


<p>PAIA MANUAL</p> 	<p>REVISION NUMBER 002</p> <p>POPIA Updates</p> <hr/> <p>EFFECTIVE DATE</p> <p>1 JULY 2021</p>
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**ASCENDIS HEALTH LIMITED**

**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO  
INFORMATION ACT 2 OF 2000 (“PAIA”)**


**AS AMENDED BY THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013  
 (“POPIA”)**

Date of Compilation: 1 August 2016

Date of Revision: 1 July 2021

Revision 2

**ASCENDIS PAIA MANUAL**

<p>PAIA MANUAL</p>  <p><b>Ascendis</b> HEALTH</p>	<p>REVISION NUMBER 002</p> <p>POPIA Updates</p> <hr/> <p>EFFECTIVE DATE</p> <p>1 JULY 2021</p>
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**ANNEXURE “E- RECORDS KEPT IN TERMS OF LEGISLATION**Error! Bookmark not defined.

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## 1. AN INTRODUCTION TO PAIA

The Promotion of Access to Information Act, 2000 ("**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.

PAIA sets out the requisite procedural issues attached to information requests, including the obligation to compile a PAIA Manual.


Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such body and stipulates the minimum requirements that the manual has to comply with.

Where a person is desirous of obtaining information from a private body, in terms of PAIA such request must be made in the format as prescribed and described under the private body's PAIA Manual, and following receipt of the request, such 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.

## 2. OUR PAIA MANUAL

This Manual constitutes Ascendis' 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 and largely commenced on 1 July 2020.

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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.

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.


For purposes of this Manual, we refer to ourselves as Ascendis”, “we”, “us” or “our”.

We have compiled this Manual to inform you of, and guide you through, the procedural and other requirements with which a PAIA or a POPIA request must comply.

### **3. WHO ARE WE**

We are Ascendis, a public company duly registered in terms of the Companies Act, 2008 of South Africa under the registration number 2008/005856/06 and having its registered address 31 Georgian Crescent, Bryanston East, including our subsidiaries.

Ascendis Health is a health and wellness company marketing a portfolio of leading brands and products.

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Founded in 2008 and listed in the healthcare sector (pharmaceuticals and biotechnology) on the main board of the JSE since 2013, the group supplemented its growth strategy by acquiring a portfolio of diverse healthcare businesses, strong brands and dossiers.

Ascendis Health owns some of the most highly recognised brands in the pharmaceutical and consumer health markets in South Africa, with brands like Reuterina, Sinucon, Sinuend, Solal, Vitaforce, Bettaway and MenaCal.7 occupying the number one or strong number two positions in their respective markets.

The business operates in related areas of healthcare, including:

- Consumer Health (wellness, health supplements, skincare),
- Pharma (generic manufacture and distribution; OTC medicine manufacture and distribution).
- Medical (clinical and diagnostic medical devices),
- Animal Health (veterinary sciences and production of animal health products).

If you would like to find out more about us, including our main business activities, our company profile is available at <https://ascendishealth.com/about-us/>

#### 4. MAIN SUBSIDIARIES AND ASSOCIATE COMPANIES

Ascendis has the following subsidiaries and associate entities (which is subject to change without prior notice):

Akacia Healthcare Holdings (Pty) Ltd	1994/009657/07
Alliance Pharma (Pty) Ltd	1989/007635/07



Anti-Aging Technologies (Pty) Ltd	2013/195943/07
Ascendis Animal Health (Pty) Ltd	2004/021847/07
Ascendis Biosciences (Pty) Ltd	2011/011041/07
Ascendis Biosciences (East Africa) Ltd (Kenya)	PVT-6LUK6YM
Ascendis Consumer Brands (Pty) Ltd	2013/195936/07
Ascendis Financial Services (Pty) Ltd	2012/021393/07
Ascendis Financial Services Europe Limited (Cyprus)	HE 408527
Ascendis Financial Services International S.a.r.l (Luxembourg)	B228598
Ascendis Health Australia (Pty) Ltd (Australia)	ACN 614 504 906
Ascendis Health Europe Holdings (Luxembourg)	B241037
Ascendis Health International Holdings Ltd (Malta)	C71102
Ascendis Health SA Holdings (Pty) Ltd	2020/440954/07
Ascendis Health Spain Holdings SL (Spain)	CN5601529
Ascendis Health UK Ltd (UK)	09235920
Ascendis Management Services (Pty) Ltd	2009/016323/07
Ascendis Medical (Pty) Ltd	2013/195969/07
Ascendis Medical Supplies (Pty) Ltd (Namibia)	2015/0198



