

**TRUECALLER INTERNATIONAL LLP**

**(“TRUECALLER”)**

**THE PROMOTION OF ACCESS TO INFORMATION MANUAL**

**(“Manual”)**

## 1. PREAMBLE

- 1.1. The Promotion of Access to Information Act, 2000 of Republic of South Africa ("**PAIA**") came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights. Where a request is made in terms of PAIA to a private body, that private body must disclose the information if the requester is able to show that the record is required for the exercise or protection of any rights and provided that no grounds of refusal contained in PAIA are applicable. PAIA sets out the requisite procedural issues attached to information requests.
- 1.2. Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such private body and stipulates the minimum requirements that the manual has to comply with.
- 1.3. This Manual constitutes Truecaller's PAIA manual. This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 ("**POPIA**"), which gives effect to everyone's Constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions so as to establish minimum requirements for the processing of personal information. POPIA amends certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information by providing for the establishment of an Information Regulator to exercise certain powers and perform certain duties and functions in terms of POPIA and PAIA, providing for the issuing of codes of conduct and providing for the rights of persons regarding unsolicited electronic communications and automated decision making in order to regulate the flow of personal information and to provide for matters concerned therewith.
- 1.4. This PAIA manual also includes information on the submission of objections to the processing of personal information and requests to delete or destroy personal information or records thereof in terms of POPIA.

VERSION	POLICY OWNER	DATE
1.0	Truecaller	June 30, 2021

## 2. ABOUT Truecaller

- 2.1. The Manual is applicable to Truecaller and is available to view at its premises at 1st Floor, Platina Tower, MG Road, Near Sikanderpur Metro Station, Sector-28, Gurugram - 122 001, India.

2.2. This PAIA Manual is compiled not only to ensure that Truecaller complies with PAIA and POPIA, but is also intended to:

2.2.1. foster a culture of transparency and accountability within Truecaller by giving effect to the right to information that is required for the exercise or protection of any right; and

2.2.2. actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.

### 3. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

3.1. to provide a list of all records held by Truecaller;

3.2. to set out the requirements with regard to who may request information in terms of PAIA as well as the grounds on which a request may be denied;

3.3. to define the manner and form in which a request for information must be submitted; and

3.4. to comply with the additional requirements imposed by POPIA.

### 4. CONTACT DETAILS

<b>Name of Private Body:</b>	Truecaller International LLP
<b>Designated Information Officer:</b>	Designated Information Officer
<b>Email address of Information Officer:</b>	dpo.southafrica@truecaller.com
<b>Postal address:</b>	1st Floor, Platina Tower, MG Road, Near Sikanderpur Metro Station, Sector-28, Gurugram - 122 001, India

### 5. THE INFORMATION AND DEPUTY INFORMATION OFFICERS

5.1. PAIA and POPIA require the appointment of an Information Officer which in relation to a private body means the head of a private body as contemplated in section 1 of PAIA.

5.2. Section 56 of POPIA makes provision for the appointed Information Officer to delegate the associated duties and responsibilities to a duly authorised person. All requests to Truecaller for information in terms of the Act must be addressed to the Deputy Information Officer.

#### Contact details of Deputy Information Officer

**Deputy Information Officer:** Designated Deputy Information Officer

**Physical Address:** 1st Floor, Platina Tower, MG Road, Near Sikanderpur Metro Station, Sector - 28, Gurugram - 122 001, India

**Postal Address:** 1st Floor, Platina Tower, MG Road, Near Sikanderpur Metro Station, Sector - 28, Gurugram - 122 001, India

**E-mail:** dpo.southafrica@truecaller.com

## 6. INFORMATION REGULATORS GUIDE

- 6.1. An official Guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This Guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated Guide are available from Information Regulator in the manner prescribed. Any enquiries regarding the Guide should be directed to:

**Postal Address:** JD House  
27 Stiemens Street  
Braamfontein, Johannesburg, 2001

**E-mail Address:** [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

**Website:** <https://www.justice.gov.za/inforeg/>

## 7. ENTRY POINT FOR REQUESTS

- 7.1. PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.
- 7.2. Information will therefore not be furnished unless a person provides sufficient particulars to enable Truecaller to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.
- 7.3. The Deputy Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.
- 7.4. The Deputy Information Officer will facilitate the liaison with the internal legal team on all of these requests.

