



# PAIA MANUAL

**Prepared in terms of section 51 of the  
Promotion of Access to Information Act  
2 of 2000 (as amended)**

**DATE OF COMPILATION: December 2021**

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |      |                       |  |
|------|-----------------------|--|
| 1.1  | <b>“CEO”</b>          | Chief Executive Officer;                             |
| 1.2  | <b>“Data Subject”</b> | As ascribed thereto in section 1 of POPI;            |
| 1.3  | <b>“DCS”</b>          | Dihlabeng Christian School;                          |
| 1.4  | <b>“DIO”</b>          | Deputy Information Officer;                          |
| 1.5  | <b>“IO”</b>           | Information Officer;                                 |
| 1.6  | <b>“Minister”</b>     | Minister of Justice and Correctional Services;       |
| 1.7  | <b>“PAIA”</b>         | Promotion of Access to Information Act No. 2 of 2000 |
| 1.8  | <b>“POPIA”</b>        | Protection of Personal Information Act No.4 of 2013; |
| 1.9  | <b>“Processing”</b>   | As ascribed thereto in section 1 of POPI;            |
| 1.10 | <b>“Regulator”</b>    | Information Regulator; and                           |
| 1.11 | <b>“Republic”</b>     | Republic of South Africa                             |

Any other terms not described herein will have the meaning as ascribed to it in terms of PAIA or POPI.

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF DIHLABENG CHRISTIAN SCHOOL**

#### **3.1. Information Officer**

Name: Mr Andy Woodage  
Tel: 0582561796  
Email: [dihlabengschool@intekom.co.za](mailto:dihlabengschool@intekom.co.za)

#### **3.2. Access to information general contacts**

Email: [dihlabengschool@intekom.co.za](mailto:dihlabengschool@intekom.co.za)

#### **3.3 The address of Dihlabeng Christian School**

Postal Address: PO BOX 149, Clarens, Free State, South Africa, 9707

Physical Address: Saron Farm, Fouriesburg Road, Clarens, Free State

Telephone: 0582561796

Email: [dihlabengschool@intekom.co.za](mailto:dihlabengschool@intekom.co.za)

Website: <https://www.dihlabengschool.com>

#### **4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE**

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

4.2. The Guide is available in each of the official languages and in braille.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and

4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;

4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

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<sup>1</sup> Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such 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.*

<sup>2</sup> Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

<sup>3</sup> Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

<sup>4</sup> Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92<sup>11</sup>.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
  - 4.5.1. upon request to the Information Officer;
  - 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

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<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-  
(a) any matter which is required or permitted by this Act to be prescribed;  
(b) any matter relating to the fees contemplated in sections 22 and 54;  
(c) any notice required by this Act;  
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and  
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.6 A copy of the Guide is also available in the DCS School Office, in the following two official languages, for public inspection during normal office hours-

4.6.1 English and Sesotho

## **5. CATEGORIES OF RECORDS OF DIHLABENG CHRISTIAN SCHOOL WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

Information that is obtainable via the DCS website about DCS is automatically available and need not be formally requested in terms of this Manual.

In addition to all information freely available on our website, the following categories of records are automatically available for inspection, purchase or photocopying:

- brochures
- press releases
- publications; and
- various other marketing and promotional materials.

## **6. DESCRIPTION OF THE RECORDS OF DIHLABENG CHRISTIAN SCHOOL WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

Information is available in terms of certain provisions of legislation to the persons or entities specified in such legislation. At present these include records (if any) held in terms of:

- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Occupational Health & Safety Act 85 of 1993
- Promotion of Access to Information Act 2 of 2000
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- South Africa Schools Act 84 of 1996
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

## 7. DESCRIPTION OF THE SUBJECTS ON WHICH DCS HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY DIHLABENG CHRISTIAN SCHOOL

DCS maintains records on the categories and subject matters listed below. Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA.

Please note further that many of the records held by DCS are those of third parties, such as learners, parents and employees, and DCS takes the protection of third party confidential information very seriously. In this regard many of the records held are confidential and others are the property of the third party and not of DCS. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated.