Ascendis Medical (Pty) Ltd (Zambia)	220170000002
Ascendis Pharma (Pty) Ltd#	2002/001567/07
Ascendis Pharma Holdings (Pty) Ltd	2012/021486/07
Ascendis Skin and Body (Pty) Ltd	2011/004858/07
Ascendis Supply Chain (Pty) Ltd	1971/012303/07
Ascendis Vet (Pty) Ltd	2001/017471/07
Ascendis Wellness S.R.L (Romania)	J40/3916/2017
Avima (Pty) Ltd	1961/001744/07
Avima Uganda Limited (Uganda)	208902
Bolus Distribution (Pty) Ltd	2013/186925/07
Bolus International (Pty) Ltd	2012/179240/07
Brilata Limited (Cyprus)	HE 286997
Chempure (Pty) Ltd	2011/011010/07
Dealcor Forty (Pty) Ltd	2013/164981/07
Dealworth Ltd (Cyprus)	HE 357111
Elixir Brands (Pty) Ltd	2008/005843/07
Farmalider, S.A. (Spain)	A-78285301
Goldbond Trading and Investments Limited (Cyprus)	HE 350009





HRL Health Remedies Limited (Cyprus)	HE 368286
Innovative Pest Management (Pty) Ltd	2001/005087/07
K2012179211 (South Africa) (Pty) Ltd	2012/179211/07
K2013126193 (South Africa) (Pty) Ltd	2013/126193/07
K2013197766 (Pty) Ltd	2013/197766/07
Kadent Ltd (Cyprus)	349633
Klipspringer Products (Pty) Ltd	2013/114411/07
Klub M5 (Pty) Ltd	2006/023059/07
Kyron Laboratories (Pty) Ltd	1990/004442/07
Kyron Prescriptions (Pty) Ltd	2017/315838/07
Lexshell 834 Investments (Pty) Ltd	2010/014985/07
Medicine Developers International (Pty) Ltd	2013/071505/07
Ortho-Xact (Pty) Ltd	2009/016275/07
Ortus Chemicals (Pty) Ltd	1996/012006/07
Pernbrook Ltd (Cyprus)	HE 349367
Pharmachem Pharmaceuticals (Pty) Ltd	2006/033994/07
Remedica Holdings Ltd (Cyprus)	HE 3559
Remedica Ltd (Cyprus)	HE 14435
Respiratory Care Africa (Pty) Ltd	1998/017606/07



Respiratory Care Africa (Botswana) (Pty) Ltd	UIN BW00002552767
Small Pack Solutions-Specialists (Pty) Ltd	1997/017900/07
Sun wave Pharma International Limited (Cyprus)	HE 3562
Surgical Innovations (Pty) Ltd	2008/013545/07
The Compounding Pharmacy of South Africa (Pty) Ltd	2010/015265/07
The Scientific Group (Pty) Ltd	2010/017082/07


## 5. OUR BOARD OF DIRECTORS

Our directors are :

- AB Marshall
- BH Harie
- Dr KS Pather
- JG Sebulela
- SN Ntsaluba
- MJ Sardi
- CJ Kujenga

The Management Committee may change from time to time.

Please visit our website <https://ascendishealth.com/about-us/our-people/> to find out whether there have been any changes.

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**6. OUR CONTACT DETAILS**

Our general contact details are as follows:

**Postal**

31 Georgian Crescent East  
 Bryanston  
 Johannesburg  
 Gauteng  
 South Africa

**Postal Address:**

PostNet Suite #252, Private Bag X21  
 Tel: +27 11 036 9600  
 Alt Tel: +27 11 036 9602


**Email: [info@ascendishealth.com](mailto:info@ascendishealth.com)**

**7. DETAILS OF OUR INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS**

The details of our Information Officer is as follows:

Information Officer  Mpeo Nkuna  <a href="mailto:Mpeo.nkuna@ascendishealth.com">Mpeo.nkuna@ascendishealth.com</a>  011 036 9525	Deputy Information Officer  Edith Masitha  <a href="mailto:edith.masitha@ascendishealth.com">edith.masitha@ascendishealth.com</a>  011 036 9535
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When sending Correspondence to our Information or Deputy Information Officers please use the above details - Marked for the attention of the Information Officer:

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## 8. PAIA GUIDE

In order to assist those who are not familiar with PAIA or POPIA, a Guide that contains information to assist you in understanding how to exercise your rights under PAIA (“the Guide”) is available in all the South African official languages.

