



# **PAIA MANUAL**

(Updated: 15 October 2025)

Version: 2.0

This manual was prepared in accordance with section 14 of the Promotion of Access to Information Act, 2000, as amended, and to also address requirements of the Protection of Personal Information Act, 2013.

## Table of Contents

CHAPTER 1 .....	5
1 DEFINITIONS AND ABBREVIATIONS .....	5
CHAPTER 2 .....	7
2. LEGISLATIVE BACKGROUND.....	7
2.1 The Constitution of the Republic of South Africa, as amended .....	7
2.2 The Promotion of Access to Information Act No. 2 of 2000, as amended .....	7
2.3 The Protection of Personal Information Act, Act No.4 of 2013 (“POPIA”) .....	9
2.4 The Use of Official Languages Act No. 12 of 2012.....	10
CHAPTER 3 .....	10
3.1 PURPOSE AND OBJECTIVES OF THE PAIA MANUAL.....	11
3.2 Establishment of the National Lotteries Commission.....	11
3.3 National Lotteries Commission’s Vision .....	11
3.4 National Lotteries Commission’s Mission.....	11
3.5 National Lotteries Commission’s Values .....	11
3.6 National Lotteries Commission’s Strategic Objectives .....	12
3.7 Structure and Functions of the National Lotteries Commission .....	12
3.8 Services Offered To The Public .....	14
3.9 Public Involvement in the Formulation of Policy or the Exercise of Powers.....	15
CHAPTER 4 .....	15
4.1 Contact Details .....	15
4.2 Availability of this Manual.....	16
4.3 The Information Regulator Guide on PAIA in terms of Section 10.....	16
CHAPTER 5 .....	16
5.1 Who May Request Information or Records?.....	16
5.2 Requesting Information from the National Lotteries Commission.....	17
5.3 Consideration of a Submitted PAIA Request.....	19
5.4 Remedies Available to Requesters on Refusal by the National Lotteries Commission to Provide Information ....	20
CHAPTER 6 .....	21
6.1 Voluntary Disclosure and Automatic Availability .....	21
6.2 Information to be Formally Requested.....	22
6.2.2.1. Finance and Administration .....	22
6.2.2.2 Human Capital Management.....	22
6.2.2.3 Legal Services and Organisational Compliance .....	23

6.2.2.4	Governance .....	23
6.2.2.5	Other Documentation .....	23
CHAPTER 7 .....		24
7.1	Accessibility .....	24
7.2	Prescribed Fees: Public Bodies .....	24
CHAPTER 8 .....		24
8.	PROTECTION OF PERSONAL INFORMATION BY THE NLC .....	24
8.1	Conditions for Lawful Processing .....	24
8.2	Purpose of the Processing of Personal Information by the NLC .....	25
8.3	Categories of Data Subjects and Personal Information/Special Personal Information relating thereto .....	25
8.4	Recipients of Personal Information.....	25
8.5	Cross-border flows of Personal Information .....	26
8.6	Description of information security measures to be implemented by the NLC .....	26
8.7	Objection to the Processing of Personal Information by a Data Subject .....	26
8.8	Request for correction or deletion of Personal Information .....	27
9.	UPDATING OF THE MANUAL .....	27
CHAPTER 9: ANNEXURES .....		29
APPENDIX 1 .....		29
B.	Particulars of person requesting access to the record .....	29
D.	Particulars of record .....	30
E.	Fees .....	31
F.	Form of access to record.....	31
G.	Notice of decision regarding request for access .....	32
APPENDIX 2 .....		34
APPENDIX 2A .....		37
APPENDIX 3 .....		38
APPENDIX 4 .....		40

## CHAPTER 1

### 1 DEFINITIONS AND ABBREVIATIONS

<b>Access Fees</b>	Means fees payable by the requester to gain access to the requested information or documents.
<b>Conditions for Lawful Processing</b>	Means the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPIA and in paragraph 8 of this Manual.
<b>Constitution</b>	Means the Constitution of the Republic of South Africa, 1996.
<b>Data Subject</b>	Has the meaning ascribed thereto in section 1 of POPIA.
<b>Information Officer</b>	Means the Commissioner of the National Lotteries Commission of South Africa who is responsible for dealing with a PAIA request.
<b>Information Regulator</b>	Means the Office of the Information Regulator that has been established, in terms of section 39 of <b>POPIA</b> , to monitor and enforce compliance with both <b>POPIA</b> and <b>PAIA</b> .
<b>Manual</b>	Means this manual prepared in accordance with section 14 of PAIA and regulation 4(1) (d) of the POPIA Regulations.
<b>PAIA</b>	Means the Promotion of Access to Information Act No.2 of 2000.
<b>POPIA</b>	Means the Protection of Personal Information Act No. 4 of 2013.
<b>POPIA Regulations</b>	Means the regulations promulgated in terms of section 112(2) of POPIA.
<b>Personal Information</b>	Has the meaning ascribed thereto in section 1 of POPIA.
<b>Personnel</b>	Refers to any person who works for or provides services to or on behalf of the NLC and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the NLC, which includes, without limitation, Members of the NLC, all permanent and temporary as well as contract workers.
<b>National Lotteries Commission</b>	Means a statutory body established under the Lotteries Act, No. 57 of 1997, as amended, and a Schedule 3A Public Entity as contemplated in the Public

	Finance Management Act No.1 of 1999, as amended (hereinafter referred to as " <b>the NLC</b> "); and <b>NLC</b> shall have a corresponding meaning.
<b>Lotteries Act</b>	Means the Lotteries Act, No. 57 of 1997, as amended.
<b>Private Body</b>	Has the meaning ascribed thereto in sections 1 of both PAIA and POPIA.
<b>Processing</b>	Has the meaning ascribed thereto in section 1 of POPIA.
<b>Public Body</b>	Means any state institution, entity or administration in the national or provincial sphere and any municipality in the local sphere.
<b>Protected Records</b>	Records that contain sensitive information and cannot be made accessible to the Public as per the provisions 33 to 45.
<b>Record</b>	Has the meaning ascribed thereto in section 1 of PAIA and includes Personal Information.
<b>Records automatically available</b>	Means records that can be accessed without a person having to request access in terms of the Act as stipulated in section 15(1)(2) of PAIA.
<b>Records available on request</b>	Means records that can be accessed through following PAIA processes as stipulated in PAIA sections 11 and 18, access to those records may be refused on the basis of sections 33 and 45 of the Act.
<b>Requestor</b>	Has the meaning ascribed thereto in section 1 of PAIA.
<b>Requestor for Access</b>	Has the meaning ascribed thereto in section 1 of PAIA.
<b>Request Fee</b>	Payable by every requester, other than a personal requester referred to in section 22(1) of the Act.
<b>Responsible Party</b>	Has the meaning ascribed thereto in section 1 of POPIA.
<b>Special Personal Information</b>	Means sensitive information about an individual that pertains to racial or ethnic origins, political, religious or philosophical beliefs, health or sexual life, political persuasion, biometric information or criminal behaviour (to the extent that such criminal behaviour relates to the alleged commission by a data subject of an offence or any proceedings in respect of any offence allegedly committed by a data subject, which can only be processed under strict conditions and will usually require the express written consent of the data subject concerned.