- 7.5. All requests in terms of PAIA and this Manual must be addressed to the Deputy Information Officer using the details in paragraph 2.1 above.

8. **AUTOMATICALLY AVAILABLE INFORMATION**

- 8.1. Information that is obtainable via Truecaller website or via its applications about Truecaller is automatically available and need not be formally requested in terms of this Manual.
- 8.2. The following categories of publicly available relevant records can be reasonably requested for inspection, purchase or photocopying:
- 8.2.1. brochures
  - 8.2.2. press releases
  - 8.2.3. publication; and
  - 8.2.4. various other marketing and promotional material.

9. **INFORMATION AVAILABLE IN TERMS OF POPIA**

Please refer to our [Privacy Policy](#) applicable to our users in Sour Africa for more details including on the categories of personal information collected and processed by Truecaller, purpose of processing, recipient so such information and cross-border flow of information.

**A general description of information security measures to be implemented by Truecaller**

Truecaller takes extensive information security measures to ensure the confidentiality, integrity and availability of personal information in our possession. Truecaller 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.

10. **INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION**

Information is available in terms of certain provisions of the following legislation to the persons or entities specified in such legislation:

- *Administration of Estates Act 66 of 1965*
- *Arbitration Act 42 of 1965*
- *Basic Conditions of Employment Act 75 of 1997*
- *Broad Based Black Economic Empowerment Act 53 of 2003*
- *Companies Act 71 of 2008*
- *Compensation for Occupational Injuries and Health Diseases Act 130 of 1993*
- *Constitution of South Africa Act 108 of 1996*
- *Criminal Procedure Act 51 of 1977*
- *Customs and Excise Act 91 of 1964*

- *Electronic Communications and Transactions Act 25 of 2002*
- *Employment Equity Act 55 of 1998*
- *Environment Conservation Act 73 of 1989*
- *Estate Agency Affairs Act 112 of 1976*
- *Explosives Act 13 of 1956*
- *Financial Markets Act 19 of 2012*
- *Hazardous Substances Act 15 of 1973*
- *Income Tax Act 58 of 1962*
- *Insolvency Act No. 24 of 1936*
- *Labour Relations Act 66 of 1995*
- *National Credit Act 34 of 2005*
- *National Dust Control Regulations, 2013 under the National Environmental Management: Air Quality Act 39 of 2004*
- *National Environmental Management Act 107 of 1998*
- *National Environmental Management: Waste Act 59 of 2008*
- *National Water Act 36 of 1999*
- *Occupational Diseases in Mines and Works Act 78 of 1973*
- *Occupational Health & Safety Act 85 of 1993*
- *Pension Funds Act 24 of 1956*
- *Prevention and Combatting of Corrupt Activities Act 12 of 2004*
- *Prevention of Organised Crime Act 14 of 1998*
- *Protected Disclosure Act 26 of 2000*
- *Promotion of Access of Information Act 2 of 2000*
- *Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000*
- *Protection of Personal Information Act 4 of 2013*
- *Sarbanes Oxley Act of 2000*
- *Skills Development Act 97 of 1998*
- *Skills Development Levies Act 9 of 1999*
- *Tax Administration Act 28 of 2011*
- *Trade Marks Act 194 of 1993*
- *Unemployment Contributions Act 4 of 2002*
- *Unemployment Insurance Act 63 of 2001*
- *Value Added Tax Act 89 of 1991*

## 11. **CATEGORIES OF RECORDS AVAILABLE UPON REQUEST**

- 11.1. Truecaller maintains records as required for its normal business operations. Please note that availability of any such records 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.