- The Guide is currently available on the following site:
  - [Understanding PAIA - South African Human Rights Commission](#)
  - [Guide on How to Use the Promotion of Access to Information ...](#)

If you have any queries, or need a copy of the Guide, please contact the Information Regulator directly at:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

General enquiries email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

## 9. INFORMATION THAT IS AUTOMATICALLY AVAILABLE WITHOUT A PAIA REQUEST

The information available on our website, may be automatically accessed by you without having to go through the formal PAIA request process.

## 10. RECORDS KEPT IN TERMS OF THE OTHER LEGISLATION

We are subject to many laws and regulations, some of which require us to keep certain records. These laws are detailed below:


This list is not exhaustive.



- Administration of Estates Act 66 of 1965
- Basic Conditions of Employment Act 75 of 1997
- Consumer Protection Act 68 of 2008
- Close Corporations Act 69 of 1984
- Companies Act 61 of 1973
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Insolvency Act No. 24 of 1936
- Labour Relations Act 66 of 1995
- Occupational Health & Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Stamp Duties Act 77 of 1968
- Stock Exchanges Control Act 1 of 1985 (and the rules and listing requirements of the JSE Securities Exchange authorised in terms thereof)
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 30 of 1966
- Value Added Tax Act 89 of 1991

## **11. A DESCRIPTION OF SUBJECTS WE HOLD RECORDS ON AND CATEGORIES OF RECORDS**

- 11.1 Ascendis 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 granted. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA.

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11.2 Please note further that many of the records held by Ascendis are those of third parties, such as clients and employees, and Ascendis takes the protection of third-party confidential information very seriously. For further information on the grounds of refusal of access to a record please see paragraph 13 below. 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 Ascendis' own affairs</p>	<p>Memoranda of Incorporation;</p> <p>Financial records;</p> <p>Operational records;</p> <p>Intellectual property;</p> <p>Marketing records;</p> <p>Internal correspondence;</p> <p>Service records;</p> <p>Statutory records;</p> <p>Internal policies and procedures;</p> <p>Minutes of meetings.</p>

<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 Ascendis and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Ascendis. This includes partners, directors, all permanent, temporary and part-time staff as well</p>	<p>Any personal records provided to us by our personnel;</p> <p>Any records a third party has provided to us about any of their personnel;</p> <p>Conditions of employment and other personnel-related contractual and quasi legal records;</p> <p>Employment policies and procedures;</p> <p>Internal evaluation and disciplinary records; and</p>
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as consultants and contract workers.	Other internal records and correspondence.
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<b>Client-related records</b>	Contracts with the client and between the client and other persons
<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 Ascendis 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 Ascendis.</p>	<p>Personnel, client, or Ascendis records which are held by another party as opposed to being held by Ascendis; and</p> <p>Records held by Ascendis 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.</p>

<b>Other records</b>	<p>Information relating to Ascendis; and</p> <p>Research information belonging to Ascendis or carried out on behalf of a third party.</p>
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<b>Companies Act Records</b>	<p>Documents of Incorporation;</p> <p>Memorandum of Incorporation;</p> <p>Minutes of Board of Directors meetings and General Meetings;</p> <p>Written Resolutions;</p> <p>Records relating to the appointment of</p>
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	<p>directors / auditors / company secretary /public officer and other officers;</p> <p>Share Register and other Statutory Registers; and</p> <p>Other Statutory Records.</p>
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<p><b>Financial Records</b></p>	<p>Annual Financial Statements;</p> <p>Tax Returns;</p> <p>Accounting Records;</p> <p>Banking Records;</p> <p>Bank Statements;</p> <p>Electronic Banking Records;</p> <p>Asset Register;</p> <p>Rental Agreements; and</p> <p>Invoices.</p>
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<p><b>Income Tax Records</b></p>	<p>PAYE Records;</p> <p>Documents issued to employees for income tax purposes;</p> <p>Records of payments made to SARS on behalf of employees;</p> <p>VAT;</p> <p>Regional Services Levies;</p>
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	All other statutory compliances; Skills Development Levies; UIF; and Workmen's Compensation.
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<b>Personnel Documents and Records</b>	Employment contracts; Employment policies and procedures; Employment Equity Plan; Medical Aid records; Pension Fund records; Internal evaluations and disciplinary records; Salary records; Disciplinary codes; Leave records; Training records and manuals; Operating manuals; Personal records provided by personnel; Other statutory records; and Related correspondence.
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**12. INFORMATION RELATED TO POPIA**

