



**THIS MANUAL HAS BEEN COMPLIED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT, NO. 2 OF 2000 ("PAIA")**

THIS MANUAL APPLIES TO INFORMATION HELD BY:

ANDRIJANA JEREMIC T/A AJ PSYCHOLOGY

(SOLE PRACTITIONER)

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1. INTRODUCTION AND PURPOSE

- 1.1 Andrijana Jeremic (T/A AJ Psychology) (the “Practice”) is registered with the Health Professions Council of South Africa (“HPCSA”) as a Counselling Psychologist in Independent Practice. The practice is a private body (sole proprietorship) offering psychotherapeutic services predominantly to adults and couples.
- 1.2 This manual has been prepared, as required by section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (“PAIA”), for the practice. Section 51 of the Act requires that all Private Bodies prepare and make available a manual, to the public, regarding the procedure which the public must follow when submitting a request to access the private bodies’ records.
- 1.3 AJ Psychology is committed to ensuring that all business is conducted in accordance with good business practice and relevant legislation. To promote effective governance, it is important to ensure that all affected parties are educated and empowered to understand and access their rights in terms of PAIA, where applicable.
- 1.4 Where a request is made in terms of PAIA, the practice is obliged to release information, unless PAIA expressly provides that the information may or must not be released.
- 1.5 The objective of this manual is to inform members of the public of the categories of records and information held by the Practice. Access to such records and information is not automatic, and any person seeking to request access must do so by completing the appropriate form attached to this manual. The request is evaluated before the information is disclosed, subject to lawful grounds of refusal as listed in PAIA. This manual should be read in conjunction with the Protection of Personal Information Act 4 of 2013 (“POPIA”) and the Practice’s policies in respect of POPIA, where applicable.
- 1.6 This PAIA manual informs requesters of procedural and other requirements, as prescribed by PAIA. It is important to note that Section 9 of PAIA recognises certain limitations to the right of access to information, including, but not limited to:
 - Limitations aimed at the reasonable protection of privacy;

- Commercial confidentiality; and
- Effective, efficient, and good governance.

Further to this, PAIA recognises the act of balancing a right to request information with any other rights, including such rights as contained in the Bill of Rights (The Constitution of the Republic of South Africa, 1996 – Chapter 2: Bill of Rights).

2. PRACTICE/ INFORMATION OFFICER CONTACT DETAILS (SECTION 51(1)(a))

All requests for information in terms of the practice's PAIA manual must be directed to:

Information officer: Andrijana Jeremic (Owner and Psychologist) T/A AJ Psychology

Address (Postal and Street): Torsvale Medical Centre, 2 Torsvale Crescent, Somerset Park, Umhlanga Ridge, 4319

Telephone number: 061 538 4155

Email: info@ajpsychology.co.za

Website: www.ajpsychology.co.za

3. AVAILABILITY OF THIS MANUAL

This manual is available for inspection at the offices of the Practice free of charge upon prior arrangement with the said contact person of the Practice as per this manual. A copy will also be made available on the Practice's website. This manual will be updated by the Practice from time to time, as and when required.

4. GUIDELINES ON HOW TO USE PAIA WHEN REQUESTING INFORMATION

4.1 In terms of section 10 of PAIA, the South African Human Rights Commission (SAHRC) is required to publish, in each official language, a guide on how to use the Act.

4.2 The guide is available from the SAHRC and contains information relating to –

4.2.1 The purpose of PAIA;

- 4.2.2 The manner, form and costs of a request for access to information held by a body;
- 4.2.3 When access to information is denied;
- 4.2.4 Legal remedies when access to information is denied; and
- 4.2.5 The contact details of information officers in the national, provincial, and local government.

4.3 Please direct any queries with respect to the section 10 guide to:

The South African Human Rights Commission

PAIA Unit – The Research and Documentation Department

Postal address: Private Bag 2700, Houghton, 2041

Telephone number: 011 877 3600

Email: paia@sahrc.org.za

Website: www.sahrc.org.za

There are also provincial SAHRC offices in all provinces.

5. INFORMATION AUTOMATICALLY AVAILABLE

The following information held by the Practice, as prescribed by section 51(1)(c) of PAIA, is made available automatically, without the need for formal, written request –

- Marketing material;
- Pamphlets;
- Price lists;
- Terms and conditions forms;
- Policies and forms related to healthcare and healthcare information; and
- Documents provided on the Practice’s website.