11.2. Please note further that many of the records held by Truecaller are those of third parties, such as clients and employees, and Truecaller takes the protection of third party confidential information very seriously. In particular, where Truecaller acts as professional advisors to clients, many of the records held are confidential and others are the property of the client and not of Truecaller. For further information on the grounds of refusal of access to a record please see paragraph 11.9.2 below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are carefully motivated. REQUEST PROCEDURE

11.3. **Completion of the prescribed form**

11.3.1. Any request for access to a record in terms of PAIA must substantially correspond with Form C of Annexure B to Government Notice No. R.187 dated 15 February 2002 and should be specific in terms of the record requested. Please refer to Annexure A.

11.3.2. The completed form must be submitted to the Deputy Information Officer at the postal or physical address or electronic mail address set out in paragraph 5 above and pay a request fee and a deposit, where so advised.

11.3.3. The Prescribed Form C must include sufficient details to enable the Deputy Information Officer to identify:

11.3.3.1. the record or records requested

11.3.3.2. the requester

11.3.3.3. the form of access required

11.3.3.4. the e-mail, postal address or fax number of the requester

11.3.3.5. whether the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.

11.3.4. The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

11.3.5. A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned / communicated to you.

11.3.6. POPIA provides that a data subject may, upon proof of identity, request Truecaller 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. Such request must be made to Truecaller on the form attached hereto as Annexure C.

- 11.3.7. POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Truecaller must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
- 11.3.8. Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.
- 11.3.9. POPIA provides that a data subject may object, at any time, to the processing of personal information by Truecaller, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Annexure D and submit it to the Information Officer at the postal or physical address or electronic mail address set out above.
- 11.3.10. A data subject may also request Truecaller 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 Truecaller is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- 11.3.11. A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer at the postal or physical address or electronic mail address set out above on the form attached hereto as Annexure E.

#### **11.4. Proof of identity**

Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

Where the request is made on behalf of another person, the requestor must submit proof, in the form of an affidavit or letter of consent, of the capacity in which the requestor is making the request to the satisfaction of the Deputy Information Officer.

#### **11.5. Payment of the prescribed fees**



- 11.5.1. Section 54 of PAIA entitles Truecaller to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) promulgated under PAIA.
- 11.5.2. There are two categories of fees which are payable:
- 11.5.2.1. The request fee: R50
- 11.5.2.2. The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs. These fees are set out in Annexure B.
- 11.5.3. When the request is received by the Deputy Information Officer, the officer will by notice require the requester, other than a personal requester, to pay the regulated prescribed request fee (if any), before further processing of the request.
- 11.5.4. Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.
- 11.5.5. A requester whose request for access to a record has been granted must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the request form.
- 11.5.6. If a deposit has been paid for a request for access, which is refused, then the Deputy Information Officer must repay the deposit to the requester.

#### 11.6. **Fees For Reproduction**

Where a private body has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records will be a fee for reproduction of the record in question.

The applicable fees payable are set out in Appendix B.

#### 11.7. **Deposits**

Where Truecaller receives a request for access to information held on a person other than the requester and the Deputy Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than six hours, a deposit is payable by the requester.

The amount of the deposit is equal to one-third of the amount of the applicable access fee (excluding VAT). See Appendix B.

#### **11.8. Collection of Fees**

Bank deposit is the only accepted payment method for PAIA requests. Banking details to be provided on request.

#### **11.9. Timelines for consideration of a request for access**

11.9.1. Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

11.9.2. The 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 amount of information, or the request requires a search for information held at another office of Truecaller and the information cannot reasonably be obtained within the original 30 (thirty) day period.

11.9.3. Should an extension be given, Truecaller will notify the requester in writing and will also provide the procedure involved should the requestor wish to apply to court against the extension. Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

#### **11.10. Grounds for refusal of access and protection of information**

11.10.1. There are various grounds upon which a request for access to a record may be refused. These grounds include:

11.10.1.1. the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;

11.10.1.2. the protection of commercial information of our own or a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);

11.10.1.3. if disclosure would result in the breach of a duty of confidence owed to a third party;

11.10.1.4. if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;

- 11.10.1.5. if the record was produced during legal proceedings, unless that legal privilege has been waived;
- 11.10.1.6. if the record contains trade secrets, financial or sensitive information or any other information that would put Truecaller (at a disadvantage in negotiations or prejudice it in commercial competition); and/or
- 11.10.1.7. if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Truecaller.
- 11.10.2. Section 70 of PAIA contains an overriding provision. Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.
- 11.10.3. If the request for access to information affects a third party, then such third party must first be informed within 21 (twenty one) days of receipt of the request. The third party would then have a further 21 (twenty one) days to make representations and/or submissions regarding the granting of access to the record.