12.1 POPIA requires us to provide you with certain information relating to how personal information that we process is, amongst others, used, disclosed and destroyed.

12.2 In terms of POPIA we are required to provide you with the following information:

- details of all personal information which we processes;
- the purpose of the processing;
- a description of the categories of data subjects and of the information or categories of information relating thereto;
- the recipients or categories of recipients to whom the personal information may be supplied;
- planned transborder flows of personal information; and
- a general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information which is to be processed.

12.3 Ascendis may collect personal information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

- information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- information relating to the education or the medical, financial, criminal or employment history of the person;
- any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- the biometric information of the person;
- the personal opinions, views or preferences of the person;



- correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- the views or opinions of another individual about the person; and
- the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;

12.4 The purpose of processing the above personal information by Ascendis will depend on the nature of the personal information and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time that the personal information is collected. In general, personal information is processed for purposes of dealing with a variety of operational purposes, requests, complaints, procurement purposes, marketing purposes, supply and demand purposes, risk purposes, records management, security, employment and related matters.

12.5 Ascendis holds information and records on the following categories of data subjects:

- Clients - Natural Persons Names; contact details; physical and postal addresses; date of birth; ID number; Tax related information; nationality; gender; confidential correspondence
- Clients – Juristic Persons / Entities Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories; beneficiaries; ultimate beneficial owners.
- Clients – Foreign Persons / Entities Names; contact details; physical and postal, Financial information addresses; date of birth; Passport number Tax related information; nationality; gender; confidential correspondence; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
- Contracted Service Providers Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners




- Intermediary / Advisor Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
- Employees / Directors / Potential personnel / Shareholders / Volunteers / Employees' family members / Temporary Staff Gender, Pregnancy; Marital Status; Race, Age, Language, Education information; Financial Information; Employment History; ID number; Next of kin; Children's name, gender, age, school, grades; Physical and Postal address; Contact details; Opinions, Criminal behaviour and/or criminal records; Well-being; Trade Union membership; external commercial interests; Medical Information: Website end-users / Application end-users Names, Electronic identification data: IP address; log-in data, cookies, Electronic localization data; cell phone details, GPS Data.

(This list of categories of data subjects is non-exhaustive.)

12.6 The recipients or categories of recipients to whom the personal information may be shared or supplied to depends on the nature of the personal information, and the purpose or reason why it is being processed. Ascendis may supply information or records to the following categories of recipients:

- Management;
- Employees;
- Internal personnel;
- Operators;
- Business partners;
- Service providers;
- Banks;
- Customers;
- Pension funds and medical aids;
- Trade unions;


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- Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for personal information;
- Any court, administrative or judicial forum, arbitration, statutory commission, or ombudsman making a request for personal information or discovery in terms of the applicable rules;
- South African Revenue Services, or another similar authority;
- Anyone making a successful application for access in terms of PAIA or POPIA; and
- credit bureau or credit providers industry association or other associations for an industry in which Ascendis operates.
- Any third party with whom Ascendis conducts business;
- Contractors;
- Suppliers;
- Customers.

12.7 If a data subject visits Ascendis' website from a country other than South Africa, the various communications will necessarily result in the transfer of information across international boundaries.

12.8 Ascendis may need to transfer a data subject's information to service providers in countries outside South Africa, in which case it will ensure that it either complies with the applicable data protection legislation in those countries where the recipient is situated or ensure that it enters into an agreement with the recipient of the personal information which compels the recipient to protect that information, to a no lessor standard that is found under POPIA.