6. HOW TO REQUEST ACCESS TO RECORDS NOT AUTOMATICALLY AVAILABLE

6.1 In terms of section 51(1)(e), PAIA directs that a person seeking to request information or records from the Practice (“Requester”) may be provided with access to such information or

record, provided that the purpose thereof relates to the exercise or protection of the Requesters Rights. A public body will only be entitled to request information from the Practice if they are acting on behalf of the interests of the public.

- 6.2 A request for access to records held by the Practice must be made in writing on the request form attached to this manual as **Annexure A (“Request Form”)** and submitted to the Information Officer.
- 6.3 When making such a request, the requester is directed to take note of the following –
 - 6.3.1 the request must provide sufficient detail on the Request Form to enable the Information Officer to clearly identify the record, as well as the identity of the Requester;
 - 6.3.2 the Requester must identify the right that is sought to be exercised or protected by virtue of their request, and must provide an explanation as to why the requested record is required for the protection or exercise of such right;
 - 6.3.3 if the request is made on behalf of another person, the Requester must submit proof, to the satisfaction of the Information Officer, of the capacity in which the Requester is making the request. The Information Officer is therefore entitled to request such proof as s/he deems fit, including the identification information or contact information of the person, to verify that they have given their permission for such information to be requested on their behalf;
 - 6.3.4 the request must indicate the form of access sought or required (e.g., hard copy, certified copy, original document, electronic copy, etc.), and should specify the details required for the information to be provided to the Requester (e.g., the Requester’s postal address, email address, etc.);
 - 6.3.5 if the requested record does not relate solely to the Requester, and contains protected information of other persons, then the Requester will only be entitled to access and receive the relevant sections of such records insofar as it pertains to them;
 - 6.3.6 fees may be payable as prescribed by law and is indicated in this manual and Annexure B attached hereto;

- 6.3.7 Once the Requester has submitted the Request Form to the Information Officer, an answer must be provided within 30 days of the request. If the request has been refused, the Information Officer must provide reasons for such refusal. If the Requester is not satisfied with such reasons, they may approach the courts within 30 days of receipt of the answer.

7. GROUNDS FOR REFUSAL OF ACCESS TO INFORMATION AND/OR RECORDS

- 7.1 Part 3, Chapter 4 of PAIA sets out instances when a request for information must be refused.

These grounds for the refusal of access to information and/or records include –

- 7.1.1 the protection of a third party's right to privacy when such release of information would amount to the unreasonable and/or unlawful disclosure of personal information of that person, including the personal information of a deceased individual;
- 7.1.2 mandatory protection of any commercial information of a third party, including but not limited to any trade secrets, commercial and/or intellectual property where disclosure would cause harm to the commercial or financial interests of that third party;
- 7.1.3 any confidential information which is protected by an agreement between the parties;
- 7.1.4 mandatory protection and information that would be considered privileged in terms of any legal and/or medical proceedings;
- 7.1.5 if disclosure of information or a record could reasonably be expected to endanger the life/physical safety, privacy, and identity of an individual;
- 7.1.6 any intellectual, commercial, and/or related documentation relating to the business activities of the Hospitals;
- 7.1.7 any research information being carried out/to be carried out by/on behalf of a third party where such disclosure would likely expose the third party, a person carrying out the research, or the subject matter of the research, to serious disadvantage; and
- 7.1.8 any other reason that is allowed in any applicable law.

8. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

8.1 In terms of section 51(1)(d), it must be noted that the Practice holds information that may be made available in accordance with the following legislation, subject to conditions set out therein. It must be noted that laws and regulations are often amended from time to time, and that this list should not be considered exhaustive –

- Protection of Personal Information Act 4 of 2014
- Promotion of Access to Information Act 2 of 2000
- Health Professions Act 56 of 1974
- National Health Act 61 of 2003
- Medical Schemes Act 121 of 1998
- Children's Act 38 of 2005
- Mental Healthcare Act 17 of 2002
- Choice on Termination of Pregnancy Act 92 of 1996
- Electronic Communications and Transactions Act 25 of 2002
- Telecommunications Act 103 of 1996
- Electronic Communications Act 36 of 2005
- Consumer Protection Act 68 of 2008
- National Credit Act 34 of 2005
- Income Tax Act 58 of 1962
- Constitution of the Republic of South Africa, 1996