## **12. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS**

- 12.1. If the Information Officer decides to grant you access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.
- 12.2. There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to a court of competent jurisdiction to take the matter further.
- 12.3. Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

## **13. AVAILABILITY OF THIS MANUAL**

Copies of this Manual are available for inspection, free of charge, at the offices of Truecaller at 1st Floor, Platina Tower, MG Road, Near Sikanderpur Metro Station, Sector-28, Gurugram - 122 001, India. The Manual is also available on the website of Truecaller at [www.truecaller.com](http://www.truecaller.com)

**ACCESS REQUEST FORM****Particulars of Truecaller's Deputy Information Officer**

Requests can be submitted either via post, e-mail or fax and should be addressed to the Deputy Information Officer as indicated below:

**Deputy Information Officer:** [•]

**Physical Address:** [•]

**Postal Address:** [•]

**Telephone Number:** [•]

**E-mail:** [•]

**Fax Number:** [•]

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**Particulars of person requesting access to the record**

- a) *The particulars of the person who requests access to the record must be given below.*
- b) *The address and/or fax number in the Republic to which the information is to be sent must be given.*
- c) *Proof of 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 the request is made, when made on behalf of another person:**

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**Particulars of person requesting access to the record (if a legal entity)**

- a) *The particulars of the entity who requests access to the record must be given below.*
- b) *The address and/or fax number in the Republic to which the information is to be sent must be given.*
- c) *Proof of capacity in which the request is made, if applicable, must be attached.*

**Name of entity:**

**Registration number:**

**Postal address:**

**Fax number:**

**Telephone number:**

**E-mail address:**

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

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

**Full names and  
surname:**

**Identity number:**

**Particulars of record**

- a) *Provide full particulars of the record to which access is requested, including the reference number if it is known to you, to enable the record to be requested.*
- b) *If the space provided is inadequate, please use a separate folio and attach it to this form. Please sign any additional folios.*

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

**Reference number (if available):**

**Any further particulars of record:**

**FEES**

- a) *A request for access to a record will be processed only after a request fee has been paid.*
- b) *You will be notified of the amount 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 of payment of fees:**

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**FORM OF ACCESS TO RECORD**

Form in which record is required.

Mark the appropriate box with an X

**NOTES**

- a) *Compliance with your request in the specified form may depend on the form in which the record is available.*

- b) *Access in the form requested may be refused under certain circumstances. In such a case you will be informed whether 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.*

If the record is in written or printed form

<input type="checkbox"/>	Copy of record	<input type="checkbox"/>	Inspection of record
If record consists of visual images			

<input type="checkbox"/>	View the images	<input type="checkbox"/>	Copy of the images	<input type="checkbox"/>	Transcription of the images
If the record consists of recorded information that can be reproduced in sound					

<input type="checkbox"/>	Listen to the soundtrack (audio)	<input type="checkbox"/>	Transcription of soundtrack
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If the record is held on computer or in an electronic or machine-readable form (this includes photographs, slides, video recordings, computer generated images, sketches etc.)

<input type="checkbox"/>	Printed copy of record	<input type="checkbox"/>	Printed copy of information derived from the record	<input type="checkbox"/>	Copy in computer readable form
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If you requested a copy or transcription of a record (above) do you wish the copy of transcription to be posted to you? Note that postage is payable.

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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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?