## **CHAPTER 2**

### **2. LEGISLATIVE BACKGROUND**

#### **2.1 The Constitution of the Republic of South Africa, as amended**

2.1.1 The right of access to information is enshrined in section 32 of the Constitution.

The provision states that:

***Access to Information,***

*(1) Everyone has the right of access to—*

*(a) any information held by the state; and*

*(b) any information that is held by another person and that is required for the exercise or protection of any rights.*

*(2) National legislation must be enacted to give effect to this right and may provide*

*reasonable measures to alleviate the administrative and financial burden on the state.*

2.2.1 Section 32 enables people to enjoy and use their socio-economic rights, and their civil and political rights. The right of access to information promotes transparency, accountability and effective governance of all public and private bodies and forms the basis to enable other human rights. In order to give effect to this right, the Promotion of Access to Information Act, No. 2 of 2000 (“**PAIA**”) was enacted.

#### **2.2 The Promotion of Access to Information Act No. 2 of 2000, as amended**

2.2.1 PAIA gives effect to the constitutional right of access to information held by any public or private body, which information is required for the exercise or protection of any rights. PAIA was assented to in 2000 and commenced on the 9 March 2001, with the exception of sections 10, 14, 16 and 51, which came into effect on 15 February 2002.

2.2.2 PAIA details the procedures that may be used to request access to information and provides for the grounds on which a request for information may be refused.

2.2.3 Section 9 (b) recognizes that such right of access to information is subject to certain justifiable limitations such as those including, but not limited to:

2.2.3.1 The reasonable protection of privacy;

2.2.3.2 Commercial confidentiality; and

2.2.3.3 Effective, efficient and good governance.

2.2.4 Section 14 (1) requires the compilation of a manual which details the procedures to be followed when making such request for information held either by a public body or private body.

2.2.5 Section 15 (1) mandates the Information Officer, who is defined in chapter 1 of PAIA as being the Chief Executive Officer, or equivalent officer, of that public body or the person who is acting as such, to submit to the Minister of Justice and Constitutional Development a description of the categories of records of the public body that are automatically available without a person having to request access in terms of PAIA.

2.2.6 The fees payable if any for access of records will be published by notice in the Gazette, to be also included in the notice are any descriptions and updates decided by the Minister of Justice and Constitutional Development.

2.2.7 Section 17 enables the public body concerned to designate or delegate a number of persons as Deputy Information Officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records. The section further sets out that the Information Officer has direction and control over every deputy Information Officer. The Information Officer may delegate a power or duty conferred or imposed on that Information Officer by PAIA to a deputy Information Officer of that public body.

2.2.8 In deciding whether to delegate a power or duty, the Information Officer must give due consideration to the need to be as accessible as possible for requesters of its records. Any delegation must be made in writing and will not prohibit the person who makes the delegation from performing the duty concerned himself. This delegation may be amended or withdrawn by way of writing at any time. Any right or privilege acquired, or any obligation or liability incurred, as a result of a decision in terms of a delegation, is not affected by any subsequent withdrawal or amendment of that decision.

2.2.9 The Information Officer is also required under section 32 of PAIA to annually submit to the Information Regulator as the case may be, a report stating in relation to the public body:

- 2.2.9.1 The number of requests for access received;
  - 2.2.9.2 The number of requests for access granted in full;
  - 2.2.9.3 The number of requests for access granted relating to mandatory disclosures in the public interest;
  - 2.2.9.4 The number of requests for access refused in full and refused partially and the number of times each provision of PAIA was relied on to refuse access in full or partial;
  - 2.2.9.5 The number of cases in which the time periods in PAIA were extended;
  - 2.2.9.6 The number of internal appeals lodged and the number of cases in which, as a result, access was given to a record;
  - 2.2.9.7 The number of internal appeals which were lodged on the ground that a request for access was regarded as having been refused;
  - 2.2.9.8 The number of applications to a court which were lodged on the ground that an internal appeal was regarded as having been dismissed; and
  - 2.2.9.9 Such matters as may be prescribed.
- 2.2.10 Section 90 of PAIA sets out the importance of the publication and access to a manual in terms of section 14 by providing under section 90 (2) that an Information Officer who willfully or in a grossly negligent manner fails to comply with the provisions of section 14, commits an offence and is liable to a fine, or to imprisonment for a period not exceeding two years. The section also lists as offences the denial of a right to access in terms of PAIA by destroying, damaging, or altering a record, the concealment of records and the falsifying of a record.

### **2.3 The Protection of Personal Information Act, Act No.4 of 2013 (“POPIA”)**

- 2.3.1 POPIA was assented on 26 November 2013. On such date, POPIA partially came into effect and the remaining provisions would come into effect upon the President’s proclamation.
- 2.3.2 The President issued a proclamation on 22 June 2020, commencing the remaining sections of the Act which came into effect on 1 July 2020, namely sections 2 to 38, 55 to 109, 111 and 114(1), (2) and (3). These sections largely deal with the application and exclusion provisions, the lawful processing of personal information and respective exemptions, the Information Officer, prior authorization, codes of conduct and provisions regulating direct marketing.