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

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- Firewalls;
- Virus protection software and update protocols;
- Logical and physical access control;
- Secure setup of hardware and software making up our information technology infrastructure; and
- Outsourced service providers who are contracted to implement security controls.

**13. REQUEST PROCEDURE**

- 13.1. Any request for access to a record from a private body in terms of PAIA must substantially correspond with the form included in **Annexure A** hereto.
- 13.2 A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.
- 13.3 POPIA provides that a data subject may, upon proof of identity, request Ascendis 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.
- 13.4 POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Ascendis 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.
- 13.5 Grounds for refusal of the data subject’s request are set out in PAIA and are discussed below.
- 13.6 POPIA provides that a data subject may object, at any time, to the processing of personal information by Ascendis, 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 C** and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.

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- 13.7 A data subject may also request Ascendis 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 Ascendis is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
- 13.8 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, facsimile number or electronic mail address set out above on the form attached hereto as Annexure D.
- 13.9 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.
- 13.10 There are two categories of fees which are payable:
- The request fee:** R50
- 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.**
- 13.11 Section 54 of PAIA entitles Ascendis 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.
- 13.12 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.
- 13.13 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.
- 13.14 Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.



**14. GROUNDS FOR REFUSAL OF ACCESS AND PROTECTION OF INFORMATION**

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

- the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- the protection of commercial information of 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);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
- if the record was produced during legal proceedings, unless that legal privilege has been waived;
- if the record contains trade secrets, financial or sensitive information or any information that would put Ascendis at a disadvantage in negotiations or prejudice it in commercial competition; and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Ascendis.

14.2 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.

14.3 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.






**15. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS**

- 15.1 If the Information Officer decides to grant a requester access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.
- 15.2 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 the Information Regulator or a court of competent jurisdiction to take the matter further.
- 15.3 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.

**16. AVAILABILITY OF THIS MANUAL**

Copies of this Manual are available for inspection, free of charge, at the registered offices of Ascendis at 31 Georgian Crescent, Bryanston, Johannesburg.

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**ANNEXURE “A” REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

**J752**

**REPUBLIC OF SOUTH AFRICA**



**FORM C**

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY  
 (Section 53(1) of the Promotion of Access to Information Act, 2000 (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.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached

Full names and surname:

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

Identity number:

Postal address:	.....														
Telephone number:	(.....) .....										Fax number: (.....)				
E-mail address:	.....														

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

--



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

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

Full names and surname:

.....

Identity number:

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

**D. Particulars of record**

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

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

.....

.....

.....

.....

2. Reference number, if available:

.....

.....

.....

3. Any further particulars of record:

.....



**E. Fees**

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

Reason for exemption from payment of fees:



**F. Form of access to record**

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

Disability: ..... Form in which record is required:  
.....

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

**NOTES:**

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



<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 (audio cassette)		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* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

**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:

.....

.....

.....

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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 informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at ..... this day..... of .....year  
 .....

.....  
 SIGNATURE OF REQUESTER /  
 PERSON ON WHOSE BEHALF REQUEST IS  
 MADE

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## ANNEXURE “B” – FEES

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1. The “request fee” payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is R50
2. The “fees for reproduction” referred to in section 52(3) and “access fees” payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
  - (a) for every photocopy of an A4-size page or part thereof - R1 - R10
  - (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 - R75
  - (c) for a copy in a computer-readable form on:
    - (i) stifty disc - R7 - R50
    - (ii) compact disc - R70
  - (d) (i) for a transcription of visual images, for an A4-size page or part thereof - R40;
  - (ii) for a copy of visual images - R60
  - (e) (i) for transcription of an audio record, for an A4-size page or part thereof - R20;
  - (ii) for a copy of an audio record - R30
  - (f) To search for the record for disclosure, R30 for each hour or part of an hour reasonably required for such search.

The actual postal fee is payable when a copy of a record must be posted to a requester Exemptions from paying “access fees”

Person or persons exempted from paying access fees:-

- (i) A single person whose annual income does not exceed R14,712.00; or
- (ii) Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00





**ANNEXURE “C” - FORM 1 OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF POPIA 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>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>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i></b>

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**Ascendis**  
**HEALTH**

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

.....

*Signature of data subject/designated person*

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**ANNEXURE “D” FORM 2 - 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:**

is in  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	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:	



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

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

.....  
*Signature of data subject/ designated person*

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