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#### **In the event of a disability**

*If you are prevented by a disability from reading, viewing or listening to the record, state your disability and indicate in the form in which the record is required:*

**Disability**

**Form in which record is required**

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**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

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

**1. Indicate the right to be exercised or protected:**

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

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**NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

*You will be notified in writing whether your request has been approved or 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?**

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



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SIGNATURE OF REQUESTER/PERSON ON  
WHOSE BEHALF REQUEST IS MADE

PRINT NAME:

**YOU MUST**

- 1 Complete all necessary spaces
- 2 Sign the access request form Sign
- 3 Sign additional folios completed

**SEND WITH THIS APPLICATION**

- 1 The request fee
- 2 Any additional folios completed
- 3 Copy of Identity Document

**Annexure B      FEES IN RESPECT OF PRIVATE BODIES**

Description		Rand
1	The fee for a copy of the manual as contemplated in regulation 9(2)(c) - for every photocopy of an A4-size page or part thereof.	1,10
2	<b>The fees for reproduction referred to in regulation 11(1) are as follows:</b>	
(a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
(c)	<b>For a copy in a computer-readable form on -</b>	
(i)	stiffy disc	7,50
(ii)	compact disc	70,00
(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)	For a copy of visual images	60,00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii)	For a copy of an audio record	30,00
3	The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2)	50,00
4	<b>The access fees payable by a requester referred to in regulation 11(3) are as follows:</b>	
4.1(a)	For every photocopy of an A4-size page or part thereof	1,10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
(c)	<b>For a copy in a computer-readable form on -</b>	
(i)	stiffy disc	7,50
(ii)	compact disc	70,00
(d)(i)	For a transcription of visual images, for an A4-size page or part thereof	40,00

(ii)	For a copy of visual images	60,00
(e)(i)	For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii)	For a copy of an audio record	30,00
(f)	To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	
4.2	<b>For purposes of section 54(2) of the Act, the following applies:</b>	
(a)	Six hours as the hours to be exceeded before a deposit is payable; and	
(b)	one third of the access fee is payable as a deposit by the requester.	
4.3	<b>The actual postage is payable when a copy of a record must be posted to a requester.</b>	

# POPIA DATA SUBJECT ACCESS REQUEST FORM

## Request Form

Under section 23 of the Protection of Personal Information Act, 2013

## Particulars of Truecaller's Deputy Information Officer

Requests can be submitted either via post, e-mail or fax and should be addressed to the Deputy Information Officer as indicated below:

**Deputy Information Officer:** [•]

Physical Address: [•]

Postal Address: [•]

Telephone Number: [●]

**E-mail:** [●]

Fax Number: [•]

If request is for **access to or copies of** your own personal information records:

Last name appearing on records: ☐ same as below, or: \_\_\_\_\_

☐ Mr. ☐ Mrs. ☐ Ms. ☐ Miss

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_

Address: (Street/Apt. No./P.O. Box.) \_\_\_\_\_ City/Town: \_\_\_\_\_

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone Number (Day): (     ) \_\_\_\_\_ Telephone Number (Evening): (     ) \_\_\_\_\_

Detailed description of requested records and/or personal information. (If you are requesting access to your personal information, please identify the personal information record containing the person information, if known.)

**Preferred method of access to records:** ☐ Examine Original  
☐ Receive Copy

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Responsible Party Use

Date Received: \_\_\_\_\_

Request Number: \_\_\_\_\_

Comment

s

Personal Information contained on this form is collected pursuant to the Protection of Personal Information Act, 2013 and will be used for the purpose of responding to your request. Questions about this collection should be directed to the Information Officer at the contact details set out above.

## Annexure D

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

#### REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

*Note:*

1. *Affidavits or other documentary evidence as applicable in support of the objection may 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.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)</b> <i>(Please provide detailed reasons for the objection)</i>

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

.....

*Signature of data subject/designated person*



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

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**

[Regulation 3]

*Note:*

1. *Affidavits or other documentary evidence as applicable in support of the request may 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.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

**Request for:**

☐

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

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

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	

	Code (      )
Contact number(s):	
Fax number/E-mail address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (      )
Contact number(s):	
Fax number/ E-mail address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED</b>

D	<p><b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a)</b></p> <p><b>WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or</b></p> <p><b>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b)</b></p> <p><b>WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</b></p> <p><i>(Please provide detailed reasons for the request)</i></p>

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

.....

*Signature of data subject/ designated person*