



<b>Document Name:</b>	PAIA Manual
<b>Document Type:</b>	MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (AS AMENDED)
<b>Document Classification:</b>	Public External
<b>Document Owner:</b>	<b>AHASA</b> (Allied Healthcare Association of South Africa)
<b>Approved By:</b>	Executive Committee
<b>Approved Date:</b>	01 April 2025
<b>Effective Date:</b>	01 April 2025
<b>Review Date:</b>	01 April 2027

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## TABLE OF CONTENTS

1 INTERPRETATION.....	3
2 PURPOSE OF MANUAL .....	4
3 AHASA PRIMARY OBJECTIVES.....	5
4 CONTACT DETAILS FOR ACCESS TO INFORMATION OF AHASA.....	6
5 GUIDANCE OF PAIA.....	8
6 RECORD HELD BY AHASA.....	8-9
7 SCHEDULE OF RECORDS.....	9-10
8 REQUEST PROCESS.....	11-12
9 GROUND FOR REFUSAL.....	12-13
10 REMEDIES SHOULD A REQUEST BE REFUSED.....	13
11 FEES.....	13-14
12 POPI.....	14-18
13 AVAILABILITY OF THE MANUAL.....	19
14 UPDATING OF THIS MANUAL.....	19
ANNEXURES.....	20-26

## 1 INTERPRETATION

In this document, clause heading are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention:

1.1 an expression which denotes –

1.1.1 any gender includes the other genders;

1.1.2 a natural person includes a juristic person and vice versa;

1.1.3 the singular includes the plural and vice versa;

1.2 the following expressions shall bear the meanings assigned to them below and cognate expressions bear corresponding meaning –

1.2.1 **“Manual”**- this document together with all of its annexures, as amended from time to time, and published in terms of section 51 of PAIA

1.2.2 **“PAIA”**- Promotion of Access to Information Act 2 of 2000, as amended from time to time included the regulations promulgated in terms PAIA

1.2.3 **“POPIA”** – Protection of Personal Information Act 4 of 2013, as amended from time to time including the regulations promulgated in terms of POPIA

1.2.4 **“POPIA Regulations”**- the regulations relating to the protection of personal information, GG 42110, GNR 1383 OF 2018

1.2.5 **“Regulator”**- the Information Regulator of South Africa established in terms of section 39 of POPIA, and

1.2.6 **“AHASA”** – Allied Healthcare Association of South Africa, is a voluntary association for Healthcare Employment, Staffing and Recruitment agencies operating within the borders of South Africa



## **2 PURPOSE OF MANUAL**

2.1 This Manual is published pursuant to section 51 of PAIA which requires organisations to compile a manual as a guide to requesters of information.

2.2 This Manual also serves to:

2.3 Indicate the types of records held by AHASA and the availability of such records from AHASA;

2.4 Provide the public with a sufficient understanding of how to make a request for access to a record of AHASA, by providing a description of the subjects on which AHASA holds records and the categories of records held on each subject;

2.5 Provide a description of the records of AHASA which are available in accordance with any other legislation;

2.6 Provide a description of the guide on how to use PAIA, as updated by the Regulator;



### **3 AHASA PRIMARY OBJECTIVES**

- 3.1 Represent the collective voice of the Healthcare Staffing Industry.
- 3.2 Build strong relationships with other credible healthcare and related organisations.
- 3.3 Provide members with recognition from prominent institutions.
- 3.4 Be of invaluable service to healthcare professionals, the healthcare sector and more specifically healthcare agencies in S.A.
- 3.5 Ensure compliance of its members,
- 3.6 Serve as an ethics facilitator between member agencies, institutions and healthcare personnel.
- 3.7 Be self-governing through appropriate partnerships with relevant statutory bodies and with affiliation to Top Industry Role Players as envisioned in our
- 3.8 Improve South African healthcare standards in association with CAPES (Confederation of Associations in the Private Employment Sector) as the Employment Industry Mother Body.
- 3.9 Assist in the development of skilled and professional healthcare staff.
- 3.10 Promote the Professionalization of the Healthcare TES industry through qualifications and training relevant to the industry.
- 3.11 Effectively consolidate the TES Healthcare market through AHASA membership