- 2.3.3 Broadly, the purpose of POPIA is to give effect to section 14 of the Constitution, being the constitutional right to privacy by protecting Personal Information and regulating the free flow and Processing of Personal Information.
- 2.3.4 POPIA sets minimum conditions which all Responsible Parties must comply with so as to ensure that Personal Information is respected and protected. These minimum conditions are the Conditions for Lawful Processing and are more fully described in Chapter 8 (8.1) of this Manual.
- 2.3.5 The POPIA gives Data Subjects the right to, in the prescribed manner, request a Responsible Party to 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 destroy or delete a record of Personal Information about the Data Subject that the Responsible Party is no longer authorised to retain access and/or request the correction or deletion of any Personal Information held about them that may be inaccurate, misleading or outdated.
- 2.3.6 Section 17 of the Protection of Personal Information Act requires that all Responsible Parties must maintain the documentation of all processing operations under their responsibility as referred to in section 14 or 51 of PAIA. The purpose of this requirement is for Responsible Parties to be transparent about their processing of Personal Information.
- 2.3.7 Both PAIA and POPIA recognizes that the rights to access of information and privacy respectively may be limited in accordance with section 36 of the Constitution to the extent that such limitation is reasonable and justifiable in an open and democratic society based on human dignity, equality and freedom.

## **2.4 The Use of Official Languages Act No. 12 of 2012**

- 2.4.1 Section 14(1) of PAIA requires the manual to be made available in at least three official languages. The Use of Official Languages Act governs the use of official languages for governmental purposes.
- 2.4.2 The NLC's approved Use of Official Languages Policy is aligned to the Use of Official Languages Act and therefore applicable to this Manual.

## **CHAPTER 3**

### **3.1 PURPOSE AND OBJECTIVES OF THE PAIA MANUAL**

3.1.1 The purpose of the Manual is to provide interested parties invoking section 14 of the PAIA with the necessary information to do so whilst also providing a clear view of the functions and structure of the National Lotteries Commission of South Africa. The manual also details the purpose for which Personal Information may be processed.

3.1.2 Objectives of this Manual are to:

3.1.2.1 Provide a non-exhaustive list of information, records and other details held by the NLC;

3.1.2.2 Set out the requirements on how to request information in terms of both PAIA and POPIA;

3.1.2.3 Set out the remedies available from the NLC regarding a request for access to the records, before approaching the Courts.

3.1.2.4 Define the manner and form in which a request for information must be submitted;

3.1.2.5 Set out the manner in personal information will be dealt with by the NLC; and

3.1.2.6 Set out all the relevant contact details of persons who will assist the public with records they intend to access.

### **3.2 Establishment of the National Lotteries Commission**

The NLC was established in terms of the Lotteries Act (No. 57 of 1997), as amended to regulate the National Lottery, sports pools as well as other lotteries, including society lotteries to raise funds. The NLC (formerly “National Lotteries Board”) opened its doors in 1999 under the Lotteries Act (No. 57 of 1997).

### **3.3 National Lotteries Commission’s Vision**

The National Lotteries Commission is regarded as a global innovative leader in regulating safe and sustainable lotteries and sports pools.

### **3.4 National Lotteries Commission’s Mission**

The Mission of the National Lotteries Commission is to ensure better regulation and social upliftment through innovation.

### **3.5 National Lotteries Commission’s Values**

The National Lotteries Commission adheres to the values of:

<b>Accountability</b>	To embrace our duties with a sense of ownership and responsibility, aiming to create a positive and lasting sustainable influence on the communities we are dedicated to serving.
<b>Integrity and Ethical conduct</b>	To be honest and demonstrate consistent, transparent, fair and an uncompromising adherence to strong moral and ethical principles.
<b>Caring and Respect</b>	To have empathy, compassion, and consideration for others, fostering a positive relationship and supportive work environment.
<b>Excellence</b>	To be committed to consistently achieve the highest standards of quality and performance in all aspects of our operations.

### **3.6 National Lotteries Commission's Strategic Objectives**

3.6.1 The strategic objectives of National Lotteries Commission are:

- 3.6.1.1 Establishing all elements of the regulatory framework within its mandate;
- 3.6.1.2 Developing the capacity to deal with all the output requirements of the organisation;
- 3.6.1.3 Establishing its reputation as an organisation with integrity focused on delivery;
- 3.6.1.4 Ensuring that all NLC participants comply with the Lotteries Act; and
- 3.6.1.5 Supporting the development of the NLC system and the NLC regulatory system architecture.

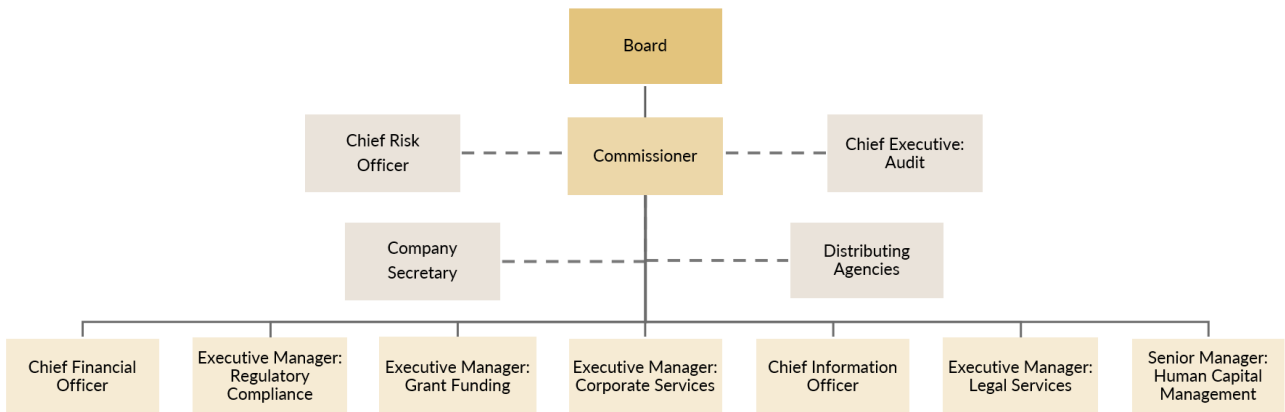
### **3.7 Structure and Functions of the National Lotteries Commission**

3.7.1 The National Lotteries Commission is a statutory, regulatory body established in terms of the Lotteries Act, 1997 (Act No. 57 of 1997) ("the Lotteries Act").