Category of Records	Records
<p><b>Internal records</b></p> <p>The records listed pertain to DCS's own affairs</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Memoranda and Articles of Association</li> <li><input type="checkbox"/> Financial records</li> <li><input type="checkbox"/> Operational records</li> <li><input type="checkbox"/> Intellectual property</li> <li><input type="checkbox"/> Marketing records;</li> <li><input type="checkbox"/> Internal correspondence;</li> <li><input type="checkbox"/> Service records;</li> <li><input type="checkbox"/> Statutory records;</li> <li><input type="checkbox"/> Internal policies and procedures;</li> <li><input type="checkbox"/> Minutes of meetings; and</li> <li><input type="checkbox"/> Trust Deed.</li> </ul>
<p><b>Learner-related records</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Applications for admission</li> <li><input type="checkbox"/> Waiting lists for admissions;</li> <li><input type="checkbox"/> Refusal of applications for admission, and appeal against those;</li> <li><input type="checkbox"/> Admissions register;</li> <li><input type="checkbox"/> Academic records and individual learner report cards;</li> <li><input type="checkbox"/> Class lists;</li> <li><input type="checkbox"/> Class timetables;</li> <li><input type="checkbox"/> Assessment details; and</li> <li><input type="checkbox"/> Question papers, answer papers and memoranda for model answers.</li> </ul>



Category of Records	Records
<p><b>Personnel records</b></p> <p>For the purposes of this section, “personnel” means any person who works for or provides services to or on behalf of DCS and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of DCS. This includes partners, directors, all permanent, temporary and part-time staff as well as consultants and contract workers.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Any personal records provided to us by our personnel;</li> <li><input type="checkbox"/> Any records a third party has provided to us about any of their personnel;</li> <li><input type="checkbox"/> Conditions of employment and other personnel-related contractual and quasi legal records;</li> <li><input type="checkbox"/> Employment policies and procedures;</li> <li><input type="checkbox"/> Internal evaluation and disciplinary records; and</li> <li><input type="checkbox"/> Other internal records and correspondence.</li> </ul>
<p><b>Governing Body records</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Constitution and code of conduct;</li> <li><input type="checkbox"/> Language and admission policies; and</li> <li><input type="checkbox"/> Minutes of meetings.</li> </ul>
<p><b>Parent-related records</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Contracts with parents and DCS ;</li> <li><input type="checkbox"/> General and personal correspondence;</li> <li><input type="checkbox"/> Minutes of parent meetings; and</li> <li><input type="checkbox"/> Personal information, including contact and financial details.</li> </ul>
<p><b>Other third party records</b></p> <p>Records are kept in respect of other parties, including without limitation joint ventures and consortia to which DCS is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to DCS.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Personnel, client, or DCS records which are held by another party as opposed to being held by DCS;</li> <li><input type="checkbox"/> Records held by DCS pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers;</li> <li><input type="checkbox"/> Alumna records, which include contact details; and</li> <li><input type="checkbox"/> Donor records, which includes contact details and tax information</li> </ul>
<p><b>Other records</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Information relating to DCS; and</li> <li><input type="checkbox"/> Research information belonging to DCS or carried out on behalf of a third party.</li> </ul>

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by DCS will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected. Please also refer to the DCS POPIA Policy which is available on request from the School Office.

The type of personal information that we process will depend on the purpose for which it is collected. We will disclose to you why the personal information is being collected and will process the personal information for that purpose only.

Categories of personal information collected by DCS include:

- 8.1.1. names and surname;
- 8.1.2. contact details;
- 8.1.3. physical addresses;
- 8.1.4. identity number and passport numbers;
- 8.1.5. date of birth;
- 8.1.6. electronic identification data;
- 8.1.7. education history;
- 8.1.8. employment history;
- 8.1.9. financial information;
- 8.1.10. gender;
- 8.1.11. language;
- 8.1.12. nationality;
- 8.1.13. tax related information; and
- 8.1.14. bank account information.

## **8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto**

- 8.2.1. Pupils of DCS;
- 8.2.2. Parents/guardians of pupils of DCS;
- 8.2.3. Personnel of DCS;
- 8.2.4. Suppliers of DCS;
- 8.2.5. Contractors of DCS; and
- 8.2.6. Service providers of DCS.

## **8.3 The recipients or categories of recipients to whom the personal information may be supplied**

Depending on the nature of the personal information, DCS may supply information or records to the following categories of recipients:

- 8.3.1. statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;
- 8.3.2. any court, administrative or judicial forum, arbitration making a request for data or discovery in terms of the applicable rules (i.e. South

African Revenue Services, or another similar authority and anyone making a successful application for access in terms of PAIA); and

8.3.3. any person who conducts business with DCS, in the ordinary course of business.

#### **8.4 Planned transborder flows of personal information**

DCS may need to transfer a data subject's information to service providers in countries outside South Africa, in which case DCS will fully comply with applicable data privacy and protection legislation. This may happen if DCS's servers or suppliers and service providers are based outside South Africa, or if DCS's services are hosted in systems or servers outside South Africa and/or if a data subject uses DCS's services while visiting countries outside this area. These countries may not have data-protection laws which are similar to those of South Africa.

