 2004;
- Skills Development Amendment Act, 31 of 2003;
- Special Pensions Amendment Act, 21 of 2003;
- Tax Administration Laws Amendment Act, 24 of 2020;
- Taxation Laws Amendment Act, 23 of 2020;

- Technology Innovation Agency Act, 26 of 2008;
- The Constitution of the Republic of South Africa, Act 108, 1996;
- Unemployment Insurance Act, 63 of 2001; and
- Value Added Tax Act, 89 of 1991.

7. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC (SECTION 51(1) (b) (ii) of PAIA)

7.1. The following categories of information are automatically available for inspection or photocopying. It is not necessary to request this information in terms of PAIA and it may be obtained by going onto the website or by contacting our Information Officer:

7.1.1. Public statutory Records; and

7.1.2. Information about Roche Diabetes Care South Africa, which is provided on the Roche website at www.rochediabetescaremea.com :

- About Roche Diabetes Care South Africa Code of Conduct; and
- Contact details.

8. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION (SECTION 51(1) (b) (iii) of PAIA)

8.1. Certain legislation provides that private bodies shall allow certain person's access to specified Records, upon request. Records are available in terms of the legislation detailed in clause 6 (above) to this Manual (as amended from time to time).

8.2. Note that the information will only be provided in accordance with the requirements stipulated in the relevant pieces of legislation. If a Requester believes that a right to access to Records exists in terms of the legislation above, or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.

9. RECORDS – CATEGORIES AND SUBJECT OF RECORDS (SECTION 51(1) (b) (IV) of PAIA)

- 9.1. The information contained in this clause is intended to identify the main categories of Records held with Roche Diabetes Care South Africa and to help the Requester to gain a better understanding of the main business activities of Roche Diabetes Care South Africa. Further assistance in identifying the Records held by Roche Diabetes Care South Africa is obtainable from the Information Officer. Records, to which the right and manner of access will be provided in accordance with PoPIA and PAIA (subject to the restrictions and right of refusal to access provided for in the Act), are available in respect to the following (non-exhaustive) aspects of Roche Diabetes Care South Africa businesses and operations:

CORPORATE AFFAIRS AND INVESTOR RELATIONS/COMMUNICATIONS

- Media Releases;
- Newsletters and publications;
- Corporate social investment;
- Public corporate records;
- Contracts;
- Policies; and
- Insurance policies.

COMPANIES ACT RECORDS

- Documents of incorporation;
- Memorandum and Articles of Association or Memorandum of Incorporation (as applicable);
- Records relating to the appointment of directors/ auditor/ secretary;
- Public officer and other officers;
- Share Register and other statutory registers;
- Board resolutions and shareholder resolutions; and
- Minutes of board meetings and shareholder meetings.

FINANCIAL RECORDS

- Annual Financial Statements;
- Tax Returns;
- Accounting Records;
- Banking Records;
- Bank Statements;

- Electronic Banking Records;
- Asset Register;
- Rental Agreements; and
- Invoices.

INCOME TAX RECORDS

- PAYE Records;
- Documents issued to Employees for income tax purposes;
- Records of payments made to the South African Revenue Services on behalf of Employees;
- All other statutory compliances:
 - Value added tax (“VAT”);
 - Skills Development Levies;
 - Unemployment Insurance Fund; and
 - Workmen’s Compensation.

INTELLECTUAL PROPERTY

- Trademark applications;
- Agreements relating to intellectual property; and
- Copyrights.

PERSONNEL DOCUMENTS AND RECORDS

- Employment Contracts;
- Employment Equity Records;
- Medical Aid Records;
- Pension Fund Records;
- Disciplinary Records;
- Salary Records;
- Disciplinary Code;
- Leave Records;
- Training Records; and
- Training Manuals.

SAFETY, HEALTH AND ENVIRONMENT (SHE) RECORDS

- SHE Policy; and
- Mandatory SHE Records.

REGULATORY AND QUALITY ASSURANCE

- Registration and Licensing with the South African Health Products Regulatory Authority;
and
- Quality Policy.