3.7.2 The Commission exercises overall authority over the affairs of the office of the Commission ("NLC") and the National Lottery Distribution Trust Fund ("NLDTF"). The Commission is, in conjunction with the Commissioner, responsible for the general conduct of its operations as well as the operations of the NLDTF and the Distributing Agencies ("DAs").

3.7.3 The functions of the Commission as specified in the Lotteries Act, 1997 are to:

- 3.7.3.1 Advise the Minister on the issuing of the license to conduct the National Lottery; Ensure that the National Lottery and Sports Pools are conducted with all due propriety.
  - 3.7.3.2 Ensure that the interests of every participant in the National Lottery are adequately protected.
  - 3.7.3.3 Ensure that the net proceeds of the National Lottery are as large as possible; Administer the NLDTF and hold it in trust.
  - 3.7.3.4 Monitor, regulate and police lotteries incidental to exempt entertainment, private lotteries, society lotteries and any competition contemplated in section 54 of the Lotteries Act.
  - 3.7.3.5 Advise the Minister on percentages of money to be allocated in terms of section 26(3) of the Lotteries Act.
  - 3.7.3.6 Advise the Minister on the efficacy of legislation pertaining to lotteries and ancillary matters.
  - 3.7.3.7 Advise the Minister on establishing and implementing a social responsibility program in respect of lotteries.
  - 3.7.3.8 Administer and invest the money paid to the Commission in accordance with the Lotteries Act.
  - 3.7.3.9 Perform such additional duties in respect of lotteries as the Minister may assign to the Commission.
  - 3.7.3.10 Make such arrangements as may be specified in the license for the protection of prize monies and sums for distribution.
  - 3.7.3.11 Advise the Minister on any matter relating to the National Lottery and other lotteries or any other matter on which the Minister requires the advice of the Commission; and
  - 3.7.3.12 The Minister of Trade and Industry also formally appointed the Board to provide administrative and management support to the DAs.
- 
- 3.7.4 The Commission comprises of the following divisions:
    - 3.7.4.1 Office of the Commissioner
    - 3.7.4.2 Finance
    - 3.7.4.3 Regulatory Compliance
    - 3.7.4.4 Grant Funding
    - 3.7.4.5 Legal Services
    - 3.7.4.6 Information and Communication and Technology (ICT)
    - 3.7.4.7 Internal Audit
    - 3.7.4.8 Enterprise Risk Management
    - 3.7.4.9 Human Capital Management
    - 3.7.4.10 Company Secretary



*Figure 1: NLC High Level Organisational Structure*

### 3.8 Services Offered To The Public

- 3.8.1 The NLC regulates the National Lottery, Sports Pools and society lotteries, and a portion of the revenue from the National Lottery to good and worthy causes through the NLDTF. Regulation includes registration, standard setting, monitoring, receiving complaints and acting against parties who conduct the regulated activities unlawfully.
- 3.8.2 The NLC provides registered Non-Profit Organisations / Non-Profit Companies / Public School / Public Benefit Trusts with funding to establish projects that improve the lives of everyday South Africans.
- 3.8.3 Our grant funding focuses mainly on areas that require enough support to be able to bring growth and change within impoverished communities.
- 3.8.4 The impact of our grant funding model is designed in a manner that plays a pertinent role in changing people's lives in our South African communities, where we serve the communities through our provincial offices.
- 3.8.5 We as a Commission are guided by a strict statutory mandate, that governs our operations and helms the model of our grant funding.

### 3.9 Public Involvement in the Formulation of Policy or the Exercise of Powers

- 3.9.1 In terms of section 14(1)(b)(v) of PAIA, public bodies are required to provide sufficient information to enable members of the public to participate meaningfully in policy formulation or in the exercise of powers and performance of functions.
- 3.9.2 In this context, the NLC consults the public only during legislative review and amendment processes. Specifically, public consultation is undertaken during the review and amendment of the Lotteries Act. This ensures that stakeholders have an opportunity to provide input on proposed legislative changes, thereby promoting transparency and accountability in line with constitutional and statutory obligations.
- 3.9.3 Beyond these legislative processes, the NLC's operational policies and directives are developed internally to ensure effective regulation and governance of the national lottery and related activities. However, these internal policy developments do not involve public consultation outside of the legislative review framework.

## CHAPTER 4

### 4.1 Contact Details

INFORMATION OFFICER	PHONE	EMAIL
Commissioner	012 432 1486	<a href="mailto:PAIA@nlcsa.org.za">PAIA@nlcsa.org.za</a>
DEPUTY INFORMATION OFFICER	PHONE	EMAIL
Executive Manager: Legal Services	012 432 1389	<a href="mailto:PAIA@nlcsa.org.za">PAIA@nlcsa.org.za</a>
PHYSICAL ADDRESS	POSTAL ADDRESS	WEBSITE
Block B, Hatfield Gardens Corner Hilda & Arcadia Streets Hatfield Pretoria 0083	PO Box 1556 Brooklyn Pretoria 0075	<a href="http://www.nlcsa.org.za">www.nlcsa.org.za</a>

## **4.2 Availability of this Manual**

4.2.1 The Manual is made available in at least three official languages.

A copy of this manual or the updated version from time to time is also available as follows:

4.2.1.1 on the website of the NLC at [www.nlcsa.org.za](http://www.nlcsa.org.za);

4.2.1.2 at the head office of the NLC for public inspection during normal business hours;

4.2.1.3 to any person upon request and upon the payment of a reasonable amount; and

4.2.1.4 at the Information Regulator's portal at no fee.

4.2.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4 size photocopy made.

## **4.3 The Information Regulator Guide on PAIA in terms of Section 10**

4.3.1 The Information Regulator has fulfilled its obligation under Section 10 of the **PAIA**, which requires the National Lotteries Commission to update and make available the existing Guide that has been compiled by the Information Regulator on how to use the Promotion of Access to Information Act 2 of 2000.

4.3.2 The guide is available for inspection at the offices of the NLC. Alternatively, the guide is available from the Information Regulator. Any queries related thereto must be directed to the contacts provided below.