9. ACCESS TO HEALTH RECORDS OR OTHER RECORDS

9.1 Section 61 of PAIA prescribes the access of health and other records held by the Practice that does not fall under the ambit of a request made in terms of section 51 above. In these circumstances –

9.1.1 information held by a medical practitioner must be obtained directly from that Practitioner. No medical service provider is entitled to release information held by another party, or information that is protected by a medical practitioner or patient relationship;

- 9.1.2 the Requester of such information must stipulate in their request the full details of the health information is required;
- 9.1.3 the Information Officer, in terms of Section 50 of the Act, may only grant a request for access to information provided by a medical practitioner regarding the physical or mental health of the Requester themselves, or to a person authorised to make the request on behalf of the person concerned (“Relevant Person”);
- 9.1.4 the Information Officer may refuse access to the information and/or records requested, if they are of the opinion that such disclosure would cause serious harm to the Requester’s physical and/or mental health;
- 9.1.5 before the Information Officer allows, grants, or facilitates access to information and/or records, s/he may consult with the treating medical practitioner who, subject to Section 61(2) had been nominated by the Relevant Person;
- 9.1.6 where the Relevant Person is – under the age of 16 years, a person having parental responsibilities for the relevant person, must make the nomination referred to in Section 61(2); **and/or** incapable of managing his/her affairs, a person appointed by the court to manage those affairs must make that nomination.
- 9.1.7 if after the Information Officer has given access to the medical practitioner, and the medical practitioner is of the opinion that the disclosure of the information and/or record to the relevant person, would likely cause serious harm to his/her physical and/or mental health, or well being, the Information Officer may only grant access to that information and/or record if s/he has been given sufficient guarantees by the Requester, that adequate provision has been made for such counselling or arrangement as are reasonably practicable before, during, or after the disclosure of the information and/or record limit, alleviate, or avoid such harm to the Relevant Person;
- 9.1.8 before access to the information and/or record is so given to the Requester, the person responsible for such counselling or arrangements must be given access to the information and/or record; and

- 9.1.9 the Information Officer may also refuse access to the Information and/or records in terms of any other law.

10. RECORDS HELD BY THE PRACTICE

The Practice holds various types of information, which have been consolidated into the categories listed below. However, the listing of any information on record contained in this list does not imply that such information or record will be disclosed to a Requester. All requests will be dealt with as laid out in this manual.

10.1 Internal records relating to the business of the Practice

- 10.1.1 This includes any documents pertaining to the ownership and running of the Practice, minutes, policies, annual reports, financial records, tax returns, accounting records, banking records, asset register, rental agreements, invoices, skills development levies, operational records, policies and procedures, contracts, licences, trademarks and other intellectual property, production, marketing records, other internal policies and procedures, internal correspondence, statutory records, insurance policies and records, etc.

10.2 Personnel records

- 10.2.1 This includes records of all employees, whether temporary/fixed term/part-time/permanent, as well as locums, associates, contractors, management, and executives. These records will contain all the information necessarily held for the functioning of the Practice, and includes personal files (CV, contact details), records of employees provided by third parties concerning staff, employment contracts/ contractor agreements, conditions of employment, workplace policies, disciplinary records, termination records, minutes of staff meetings, performance management records and systems and all employment-related correspondence.

10.3 Client/patient records

- 10.3.1 This includes the details of information necessarily held by the practice when engaging with various patients and clients and includes client/patient lists, health records, medical

reports, funding records, agreements, consents, needs assessments, financial and accounts information, research information, evaluation records, profiling, and similar information. Certain types of information such as client records contain medical information and are thus, by their very nature, confidential. This type of information is vehemently protected unless the data subject consents to disclosure or the law compels disclosure.

10.4 Supplier and service provider records

10.4.1 This includes the details of information necessarily held by the Practice when engaging with suppliers and includes registrations, contracts, confidentiality agreements and non-disclosure agreements, communications, logs, delivery records, invoices, commissioned work, and similar information, some of which might be provided to us by such suppliers and providers under service- and other contacts.

10.5 Technical records

10.5.1 This includes manuals, logs, electronic and cached information, product registrations, product dossiers, health professional council/ statutory body records, approvals, conditions and requirements, trade association information and similar product information.