10. ACCESS REQUESTS

10.1. A person may request access to their information as well request for the deletion and destruction of their information by completing the forms attached as **Annexure 1** ("***Request for Access to Record***") and **Annexure 2** ("***Fees in Respect of Private Bodies***") and submitting them via email to **midrand.privacydc@roche.com**

10.2. ACCESS REQUEST PROCEDURE (SECTION 51(1) (b) (IV) of PAIA)

10.2.1. Requests for access to Records held by Roche Diabetes Care South Africa must be made on the request forms attached as **Annexure 1** ("***Access Request Form***") and all supporting documents as set out below, as well as the applicable fee, must be submitted to Roche Diabetes Care South Africa.

10.2.2. Please be guided by the information below on how to complete an Access Request Form and how to submit this form to Roche Diabetes Care South Africa for consideration.

10.2.3. COMPLETION OF ACCESS REQUEST FORM

All Requesters should take note of the following when completing the Access Request Form:

- The Access Request Form, attached as **Annexure 1** ("***Access Request Form***") hereto, must be completed.
- Proof of identity is required to authenticate the identity of the Requester – in addition to the Access Request Form; Requesters will be required to supply a certified copy of their green bar-coded identification document, smart card ID, drivers' licence or a valid passport document.
- Answers to questions must be typed or print in BLOCK LETTERS.
- If a question does not apply, state "N/A" in response to that question.
- If there is nothing to disclose in reply to a particular question state "NIL" in response to that question.
- If there is insufficient space on the printed form, additional information may be provided on a separate document attached to the Access Request Form as an annexure and each document should indicate which question it is in reference to.

- The Requester must provide on the Access Request Form in the applicable space the name of the Records the Requester wants to access or a description of the Records. Please note that Roche Diabetes Care South Africa is only required (subject to the grounds of refusal provided in PoPIA and PAIA) to provide access to Records that exist at the time of the request and that are in its possession or under its control.
- The Requester must indicate in the Access Request Form, the right the Requester wants to protect or exercise and for which the Requester requires the Records.
- The Requestor must reference the legislative right the request is based on.

Please note that the successful completion and submission of an Access Request Form does not automatically allow the Requester access to the requested Records. An application for access to a Record is subject to certain limitations. If the information contained in the requested Records falls within a certain protected category specified in Part 3 Chapter 4 of PAIA or the purpose why the Records requested is required seems suspicious or malicious, access to such Record may be declined. If it is reasonably suspected that the Requester has obtained access to Records through the submission of materially false or misleading information, legal proceedings may be instituted against such Requester.

10.2.4. SUBMISSION OF ACCESS REQUEST FORM

- The completed Access Request Form together with a certified copy of the Requester's identity document must be submitted either via conventional mail (i.e. post or courier), e-mail and must be addressed to the Information Officer.
- For the avoidance of doubt, the Access Request Form must be submitted to Roche Diabetes Care South Africa at one of the following applicable addresses:
 - if submitted by post, to the following physical address: Building E, Hertford Office Park, 90 Bekker Road, Vorna Valley, Midrand; or
 - if submitted by email, to the following email: midrand.privacydc@roche.com.

An initial request fee of R50.00 (Fifty Rand) (excluding VAT) is payable on submission of the request. This fee is not applicable to Personal Requesters. A Personal Requester is any person seeking access to Records that contain their Personal Data. The Prescribed Access Fees are set out in **Annexure 2 ("Fees in Respect of Private Bodies")** and include a calculation of the time it takes to search and prepare the Records for disclosure.

10.2.5. PAYMENT OF FEES

- Payment details can be obtained from the Information Officer indicated above and can be made either via a direct deposit (no credit card payments are accepted). Proof of payment must be supplied to Roche Diabetes Care South Africa together with the applicable Access Request Form. The access fee must be paid prior to access being given to the requested Records. If the request for access is successful, an access fee may be required for the search, reproduction and/or preparation of the Records(s) and will be calculated based on the Prescribed Fees as set out in **Annexure 2 (“Fees in Respect of Private Bodies”)** hereto.

10.2.6. NOTIFICATION

- The Information Officer will, within 30 (thirty) days of receipt of the Access Request Form, decide whether to grant or decline the request and give notice with reasons (if required) to that effect. This 30 (thirty) day period may be extended for a further period of not more than 30 (thirty) days, if the request is for a large volume of Records, or the request requires a search for Records held at other offices of Roche Diabetes Care South Africa and the Records cannot reasonably be obtained within the original 30 (thirty) day period. The Requester will be notified in writing including reasons explaining the necessity of the extension should an extension be sought.