### **4.3.3 The Information Regulator:**

Postal Address: P O Box 31533, Braamfontein, Johannesburg, 2017

Physical address: JD House, 27 Stiemens Street, Bramfontein, Johannesburg, 2017

Telephone: +27 (10) 023-5200

Website: <https://inforegulator.org.za>

Email: [Enquiries@inforegulator.org.za](mailto:Enquiries@inforegulator.org.za)

## **CHAPTER 5**

### **5.1 Who May Request Information or Records?**

#### **5.1.1 The purpose for which information is required:**

- 5.1.1.1 PAIA provides that a person may only request information in terms of which that information is required for the exercise or protection of a right. Further to that, POPIA provides that a data subject may, upon proof of identity, request the Responsible Party to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
- 5.1.1.2 POPIA further provides that where the data subject is required to pay a fee for services provided to him/her, the Responsible Party:
  - 5.1.1.2.1 Must provide the data subject with a written estimate of the amount payable before providing the service; and
  - 5.1.1.2.2 May require that the requester pay a deposit for all or part of the fee.

### **5.1.2 Categories of Requester:**

- 5.1.2.1 The capacity under which the Requester requests documentation/information will determine the category he/she falls in.
- 5.1.2.1 Please note that the Requester category has a bearing on the conditions of access to the information.

### **5.1.3 Requesters have been classified into four categories:**

- 5.1.3.1 **A Personal Requester:** requests information about himself/herself.
- 5.1.3.2 **A Representative Requester:** requests information relating to and on behalf of someone else.
- 5.1.3.3 **A Third-Party Requester:** requests information about another person.
- 5.1.3.4 **A Public Body:** requests information in the public interest.

## **5.2 Requesting Information from the National Lotteries Commission**

- 5.2.1 The person requesting access to information (Requester) must use the prescribed form (**Form 2**) (Appendix 1) to make the request. Form 2 is attached hereto and must be completed to comply with PAIA and allow the Requester to rely on PAIA for any relief sought.
- 5.2.2 The request must be addressed to the Information Officer or any of the Deputy Information Officers, using the contact details provided above, under Chapter 4 paragraph 4.1.
- 5.2.3 The following steps must be considered before submitting a request:

### **Step 1: Are you entitled to use PAIA to request access:**

- 1.1 Please take note that section 7(1) of the Act states that:

*“This Act does not apply to a record of a public body or a private body if –*

*(a) that record is requested for the purpose of criminal or civil proceedings;*

*(b) so requested after the commencement of such criminal or civil proceedings, as the case may be,  
and*

*(c) the production of or access to that record for the purpose referred to in paragraph (a) is provided for  
in any other law”*

- 1.2 If section 7(1) applies, you may not bring a request in terms of PAIA. You must use the rules and proceedings for discovery of information of the relevant legal forum and proceedings you are involved in. The NLC reserves the right to claim all expenses and other damages incurred as a result of a requestor submitting a request in contravention of section 7(1).
- 1.3 Please have regard to section 45 of PAIA which entitles the NLC to refuse a request for access to a record if:
  - 1.3.1 The request is manifestly frivolous or vexatious; or
  - 1.3.2 The work involved in processing the request would substantially and unreasonably divert the resources of the NLC.

## **Step 2: Does the information requested exist in the form of a record?**

- 2.1 Please note that PAIA only applies to records which are in existence at the time of the NLC receiving your request.
- 2.2 PAIA does not compel anyone to create a record which is not yet in existence at the time the request is made, for instance, the Act cannot be used to obtain reasons for a decision taken by the NLC if such reasons are not in the form of a record.
- 2.3 If you are not sure whether the record exists, please indicate that on the relevant request form.

## **Step 3: Is the record in possession or under the control of the NLC?**

- 3.1 PAIA provides that the record requested must be in possession, or under the control of, the NLC. However, for the purposes of PAIA, a record in the possession or under the control of:
  - 3.1.1 A NLC official; or
  - 3.1.2 An independent contractor engaged by the NLC, is regarded as being a record of that public body.
- 3.2 As referred to earlier, section 45(b) of PAIA entitles the NLC to refuse a request for access to record if the work involved, in processing the request, would substantially and unreasonably divert the resources of the NLC.

#### **Step 4: Should you bring the request in terms of Part 2 of the PAIA?**

- 4.1 The NLC is a public body where records relate or are relevant to the exercise of public power or the performance of a public function in terms of any legislation.

#### **Step 5: Form of Request**

- 5.1 A Requester must make the request for access to a record on the prescribed form (Form 2) which must be submitted to the Information Officer or Deputy Information Officer by hand or per email. Form 2 is attached hereto below, as Annexure 1.
- 5.2 If you wish to type your information into an MS Word version of the Request form, please send an email to any of Deputy Information officers requesting that a copy be mailed to you.
- 5.3 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 or a Deputy Information Officer. If a Requester is illiterate or disabled and cannot make a request on the prescribed form, then the request may be made orally. The Information Officer or a Deputy Information Officer must reduce the oral request to writing on the prescribed form and provide a copy thereof to the Requestor.
- 5.4 The Requester must provide sufficient information on the request form to enable the Deputy Information Officer to identify the information requested.
- 5.5 The Requester should choose the preferred form of access (view, obtain a copy, paper or electronic format etc.) and the language for the provision of the information as well as state other preferences provided for on the request form.
- 5.6 In the event of a Requester making a request on behalf of another person, the Requester must submit proof of the capacity in which the request is made.
- 5.7 Where access to information has been granted, the Requester must pay a request fee for the reproduction, location, preparation of copies or transcripts of the information, translation of information and for time reasonably required in excess of the prescribed hours estimated in the Act for these purposes, in order to disclose the information.

#### **5.3 Consideration of a Submitted PAIA Request**

- 5.3.1 Subject to the provisions of PAIA, access to records requested from the NLC will only be given if:
  - 5.3.1.1 All the procedural requirements set out in PAIA relating to a request are met; and
  - 5.3.1.2 Access to the requested record(s) is not refused in terms of any ground for refusal set out in PAIA.

- 5.3.2 After submission of the Form A and payment of the fee the Deputy Information Officer will inform the Requester of the Information Officer's decision to grant or refuse access to the information requested within thirty (30) days of date of receipt of the request.
- 5.3.3 In the event that a request for information involves a third party, the Deputy Information Officer may extend the thirty-day period mentioned above, by up to but not exceeding a further thirty (30) days in order to give a third party the chance to make representations.
- 5.3.4 In the event that the Information Officer refuses a Requester access to information, the Information Officer must give the Requester reasons for the refusal and cite the specific section relied upon under the grounds for refusal in terms of PAIA.
- 5.3.5 The grounds for refusal are clearly spelled out and outlined in Parts 2 and 3 of Chapter 4 of the Act.
- 5.3.6 The NLC may also refuse requests that are manifestly frivolous or vexatious or that will lead to a substantial and unreasonable diversion of resources.
- 5.3.7 The grounds for refusal are also endorsed under POPIA.