#### **8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

DCS takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. DCS takes appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

### **9. INFORMATION REQUEST PROCEDURE**

The requester must use the prescribed form (Form C) to make the request for access to a record. A request form is available from the School Office and is included herein as Appendix 1. The request must be made to the IO named in Section 3 above. This request must be made to the address, fax number or electronic mail address above. The requester must provide sufficient detail on the request form to enable the IO to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner should be used to inform the requester. If this is the case, please furnish the necessary particulars to be so informed.

The requester must identify the right that is sought to be exercised or to be protected and must provide an explanation of why the requested record is required for the exercise or protection of that right. If a request is made on behalf of another

person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of IO aforesaid.

The prescribed request fee must be attached. We will respond to your request within 30 days of receiving the request by indicating whether your request for access has been granted or denied.

Please note that the successful completion and submission of a request for access form does not automatically allow the requestor access to the requested record. Access will be granted to a record only if the following criteria are fulfilled:

- The record is required for the exercise or protection of any right;
- The requestor complies with the procedural requirements set out in the Act relating to a request;
- Access to the record is not refused in terms of any ground for refusal as contemplated in Chapter 4 of Part 3 of the Act. 7.

### **9.1 Denial of Access**

Access to any record may be refused under certain limited circumstances. These include:

- The protection of personal information from unreasonable disclosure concerning any natural person;
- The protection of commercial information held concerning any third party (for example trade secrets);
- The protection of financial, commercial, scientific or technical information that may harm the commercial or financial interests of any third party;
- Disclosures that would result in a breach of a duty of confidence owed to a third party;
- Disclosures that would jeopardize the safety or life of an individual;
- Disclosures that would prejudice or impair the security of property or means of transport;
- Disclosures that would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- Disclosures that would prejudice or impair the protection of the safety of the public;
- Disclosures that are privileged from production in legal proceedings unless the privilege has been waived;
- Disclosures of details of any computer programme;

- Disclosures that will put DCS at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- Disclosures of any record containing any trade secrets, financial, commercial, scientific, or technical information that would harm the commercial or financial interests of DCS;
- Disclosures of any record containing information about research and development being carried out or about to be carried out by DCS

If access to a record or any other relevant information is denied, our response will include:

- Adequate reasons for the refusal;
- Notice that you may lodge an application against the refusal and the procedure including details of the period for lodging the application.

## 10. AVAILABILITY OF THE MANUAL

10.1 A copy of the Manual is available-

10.1.1 on our website: <https://www.dihlabengschool.com>;

10.1.2 in the Dihlabeng Christian School office for public inspection during normal business hours;

10.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

10.1.4 to the Information Regulator upon request.

10.2 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.

## 11. UPDATING OF THE MANUAL

The Information Officer of Dihlabeng Christian School will on a regular basis update this manual on a regular basis.

*Issued by*

---

**Mr Andy Woodage**

**Principal of DCS**



## Form C: Request to Access to a Record (PAIA)

### PARTICULARS OF PERSON REQUESTING

1. The particulars of the person who requests access to the record must be given below.
2. The address and/or fax number in South Africa to which the information is to be sent, must be given.
3. Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

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

### PARTICULARS OF PERSON ON WHOSE BEHALF A 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:

## PARTICULARS OF RECORD

1. 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.
2. If the provided space is inadequate, please continue on a separate folio and attach it to this form.
3. The requester must sign all the additional folios.

Description of record, or relevant part of the record:

Reference number, if available:

Any further particulars of record:

## FEES

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. You will be notified of the required amount to be paid as the request fee. The fees 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. If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption for payment fee:

## 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:

**NOTES:**

1. Compliance with your request for access in the specific form may depend on the form in which the record is available.
2. Access in the form requested may be refused in certain circumstances. In such a case you will be informed in which form access will be granted.
3. The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

Mark the appropriate box with an <i>X</i> .						
<b>1. If the record is in written or printed form:</b>						
	copy of record*		inspection of record			
<b>2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc):</b>						
	view the images		copy of the images"		transcription of the images*	
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>						
	listen to the soundtrack (CD)		transcription of soundtrack* written or printed document			
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>						
	printed copy of record*		printed copy of information derived from the record"		copy in computer readable form* (CD)	
*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

**NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

You will be notified whether your request has been approved or denied. If you wish to be informed in a specific 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 data subject / designated person