10.3. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

10.3.1. PAIA sets out a number of grounds on which the Information Officer may, or must, refuse the Requester’s request to access a Record. The main grounds on which the Information Officer may or must refuse a request for access to Records are as follows, where the:

- the disclosure of the Records would involve the unreasonable the unreasonable disclosure of Personal Data about a third party, including a deceased individual;
- Records contains commercial information of Roche Diabetes Care South Africa or a third party. This refers to instances where the Records contain:
 - Trade secrets;
 - Financial, commercial, scientific or technical information of a third party, the disclosure of which would likely cause harm to the financial or commercial interests of that party; and/or

- Information supplied in confidence by a third party, the disclosure of which could put that third party at a disadvantage in negotiations or commercial competition;
- the disclosure of the requested Records would constitute an action for breach, or a duty of confidence owed to a third party in terms of an agreement;
- the disclosure of Records could reasonably be expected to endanger the life or physical safety of an individual, or would be likely to prejudice the security of a building, means of transport or any other property; and
- the Records are privileged from production in legal proceedings.

10.3.2. Accordingly, unless where the disclosure is in the public interest, the Information Officer may or must refuse your request to access a Record if any of the grounds of refusal set out above are applicable to its disclosure.

10.3.3. Where the request relates to the Records of a third party, the third party must be informed of such request within 21 (twenty-one) days of the request being received. The third party will thereafter have 21 (twenty-one) days, after being informed about the request, to make written or oral representations to the Information Officer as to why access to the Records must be refused or to provide written Consent for the disclosure.

10.4. **APPEAL AGAINST REFUSAL TO GRANT ACCESS**

10.4.1. If a Requester is aggrieved by the refusal of the Information Officer to grant a request for Records, the Requester may, upon notification of the Information Officer's decision (or upon his or her deemed refusal in terms of Section 58 of PAIA), apply to court for appropriate relief within the prescribed timeframes as prescribed by the Act.

10.4.2. In any event, any person has the right to lodge a complaint with the Information Regulator and request the contact details of the Information Regulator from the Information Officer where the person is of the view that this Manual or any provision of this Manual is in contravention of South African legislation.

11. INFORMATION AVAILABLE IN TERMS OF THE (“PoPIA”)

- 11.1. In terms of PoPIA, the purpose of Processing Personal Data must be contained in this Manual. The purpose of Processing Personal Data is variable and depends on various factors, such as the nature of the Personal Data , from whom it is collected and the reason it has been collected. Roche Diabetes Care South Africa generally processes Personal Data in the form of hard copy and electronic systems for purposes of providing Customers with solutions and services for use of Roche Diabetes Care South Africa products.
- 11.2. Kindly consult the Roche Diabetes Care South Africa Privacy Policy and Notice to obtain further information on the collecting and processing of Personal Data by Roche Diabetes Care South Africa on: www.rochediabetescaremea.com
- 11.3. The categories of Data Subjects and the categories of Personal Data (which includes Personal Information, Special Personal Information, Children’s information and account numbers and unique identifiers) processed by Roche Diabetes Care South Africa include information in relation to:
 - 11.3.1. Customers/ Patients;
 - 11.3.2. Healthcare Professionals;
 - 11.3.3. Employees;
 - 11.3.4. Contractors;
 - 11.3.5. Third Party Providers; and
 - 11.3.6. Operators.
- 11.4. The recipients or categories of recipients to whom the Personal Data may be supplied include:
 - 11.4.1. Affiliates;
 - 11.4.2. Customers/Patients;
 - 11.4.3. Healthcare Professionals ;
 - 11.4.4. Third party providers; and
 - 11.4.5. Operators.

11.5. The planned cross border flows of Personal Data include:

11.5.1. Customer/Patient Data;

11.5.2. Healthcare Professional Data; and

11.5.3. Employee Data;

11.6. Roche Diabetes Care South Africa has put in place a number of security measures to protect your Personal Data from unauthorized access, improper use, disclosure, loss or destruction. To ensure the confidentiality of your information, Roche Diabetes Care South Africa also uses industry standard firewalls and password protection. It is, however, your personal responsibility to ensure that the computer you are using is adequately secured and protected against malicious software, such as trojans, computer viruses and worm programs. You should be aware of the fact that without adequate security measures (e.g. secure web browser configuration, up-to-date antivirus software, personal firewall software, no usage of software from dubious sources) there is a risk that the data and passwords you use to protect access to your data, could be disclosed to unauthorized third parties.