#### **5.4 Remedies Available to Requesters on Refusal by the National Lotteries Commission to Provide Information**

- 5.4.1 Section 74(1) provides for the right of an internal appeal for an aggrieved requester. However, the NLC is not a public body in the context of section 74. As a result, there is no right to internal appeal refusals of decisions from the NLC. The aggrieved applicant is required to Act in terms of paragraph 5.4.2.
- 5.4.2 An applicant who is aggrieved against a decision by the Information Officer of the NLC, **only** has the option to apply to Information Regulator for relief. Section 77A of PAIA states that:
- (1) A requester may only submit a complaint to the Information Regulator in terms of section 77A after the requester has exhausted the internal appeal procedure against a decision of the information officer of a public body provided for in section 74.*

5.4.3 Section 77A(2)(d) provides that the requester to whom section 74(1) is not applicable, such as one who applied to the NLC, may within 180 days of the decision, submit a complaint, alleging that the decision was not in compliance with this Act, to the Information Regulator in the prescribed manner and form for appropriate relief.

5.4.4 Should the requester be unsuccessful or unsatisfied with the relief they get, it is only then that they can approach a Court for assistance. Section 78 (1) of PAIA states that:

*(1) A requester may only apply to a court for appropriate relief in terms of section 82 only if –*

*(a) the requester has exhausted the internal appeal procedure referred to in section 74; or*

*(b) the requester has exhausted the complaints procedures referred to in section 77A.*

And

Section 78 (2) of PAIA states that:

*(2) A requester-*

*(a) that has been unsuccessful in the internal appeal to the relevant authority of a public body;*

*(b) aggrieved by a decision of the information officer of a public body referred to in paragraph (b) of the definition of “public body” in section 1 –*

*(i) to refuse a request for access ....may, by way of an application, within 30 days apply to a court for appropriate relief in terms of section 82 of PAIA.*

5.4.5 In terms of section 78(1)-(2)of PAIA, a *Requester that is dissatisfied with the refusal of a request by the National Lotteries Commission or its refusal to disclose information and has been unsuccessful in an internal appeal against the decision may within 180 days apply to a court for relief in accordance with section 82 of PAIA.*

## **CHAPTER 6**

### **6.1 Voluntary Disclosure and Automatic Availability**

6.1.1 The NLC hereby publishes a description of records that are automatically available without the need for a formal request in terms of Section 15 of PAIA. These records are available for inspection at the NLC's Head Office and on the website at: [www.nlcsa.org.za](http://www.nlcsa.org.za).

## **6.2 Information to be Formally Requested**

- 6.2.1 The National Lotteries Commission holds information that must be formally requested in terms of PAIA. Inclusion of any subject or category should not be an indication that records falling within those subjects and/or categories will be made available under PAIA.
- 6.2.2 PAIA sets out certain grounds of refusal for request of such documents. The following are the categories for which a formal request must be made to the National Lotteries Commission:

### **6.2.2.1. Finance and Administration**

- 6.2.2.1.1 Minutes of the meetings of the Board (non-confidential parts), Board Committees, staff meetings and/or management meetings;
- 6.2.2.1.2 Accounting records, books and documents;
- 6.2.2.1.3 Details of Auditors and/or External Auditors Reports;
- 6.2.2.1.4 Supply Chain Management Policy;
- 6.2.2.1.5 Records of payments in payroll/remuneration;
- 6.2.2.1.6 Statutory quarterly reports;
- 6.2.2.1.7 Bank statements;
- 6.2.2.1.8 Fixed asset registers;
- 6.2.2.1.9 Delegation of Authority Framework;
- 6.2.2.1.10 Copies of contracts with service providers;
- 6.2.2.1.11 Tenders / Request for quotations / proposals;
- 6.2.2.1.12 Draft Annual Reports;
- 6.2.2.1.13 Service Level Agreements, Memoranda of Understanding and other agreements, etc.

### **6.2.2.2 Human Capital Management**

- 6.2.2.2.1 Employment Equity Plan;
- 6.2.2.2.2 Human Resources Policy;
- 6.2.2.2.3 Records of contracts - Employment contracts;
- 6.2.2.2.4 Personnel files;
- 6.2.2.2.5 Statutory records;
- 6.2.2.2.6 Job profiles;
- 6.2.2.2.7 Salary information;
- 6.2.2.2.8 Performance scorecards;

- 6.2.2.2.9 Psychometric assessment reports;
- 6.2.2.2.10 Employee wellness reports;
- 6.2.2.2.11 Leave reports; and
- 6.2.2.2.12 Employee relations records.

### **6.2.2.3 Legal Services and Organisational Compliance**

- 6.2.2.3.1 Unpublished comments on draft legislation;
- 6.2.2.3.2 Contract reports;
- 6.2.2.3.3 PAIA requests and reports;
- 6.2.2.3.4 Draft and actual contracts;
- 6.2.2.3.5 Completed legal advice forms;
- 6.2.2.3.6 Litigation reports;
- 6.2.2.3.7 Legal opinions; and
- 6.2.2.3.8 Organisational Compliance reports, etc.

### **6.2.2.4 Governance**

- 6.2.2.4.1 Corporate Governance Manual;
- 6.2.2.4.2 Unpublished comments on draft legislation;
- 6.2.2.4.3 NLC Board Members' attendance registers;
- 6.2.2.4.4 (Annual) Declaration of interest registers; and
- 6.2.2.4.5 Internal and external correspondence within the NLC;
- 6.2.2.4.6 NLC Board meetings' minutes, etc.

### **6.2.2.5 Other Documentation**

- 6.2.2.5.1 Documents from the National Lotteries Commission Authority except where information is exempt in terms of the confidentiality provisions of the Directives to the Lotteries Act, etc.

**NB:** The above list is not exhaustive and records or information which are inadvertently omitted, as well as personal information as defined in POPIA, requires formal request application.