10.6 Third party information

10.6.1 This includes information held by the Practice which may be in our possession, but which would be subject to the conditions set in relation to such possession and use or purpose limitations.

10.7 Environment and market information

10.7.1 This includes information purchased by the practice, information which is publicly available and/or commissioned information which pertains to the specific sector and market of the Practice's business, including factors that affect the business, professional, and healthcare environment.

11. CATEGORIES OF DATA SUBJECTS, RELATED RECORDS AND RECIPIENTS OF PERSONAL INFORMATION

The practice holds the categories of records and personal information in respect of the categories of data subjects specified below. This list is not exhaustive, and the potential recipients of the personal information processed by the practice are also specified. Information and records are only disclosed as may be necessary in the circumstances and authorised in terms of the law or otherwise with the consent of the relevant data subjects.

Data Subjects	Categories of Records	Categories of Personal information	Potential Recipients of the Personal Information
Contractors, vendors, and suppliers (e.g., administration assistant/ manager, hardware, and software vendors, switching insurers, auditors, legal companies, legal counsel, consultants, debt collectors, patient referrals)	Agreements with contractors, vendors, and suppliers; non-disclosure agreements, debt collection agreements, legal opinions and advice, correspondence	Names and surnames, organisation names and details, relevant staff/ office bearer details, contact details (e.g., addresses, phone numbers, email addresses, website addresses, opinions, correspondence, track records, price, structures, financial arrangements	Admin manager, banks, auditors, legal advisers, funders, purchaser of practice
Patients/ clients	Patient records, including medical records, financial arrangements, invoices, payment records, and correspondence	Names and surnames, contact details (addresses, email addresses, phone numbers), identity numbers, date of birth,	Admin manager, debt collectors, treating practitioners, credit bureaus, bodies performing peer review, relevant statutory and

		race, gender, nationality, employers and their contact details, medical scheme related information, names surnames and contact details of next of kin, medical history (including details about injuries sustained), billing and payment related information, procedures performed, diagnosis and procedure codes, special investigation images and reports, referral notes, complaints and compliments, correspondence, patient forms (consent, etc.)	public bodies, hospitals, next of kin, executors of estates, purchaser of practice.
Practitioners referring patients/ clients to the practice	Referral notes, correspondence	Names, surnames, contact details (address, email address, phone numbers), practice code numbers of	Admin manager, Hospitals, bodies performing peer review, purchaser of practice

		practitioners, correspondence	
Public Bodies (e.g., Department of Health, RAF, Compensation Commissioner, UIF) and Statutory Councils (e.g., HPCSA, CMS)	Complaints submitted to relevant statutory councils, correspondence, newsletters and circulars issued by these bodies and councils	Names, Surnames, contact details (addresses, phone numbers, email addresses), office bearers, fee structures, correspondence	Patients, purchaser of practice
Insurers	Insurance policies, payment of premiums, claims' records and related documents	Names, surnames, contact details (addresses, phone numbers, email addresses), premiums, correspondence	Auditor, legal advisers, relevant public bodies, purchaser of practice
Medical Schemes	Claims, Remittance advices, contracts, correspondence, rules, policy provisions	Relevant staff/ office bearer details, contact details (addresses, phone numbers, email addresses), correspondence	Patients, debt collectors, purchaser of practice

12. PLANNED TRANS-BORDER FLOW OF PERSONAL INFORMATION

The Practice does not have any planned trans-border flow of personal information.

13. PURPOSE OF THE PROCESSING OF THE RECORDS REFERRED TO

13.1 The Practice processes personal information for various purposes, which include but are not limited to –

- 13.1.1 to conduct and manage the practice in accordance with the law, including administration of the practice and claiming and collecting payment for services rendered from relevant patients, and/or responsible persons/ entities;
- 13.1.2 for treatment and care of patients, including referrals to other practitioners and reporting to referring practitioners;
- 13.1.3 for communication purposes;
- 13.1.4 for the maintenance of practice records and patients' medical records;
- 13.1.5 for employment and related matters of employees and other practitioners;
- 13.1.6 for reporting to persons and bodies as required and authorised in terms of the law or by the data subjects;
- 13.1.7 for historical, statistical, and/or research purposes;
- 13.1.8 for clinical trials;
- 13.1.9 for proof;
- 13.1.10 for enforcement of the practice's rights; and/or
- 13.1.11 for any other lawful purpose related to the activities of a private practice.