11.7. Section 23 of PoPIA, as set out below, allows a Data Subject to have access to their information:

1. *“A Data Subject, having provided adequate proof of identity, has the right to—*
 - a. request a responsible party to confirm, free of charge, whether or not the responsible party holds Personal Information about the Data Subject; and*
 - b. request from a responsible party the Records or a description of the Personal Information about the Data Subject held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information—*
 - i. within a reasonable time;*
 - ii. at a prescribed fee, if any;*
 - iii. in a reasonable manner and format; and*
 - iv. in a form that is generally understandable.*

2. *If, in response to a request in terms of subsection (1), Personal Information is communicated to a Data Subject, the Data Subject must be advised of the right in terms of Section 24 to request the correction of information.*
3. *If a Data Subject is required by a responsible party to pay a fee for services provided to the Data Subject in terms of subsection (1) (b) to enable the responsible party to respond to a request, the responsible party—must give the applicant a written estimate of the fee before providing the services; and may require the applicant to pay a deposit for all or part of the fee.*
4. *A responsible party may or must refuse, as the case may be, to disclose any information requested in terms of subsection (1) to which the grounds for refusal of access to Records set out in the applicable Sections of Chapter 4 of Part 2 and Chapter 4 of Part 3 of the Promotion of Access to Information Act apply.*
5. *The provisions of Sections 30 and 61 of the Promotion of Access to Information Act are applicable in respect of access to health or other Records.*
6. *If a request for access to Personal Information is made to a responsible party and part of that information may or must be refused in terms of subsection (4)(a), every other part must be disclosed.”*

11.8. Section 24 of PoPIA provides for correction of Personal Information as follows:

1. “A Data Subject may, in the prescribed manner, request a responsible party to—
 - a. *correct or delete Personal Information about the Data Subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or*
 - b. *destroy or delete a record of Personal Information about the Data Subject that the responsible party is no longer authorised to retain in terms of Section 14.”*

2. The Data Subject should complete the attached form, **Annexure 3 (“Form D”)** and provide the relevant requested information.

11.9. A Data Subject who wishes to give effect to one of the below requests, should complete **Form D (“Requests in relation to your rights in terms of the Protection of Personal Information Act No 4 of 2013”)** attached hereto as **Annexure 3** and provide all relevant requested information in relation thereto:

- 11.9.1. Confirmation from Roche Diabetes Care South Africa of the Personal Data it possesses on a Data Subject;
- 11.9.2. Requests for Records or a description of Personal Data held by Roche Diabetes Care South Africa;
- 11.9.3. Objections to Processing Personal Data ; and
- 11.9.4. Request for corrections, deletions or destruction of Personal Data Records.

The Data Subject should complete the attached form, **Annexure 3** ("**Form D**") and provide the relevant requested information.

ANNEXURE 1

FORM 2 REQUEST FOR ACCESS TO RECORDS [Regulation 7]

NOTE:

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

TO: *The Information Officer*
Building E, Hertford,
Office Park, 90 Bekker
Road
Vorna Valley, Midrand
(Address)

E-mail address: *midrand.privacydc@roche.com*

Mark with an "X"

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION	
Full names	
Identity number	
Capacity in which request is made(<i>when made on behalf of another person</i>)	
Postal address	
Street address	
E-mail address	

Contact numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request are made (<i>if applicable</i>):				
Identity number				
Postal address				
Street address				
E-mail address				
Contact numbers	Tel. (B)		Facsimile	
	Cellular			
PARTICULARS OF RECORDS REQUESTED				
<i>Provide full particulars of the Records to which access is requested, including the reference number if that is known to you, to enable the Records to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>				
Description of Records or relevant part of the Records:				
Reference number, if available				

Any further particularsof Records	
TYPE OF RECORDS <i>(Mark the applicable box with an "X")</i>	
Records is in written or printed form	
Records comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Records consists of recorded words or information which can be reproduced in sound	
Records is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of Records (<i>including copies of any virtual images, transcriptions and informationheld on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, videorecordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of Records on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of Records on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of Records saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of Records at registered address of public/private body (<i>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</i>)	

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the Records is not available in the language you prefer, access may be granted in the language in which the Records is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form.