## **CHAPTER 7**

### **7.1 Accessibility**

As stated above in Chapter 4, paragraph 4.2, this Manual will be made available to the Information Regulator in accordance with paragraph 4(1) of the PAIA Regulations, 2002. It will also be available at [www.nlcsa.org.za](http://www.nlcsa.org.za).

### **7.2 Prescribed Fees: Public Bodies**

7.2.1 In terms of PAIA, certain fees are prescribed for processing requests for access to records.

7.2.2 Requesters are advised that the applicable fees are prescribed in the PAIA Regulations and are available on the Information Regulator's website and in the official PAIA Forms, which can be accessed at: <https://info regulator.org.za/paia/>.

7.2.3 This manual shall be made available in all 11 official languages, as spoken at different NLC Provincial Offices throughout the country, upon request, to comply with the prescripts of PAIA and the Use of Official Languages Act, Act No. 12 of 2012, at the cost of the requester.

## **CHAPTER 8**

### **8. PROTECTION OF PERSONAL INFORMATION BY THE NLC**

#### **8.1 Conditions for Lawful Processing**

8.1.1 Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.

8.1.2 Below is a brief description of the eight Conditions for Lawful Processing as contained in POPIA:

8.1.2.1 **Accountability** - the Responsible Party has an obligation to ensure that there is compliance with POPIA in respect of the processing of Personal Information.

- 8.1.2.2 **Processing limitation** - Personal Information must be collected directly from a Data Subject to the extent applicable; must only be processed with the consent of the Data Subject.
- 8.1.2.3 **Purpose specification** - Personal Information must only be processed for the specific purpose for which it was obtained and must not be retained for any longer than it is needed to achieve such purpose.
- 8.1.2.4 **Further processing limitation** - further processing of Personal Information must be compatible with the initial purpose for which the information was collected.
- 8.1.2.5 **Information quality** - the Responsible Party must ensure that Personal Information held is complete, accurate, recent, not misleading and updated regularly and that the integrity of the information is maintained by appropriate security measures.
- 8.1.2.6 **Openness** - there must be transparency between the Data Subject and the Responsible Party.
- 8.1.2.7 **Security safeguards** - a Responsible Party must take reasonable steps to ensure that adequate safeguards are in place to ensure that Personal Information is being processed responsibly and is not unlawfully accessed.
- 8.1.2.8 **Data Subject participation** - the Data Subject must be made aware that their information is being processed and must have provided their informed consent to such processing.

## 8.2 Purpose of the Processing of Personal Information by the NLC

As outlined in paragraph 8.1.2.3, Personal Information may only be processed for a specific purpose. The purposes for which NLC processes or will process Personal Information is set out in Appendix 2. The NLC shall obtain the Data Subjects' written consent prior to processing their personal information by providing the Data Subject with a POPI Consent Letter as set out in Appendix 2A

## 8.3 Categories of Data Subjects and Personal Information/Special Personal Information relating thereto

As per section 1 of POPIA, a Data Subject may either be a natural or a juristic person. Appendix 2 sets out the various categories of Data Subjects that NLC Processes Personal Information on and the types of Personal Information relating thereto.

## 8.4 Recipients of Personal Information

Appendix 2 outlines the recipients to whom NLC may provide Data Subject's Personal Information to.

## **8.5 Cross-border flows of Personal Information**

- 8.5.1 Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa:
- 8.5.1.1 If the recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; or
  - 8.5.1.2 If the Data Subject consents to the transfer of their Personal Information; or
  - 8.5.1.3 If the transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
  - 8.5.1.4 If the transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
  - 8.5.1.5 If the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent.

## **8.6 Description of information security measures to be implemented by the NLC**

- 8.6.1 Appendix 2 sets out the types of security measures to be implemented by the NLC in order to ensure that Personal Information is protected.
- 8.6.2 A preliminary assessment of the suitability of the information security measures implemented or to be implemented by the NLC may be conducted in order to ensure that the Personal Information that is processed by the NLC is safeguarded and processed in accordance with the Conditions for Lawful Processing.

## **8.7 Objection to the Processing of Personal Information by a Data Subject**


Section 11 (3) of POPIA and Regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the Processing of his/her Personal Information in the prescribed form attached to this manual as Appendix 3 subject to exceptions contained in POPIA.


## **8.8 Request for correction or deletion of Personal Information**

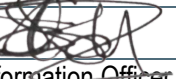
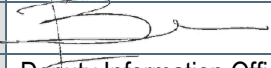
Section 24 of POPIA and Regulation 3 of the POPIA Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as Appendix 4 to this Manual.

## **9. UPDATING OF THE MANUAL**

The PAIA Manual is a working document that shall be reviewed periodically. The manual will be updated at least annually.

RECOMMENDED BY POLICY REVIEW COMMITTEE	
Chairperson of the Committee:	Ms. Xolisile Njapha
Signature:	
Designation:	Interim Company Secretary
Date:	21 October 2025

APPROVED BY EXECUTIVE MANAGEMENT COMMITTEE	
Chairperson of the Committee:	Ms. Jodi-Lynne Scholtz
Signature:	
Designation:	Commissioner
Date:	22 October 2025

PAIA MANUAL SIGNATORIES	
Name	Ms. Jodi-Lynne Scholtz
Signature:	
Designation	Information Officer
Date:	22 October 2025
Name	Adv. Lesedi Boihang
Signature	
Designation	Deputy Information Officer
Date:	22 October 2025



Postal address: .....

Telephone number: (.....) ..... Fax number: (.....) .....

E-mail address: .....

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

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

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

Full names and surname: .....

Identity number: 

--	--	--	--	--	--	--	--	--	--	--	--	--

**D. Particulars of record**

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:  
.....  
.....  
.....  
.....

2. Reference number, if available:  
.....

3. Any further particulars of record:

.....  
.....  
.....  
.....  
.....  
.....  
.....

**E. Fees**

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

Reason for exemption from payment of fees:

.....  
.....  
.....  
.....  
.....

**F. Form of access to record**

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

Disability: Form in which record is required:

Mark the appropriate box with an **X**.

NOTES:

(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.

- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:					
	copy of record*		inspection of record		
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*
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
Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.		
In which language would you prefer the record?		