## 4 CONTACT DETAILS FOR ACCESS TO INFORMATION OF AHASA

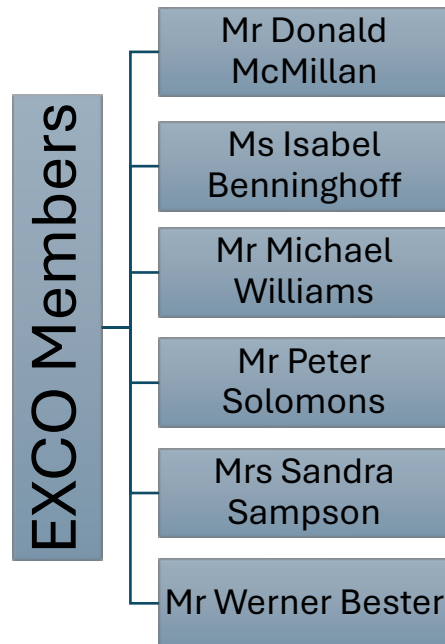
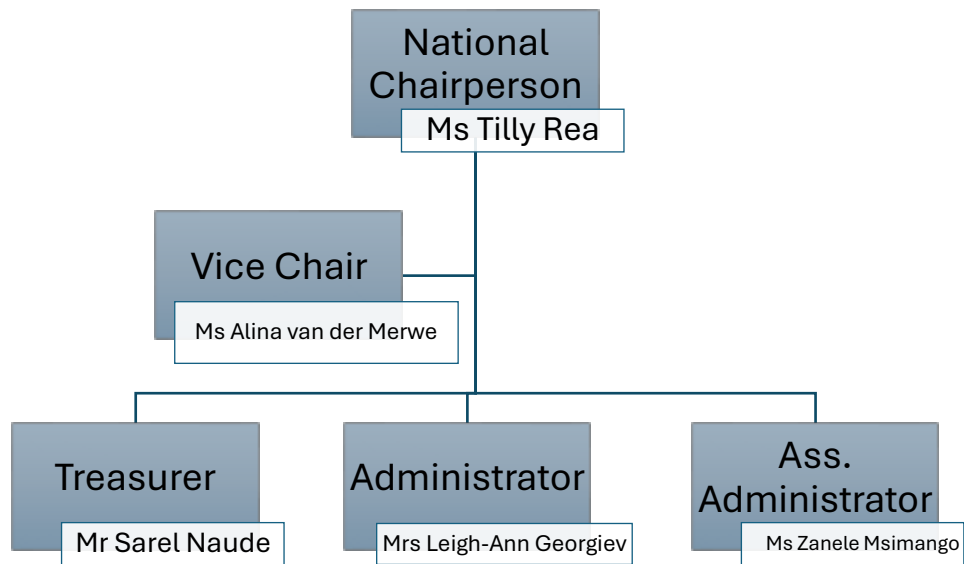
### 4.1 The Administration & communications Manager

Name	Contact details
Ms Leigh-Ann Georgiev	Contact no: +27 83 444 9227 Email: <a href="mailto:info@ahasa.org">info@ahasa.org</a>

### 4.2 AHASA Head Officer (Johannesburg)

Physical Address	Stoneridge Office 8 Greenstone PI Modderfontein Johannesburg 1609
Contact details and Website	Contact no: +27 83 444 9227 Email: <a href="mailto:support@ahasa.org">support@ahasa.org</a> Website: <a href="https://www.ahasa.org">https://www.ahasa.org</a>
Postal Address	PO Box 10101 Edenglen 1613

### AHASA Board Members and Exco Members



## 5 GUIDANCE ON PAIA

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

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

5.3 The aforesaid Guide contains the description of-

5.3.1 the objects PAIA and POPIA

5.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of Administration.

5.3.3 the assistance available from the Regulator in term of PAIA and POPIA

5.3.4 all remedies law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA,

## 6 RECORDS HELD BY AHASA

6.1 Records that are automatically available

6.1.1 At this stage no notice has been published by the Regulator on the categories of records automatically available without a person having to request access thereto in terms of PAIA.

6.1.2 The records that are located on the AHASA website, however, are automatically available and freely accessible to any person requesting this information. It is therefore, not necessary to apply for access thereto in terms of PAIA. AHASA website address is <https://www.ahasa.org>

## 6.2 Records held by AHASA in accordance with other legislation

AHASA is required in accordance with legislation to retain certain records. We hold records for the purposes of PAIA in accordance with the following legislation, among other: -

- ❖ Companies Act 61 of 1973
- ❖ Promotion of Access to Information Act 2 of 2000
- ❖ Protection of Personal Information Act 4 of 2013
- ❖ Health Act 61 of 2003
- ❖ Basic Conditions of Employment Act 75 of 1997
- ❖ Labour Relations Act 66 of 1995
- ❖ Unemployment Insurance Act 30 of 1996
- ❖ Compensation for Occupational Injuries and Diseases Act 130 of 1993

## 7 SCHEDULE OF RECORDS

The table below contains a description of the types of records/subjects on which AHASA hold, and the categories of records held on each subject. These records are not automatically available without a request in terms of PAIA. A request made in terms of PAIA for record in any of the categories below may be refused in accordance with any of the grounds of refusal as set out in PAIA.