The Requester must sign all the additional pages.

Indicate which right is to be exercised or protected	
Explain why the Records requested is required for the exercise or protection of the aforementioned right:	

FEES

- a) *A request fee must be paid before the request will be considered.*
- b) *You will be notified of the amount of the access fee to be paid.*
- c) *The fee payable for access to Records depends on the form in which access is required and the reasonable time required to search for and prepare Records.*
- d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption*

Reason	
--------	--

writing whether your request has been approved or denied and if approved inecosis relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

ANNEXURE 2

FEES IN RESPECT OF PRIVATE BODIES

PRESCRIBED FEES

Section 54(7) of the Promotion of Access to Information, Act No. 2 of 2000 Regulation 11(3)

Activity		R
1	The fee for a copy of this Manual as contemplated in regulation 9 (2) (c) for every photocopy of an A4-size page or part thereof.	R1.10
2	The fees for reproduction referred to in regulation 11 (1) are as follows:	
(a)	For every photocopy of an A4-size page or part thereof	R1.10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c)	For a copy in a computer-readable form on compact disc (i) Stiffy disk (ii) compact disk	R7.50 R70.00
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	R40.00 R60.00
(e)	(i) For a transcription of an audio Records, for an A4-size page or part thereof (ii) For a copy of an audio Records	R20.00 R30.00
(f)	To search for and prepare the Records for disclosure or part thereof for each hour or part thereof reasonably required for such search and preparation	R30.00
3	The request fee payable by a Requester, other than a personal Requester, referred to in regulation 11(2)	R50.00
(4)	For purposes of Section 54(2) of PAIA the following applies:	
(a)	Six hours of searching to be exceeded before a deposit is payable	
(b)	One third of the access fee is payable as a deposit by the Requester	

(5)	The actual postage fee is payable when a copy of Records must be posted to a Requester
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Please note that Roche Diabetes Care South Africa is a registered VAT vendor and is therefore entitled to charge VAT on all fees set out in this Annexure.

ANNEXURE 3

FORM D

REQUESTS IN RELATION TO YOUR RIGHTS IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT NO 4 OF 2013 (POPIA)

Note:

1. All Personal Information collected in this form is for the purposes of assessing and giving effect to your requests. For more information on our Processing activities, please visit our Privacy Policy and Notice on roche.co.za
2. Affidavits or other documentary evidence as applicable in support of your requests may be attached.
3. If the space provided for in this form is inadequate, submit information as an Annexure to this form and sign each page.
4. All completed requests with supporting documentation must be submitted to midrand.privacydc@roche.com
5. **A. DETAILS OF THE DATA SUBJECT (to whom the request relates)**

Proof of identification must be attached, for example, copy of ID, Passport. Certified copies must not be older than 3 months.	
Full names and surname/registered name if Data Subject is a juristic person	
ID/passport number or registration number if Data Subject is a juristic person	
Residential, postal, or business address	
Contact number	

B. PARTICULARS OF PERSON MAKING REQUEST ON BEHALF OF THE DATA SUBJECT

This Section must be completed if the request is made on behalf of a Data Subject or juristic entity Proof of capacity must be attached, for example power of attorney, affidavit, authorisation

Full names and surname/registered name if Data Subject is a juristic person	
ID/passport number or registration number if Data Subject is a juristic person	
Capacity in which the request is made	
Contact number	
E-mail address	

C. REASONS FOR OBJECTING TO THE PROCESSING OF YOUR PERSONAL INFORMATION

Provide detailed reasons for objecting to the Processing of your Personal Information.	
If known, please provide details of the Records to which the objection relates.	

D. PERSONAL INFORMATION RECORDS TO BE CORRECTED

This Section must be completed if the request is for correction of Personal Information about the Data Subject in the possession or under the control of Roche Diabetes Care South Africa, and the information is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully.	
Provide detailed reasons for the Correction.	
If known, please provide details of the Records to which the correction relates.	