14. THE SUITABILITY OF THE INFORMATION SECURITY MEASURES

- 14.1 The Practice stores personal information electronically and physically, and employs all security measures reasonably and practically required to ensure the safety of such information.
- 14.2 Any security/ storage services operated by a third party is subject to an agreement ensuring that no personal information, if any, is stored for longer than necessary and are permanently destroyed after its use.
- 14.3 The safeguards implemented to protect personal information is/are subject to periodic review in order to ensure they are functioning correctly and efficiently.

15. PRESCRIBED FEES

15.1 The act provides for two types of fees –

15.1.1 a request fee, which will be a standard fee, and

15.1.2 an access fee, which must be calculated by considering reproduction costs, search, and preparation time and cost, as well as postal costs where applicable.

15.2 When making a request, the following is applicable –

15.2.1 once a request is made, the Information Officer will send a receive notice to the requester to pay the prescribed fee of R50.00;

15.2.2 the prescribed fee must be paid before the request will be processed;

15.2.3 payment of this fee is to be made as directed by the Information Officer;

15.2.4 if the requester is seeking access to a record containing personal information about that requester , the prescribed fee of R50.00 may not be required;

15.2.5 the Information Officer will then make a decision in respect of the request and the requester will be notified of the decision on the required form;

15.2.6 should the request be refused, the requester may lodge an application at court against the tender or payment of the requested fee as will be advised in the Notice (in terms of Section 54 (3)(b) of the Act);

15.2.7 If the request is granted then a further access fee is payable for the search, reproduction, and preparation of the record in a particular format as well as for any time, that has exceeded the prescribed hours, to search and in order to prepare the record for disclosure (in terms of Section 54(6) of the Act);

15.2.8 The latest fee structure is attached to this Manual as Annexure B.

16. INFORMATION REQUESTED ABOUT A THIRD PARTY (section 71-74)

Section 71 of PAIA makes provision for the request of information or records about a third party. In considering such a request, the practice will adhere to the provisions of section 71-74 of PAIA. The attention of the requester is drawing to Chapter 5 of Part 3 of PAIA in terms of which the practice is obliged, in certain circumstances, to advise third parties of requests lodged in respect of information applicable to or concerning such third parties.

This manual is signed by Andrijana Jeremic (Information Officer, Owner, and Treating Psychologist) T/A AJ Psychology on 26 May 2023.



ANDRIJANA JEREMIC (INFORMATION OFFICER)

Business address updated by Information Officer on 29 August 2023.



Business address updated by Information Officer on 21 August 2025



17. ANNEXURE A:

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, Act no. 2 of 2000)

[Regulation 10]

A. Particulars of private body:

The Head: _____

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.*
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given below.*
- (c) 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: _____

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 reasonable time required to search for and prepare a record.
- (d) If you qualify for exception 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 in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:

Form in which record is required:

Mark the appropriate 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 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 it is requested.

1) If the record is written or printed form:

Copy of record ☐

Inspection of record ☐

2) If the record consists of visual images (including photos, slides, video recordings, computer generated images, sketches, etc.):

View the images ☐

Copy of the images ☐

Transcription of the images ☐

3) If the 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 the 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? (circle) *Postage is payable.

Yes

No

G. Particulars of right to be exercised or protected

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

- 1) Indicate which right is to be exercised or protected:

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

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/ denied. If you wish to be information 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 _____ on this _____ day of _____ 20_____

SIGNATURE OF REQUESTER/ PERSON ON WHOSE BEHALF REQUEST IS MADE

18. ANNEXURE B:

FEES IN RESPECT OF RECORDS REQUESTED FROM PRIVATE BODIES AS PROMULGATED UNDER THE PAIA REGULATIONS

- 1) The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.
- 2) The fees for reproduction referred to in regulation 11(1) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c) For a copy in a computer-readable form on –	
Stiffy disc	R7.50
Compact disc	R70.00
(d) (i) for a transcription of visual images, for an A4-size page or part thereof	R40.00
(ii) for a copy of visuals	R60.00
(e) (i) for a transcription of an audio record, for an A4-size page or part thereof	R20.00
(ii) for a copy of an audio record	R30
- 3) The request fee payable by requester, other than a personal requester, referred to in regulation 11(2) is R50.00.