**G. 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 REQUESTER /  
PERSON ON WHOSE BEHALF THE REQUEST IS MADE

APPENDIX 2

PROCESSING PERSONAL INFORMATION IN ACCORDANCE WITH POPIA

Part 1	Purpose of the Processing of Personal Information	Type of Processing	
	<ul style="list-style-type: none"> <li>a) To exercise economic regulation of the NLC system in line with government’s strategic objectives;</li> <li>b) To promote equity of access to NLC and to facilities and services provided in NLC; and</li> <li>c) To monitor the activities of the Authority to ensure that it performs its functions in accordance with this Act.</li> </ul>	Collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction	
Part 2	Categories of Data Subjects of NLC and categories of Personal Information relating Thereto	Data Subject	Personal Information Processed
	<ul style="list-style-type: none"> <li> <b>Contractors/ Service Providers (SP):</b> <ul style="list-style-type: none"> <li>• Service Provider Profile information including,</li> <li>• Account details,</li> <li>• Payment information,</li> <li>• Corporate structure,</li> <li>• SP information including to the extent the categories of information relating to individuals or representatives of SP</li> </ul> </li> <li> <b>Individual/ Staff and Board Members:</b> <ul style="list-style-type: none"> <li>• Names;</li> <li>• contact details (E-Mail Address, Cellphone/ Telephone Number),</li> <li>• Other details (Home Facsimile Number, Home Postal Address, Home Telephone Number, Personal Cellular, Mobile or Wireless Number, Personal E-Mail Address);</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Natural Persons;</li> <li>• Juristic Persons.</li> </ul>	Personal data relating to a Data Subject received by or on behalf of NLC from the Stakeholders, Staff, Commission Members and Service Providers and their respective representatives and related parties in the course of providing services in connection with the legal requirements of the Lotteries Act.

	<ul style="list-style-type: none"> <li>Regulatory identifiers (e.g. tax identification number;</li> <li>Account information (Bank Account Currency Code, Bank Account Id, Bank Account Name, Bank Account Number, Bank Account Type, Bank account balance); transaction details and branch details; account opening forms; photographs; other identification and verification data as contained in images of ID card, passport and other ID documents; images of staff signatures), Date Of Birth, Gender, Citizenship Status Or Nationality, Place Of Birth), other identification and verification data as contained in images of ID cards, passport and/or Visa Number and other documents</li> </ul>		
<b>Part 3</b>	<b>Recipients of Personal Information</b>		
NLC, its employees and its Board Members.			
<b>Part 4</b>	<b>Description of information security measures to be implemented by NLC</b>		
When making authorized disclosures or transfers of personal information in terms of section 72 of POPIA, Personal Data may not be disclosed to recipients located in countries which do not offer a level of protection for those data as high as the level of protection as South Africa.			
<b>Part 5</b>	<b>Description of information security measures implemented by NLC</b>		
<p>NLC undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined in numbers 1 to 8. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. NLC may use different otherwise suitable measures and adapt to technological security development, as needed, provided that the level of data protection achieved for each objective meets Information Security Standards.</p> <p><b>1. Access Control of Persons</b></p> <p>NLC shall implement suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data is processed.</p> <p><b>2. Data Media Control</b></p>			

NLC undertakes to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by NLC and containing personal data of Staff, Service Providers and Board Members.

### **3. Data Memory Control**

NLC undertakes to implement suitable measures to prevent unauthorized input into data memory and the unauthorised reading, alteration or deletion of stored data.

### **4. User Control**

NLC shall implement suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.

### **5. Access Control to Data**

NLC represents that the persons entitled to use NLC's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (consent/agreement/authorisation).

### **6. Transmission Control**

NLC shall be obliged to enable the verification and tracing of the locations / destinations to which the personal information is transferred by utilization of NLC's data communication equipment / devices.

### **7. Transport Control**

NLC shall implement reasonable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

### **8. Organisation Control**

NLC shall maintain its internal organization in a manner that meets the requirements of this Manual.

The NLC has the following controls in place to protect Personal Information:

- a) Protection of Personal Information Policy;
- b) Records Management Policy;
- c) Awareness sessions to the staff regarding POPIA;
- d) The NLC has a biometric access system to control access to its offices;
- e) All visitors are required to sign in at the reception;
- f) All laptops locked with a personal password;
- g) All offices have lockable doors; and
- h) Each desk has lockable drawers.
- i) The use of consent forms; and
- j) Use of a cross-cutting shredder for destruction of documents.

**APPENDIX 2A**

**CONSENT TO PROCESS (USE) PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF  
PERSONAL INFORMATION ACT 4 OF 2013**

I, the undersigned

---

(NAME & ID NUMBER)

hereby give my consent for the processing (use) of my personal information by the National Lotteries Commission for the purposes of carrying out the following work:

(PLEASE TICK THE APPROPRIATE BOX):

- (set out purpose of processing personal information)
- Other-

---

This consent is furnished on condition that my personal information shall be used and processed in accordance with the purpose, conditions, and requirements of the Protection of Personal Information Act.

SIGNED AT \_\_\_\_\_ ON \_\_\_\_\_ (date)

---

DATA SUBJECT (Signature)

**APPENDIX 3**

**FORM FOR THE OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF  
POPIA**

**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.....

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
Name and surname of data subject:	
Residential, postal or business address:	
Postal Code:	
Contact number(s):	
Fax number:	
E-mail address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>

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

Signed at ..... this ..... day of .....20 .....

.....

Signature of data subject (applicant)

**APPENDIX 4**

**FORM FOR THE REQUEST TO DELETE OR CORRECT PERSONAL INFORMATION IN TERMS OF POPIA**

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTRUCTION 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:

1. Affidavits or other documentary evidence in support of the request 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 Mark the appropriate box with an "x". Request for:

Reference Number.....

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

OR

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 and who is no longer authorised to retain the record of information.

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
Name and surname of data subject:	
Residential, postal or business address:	
Postal Code:	
Contact number(s):	
Fax number:	

E-mail address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name and surname of responsible party (if the responsible party is a natural):	
Residential, postal or business address:	
Postal Code:	
Contact number(s):	
Fax number:	
E-mail address:	
Name of public or private body (if the responsible party is not a natural person):	
Business address:	
Postal Code:	
Contact number(s):	
<b>C</b>	<b>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)</b>

\* Delete whichever is not applicable

Signed at ..... this ..... day of .....20 .....

.....  
Signature of data subject (applicant)

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
***Signature of Appellant/Third party***