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E. PERSONAL INFORMATION RECORDS TO BE DELETED OR DESTROYED

This Section must be completed if the request is for the destruction or deletion of Records of Personal Information about the Data Subject that Roche Diabetes Care South Africa is no longer authorised to retain.	
Provide detailed reasons for the destruction or deletion.	
If known, please provide details of the Records to which the destruction or deletion relates.	

F. ACCESS TO PERSONAL INFORMATION RECORDS

This Section must be completed if the request is to access Personal Information about Roche Diabetes Care South Africa is no longer authorised to retain.	
Provide detailed reasons for the destruction or deletion.	
If known, please provide details of the Records to which the destruction or deletion relates.	

G. MEANS OF CONTACT

Please complete this Section to inform us on how you would like to be contacted by marking the appropriate box with “x” and providing the relevant contact details.

We will use your preferred contact to notify you if your request has been granted or denied and the reasons for such denial where applicable.

Tel No		E-mail		Physical address	
Relevant contact details					

H. SIGNATURE

Signed at this day of20.....

SIGNATURE OF DATA SUBJECT/DESIGNATED PERSON

ANNEXURE 4

DEFINITIONS

Term	Definition
Affiliate	<p>Means in relation to Diabetes Care South Africa:</p> <ul style="list-style-type: none"> - a person which directly or indirectly controls Roche; - a person which is directly or indirectly controlled by Roche; or - a person which is controlled directly or indirectly by the ultimate parent company of Roche. <p>("control" means ownership of 50% (fifty per cent) or more of the voting stock of a company or otherwise having the power to govern the financial and the operating policies or to appoint the management of a person and the case of an Affiliate of Roche, such the Affiliate will not include Chugai Pharmaceutical Co., Ltd., 1-1 Nihonbashi - Muromachi 2-chome, Chuoku, Tokyo, 104-8301).</p>
Child(ren)	A natural person under the age of 18 (eighteen) years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him- or herself.
Consent	The voluntary, specific and informed expression of will in terms of which permission is given for the Processing of Personal Information.
Customer	Refers to any natural or juristic entity that receives services from Roche Diabetes Care South Africa.
Data Subject	The person to whom Personal Information relates.
Employee	Refers to any person who works for or provides services to or on behalf of Roche Diabetes Care South Africa and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Roche Diabetes Care South Africa. This includes, without limitation, directors (executive and non-executive), and all permanent. Temporary and part time staff, as well as contract workers.
Information Officer	Means a person or persons acting on behalf of Roche Diabetes Care South Africa and which is responsible for discharging the duties and responsibilities assigned to the "head" of Roche as prescribed in terms of PoPIA and include a Deputy Information Officer.

Information Regulator	The regulatory body empowered to monitor and enforce compliance by public and private bodies with the provisions of the PoPIA.
Operator(s)	A person who processes Personal Information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party.
Personal data	Personal data includes Personal Information, Special Personal Information, children's information, account numbers and unique Identifiers.
Personal Information	<p>Is information in relation to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.</p> <p>Examples include the following information:</p> <ul style="list-style-type: none"> • Race; • Gender; • Sex; • Pregnancy; • marital status; • Nationality; • Ethnicity; • Education, medical, financial, criminal or employment history; and • Any identifying number, symbol, e-mail address, physical address, telephone number, etc.).
Personal Requester	A Personal Requester is any person seeking access to Records that contain their Personal Data
Processing	<p>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;</p> <p>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.</p>
Records	<p>Means any recorded information, regardless of form or medium. Examples include the following:</p> <ul style="list-style-type: none"> • Writing on any material; • information produced; • recorded or stored by means book, map, plan, graph or drawing; and

	<ul style="list-style-type: none"> • photograph, film, negative, tape or other device in which one or more visual images... <p>which are in the possession or under the control of a responsible party; whether or not it was created by a Responsible Party; and regardless of when it came into existence.</p>
Requester	Means any person making a request for access to Records that is under the control of Roche Diabetes Care South Africa.
Responsible Party	Roche Diabetes Care South Africa, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information.
Special Personal Information	<p>Special Personal Information as referred to in Section 26 of PoPIA which includes the following;</p> <ul style="list-style-type: none"> • religious or philosophical beliefs; • race or ethnic origin; • trade union membership; • political persuasion; • health or sex life; • biometric information of a Data Subject; or • criminal behaviour of a Data Subject.