<b>Subjects</b>	<b>Categories of records</b>
Strategic Documents, Plans, Proposals	<ul style="list-style-type: none"><li>- Annual Strategic Plan</li><li>- Annual Performance Plan</li></ul>
Finance	<ul style="list-style-type: none"><li>- Financial Statements</li><li>- Financial and Tax Records (Company and Employees)</li><li>- Banks Statements</li><li>- Receipts and payments</li><li>- Invoices</li></ul>
Labour relations record	<ul style="list-style-type: none"><li>- Personnel documents and records</li><li>- Employment contract</li><li>- Salary records</li><li>- Disciplinary code/procedures</li><li>- Leave record</li><li>- Training record</li></ul>
General Records	<ul style="list-style-type: none"><li>- Membership Records</li><li>- Electronic Member Records</li><li>- Conference/Workshop</li><li>- Attendance Records</li></ul>

## 8 REQUEST PROCESS

- 8.1. An individual who wishes to place a request must comply with all the procedures laid down in PAIA.
- 8.2. The requester must complete ANNEXURE B, which is attached hereto and submit it to the Information Officer at the details specified above.
- 8.3. The prescribed form must be submitted as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail as is stated herein.
- 8.4. The prescribed form must be completed with enough particularity to enable the information officer to determine:
  - 8.4.1. The record(s) requested;
  - 8.4.2. The identity of the requestor;
  - 8.4.3. What form of access is required; and
  - 8.4.4. The Postal address or fax number of the requestor.
- 8.5. The requestor must state that the records are required for the requestor to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. An explanation of why the records requested is required to exercise or protect the right.
- 8.6. The request for access will be dealt with within 30 days from date of receipt, unless the requestor has set out special grounds that satisfies the Information Officer that the request be dealt with sooner.
- 8.7. The period of 30 days may be extended by not more than 30 additional days, if the request is for a large quantity of information, or the request requires a search for information held at another office of the Company and the information cannot be reasonably obtained within 30 days. The information officer will notify the requestor in writing should an extension be necessary.
- 8.8. The requestor will be informed in writing whether access to the records have been granted or denied. If the requestor requires a reason for the decision the request must be expressed in the prescribed form, the requestor must be further stated what particulars of the reasoning the requestor requires.

- 8.9. If a requestor has requested the records on another individual's behalf, the requestor must submit proof of the capacity the requestor submits the request in, to the satisfaction of the information officer.
- 8.10. Should the requestor have any difficulty with the form, or the process laid out herein, the requestor should contact the Information Officer for assistance.
- 8.11. An oral request can be made to the Information Officer should the requestor be unable to complete the form due to illiteracy or a disability. The Information Officer will complete the form on behalf of the requestor and provide a copy of the form to the requestor.

## 9 GROUND FOR REFUSAL

- 9.1. The following are grounds upon which the Company may, subject to the exceptions in Chapter 4 of PAIA, refuse a request for access in accordance with Chapter 4 of PAIA:
  - 9.1.1. Mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable
  - 9.1.2. Mandatory protection of the commercial information of a third party, if the Records contain:
    - 9.1.2.1. Trade secrets of that third party;
    - 9.1.2.2. Financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
    - 9.1.2.3. Information disclosed in confidence by a third party to The Company, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;



9.1.3. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;

9.1.4. Mandatory protection of the safety of individuals and the protection of property;

## 10 REMEDIES SHOULD A REQUEST BE REFUSED

10.1. The Company does not have an internal appeal procedure in light of a denial of a request, decisions made by the information officer is final;

10.2. The requestor may in accordance with sections 56(3) (c) and 78 of PAIA, apply to a court for relief within 180 days of notification of the decision for appropriate relief.

## 11 FEES

11.1. The following fees shall be payable upon request by a requestor:

The request fee (payable by every requester)	R 140.00
Photocopy/printed black & white copy of A4-size page	R 2.00 pg
Printed copy of A4-size page	R 2.00 pg
<b>For a copy in a computer-readable form on:</b>	
(i) Flash drive (to be provided by requestor)	R 40.00
(ii) Compact disc (to be provided by requestor)	R 40.00
Transcription of an audio record, per A4-size page	R 24.00
Copy of an audio record on:	
(i) Flash drive (to be provided by requestor)	R 40.00



(ii) Compact disc (to be provided by requestor)	R 40.00
Postage, e-mail or any other electronic transfer	Actual expense, if any

## 12 POPI

### 12.1. Conditions for lawful processing:

#### 12.1.1. POPI has eight conditions for lawful processing and includes:

- 12.1.1.1. Accountability
- 12.1.1.2. Processing limitation
- 12.1.1.3. Purpose specification
- 12.1.1.4. Further processing limitation
- 12.1.1.5. Information quality
- 12.1.1.6. Openness
- 12.1.1.7. Security safeguards
- 12.1.1.8. Data subject participation

#### 12.1.2. The Company is involved in the following types of processing:

- 12.1.2.1. Collection
- 12.1.2.2. Recording
- 12.1.2.3. Organization
- 12.1.2.4. Structuring
- 12.1.2.5. Storage
- 12.1.2.6. adaptation or alteration
- 12.1.2.7. retrieval



12.1.2.8. consultation

12.1.2.9. use

12.1.2.10. disclosure by transmission

12.1.2.11. dissemination or otherwise making available

12.1.2.12. alignment or combination

12.1.2.13. restriction

12.1.2.14. erasure

12.1.2.15. destruction

12.1.3. The Company processes information for the following purposes:

12.1.3.1. to fulfil agreements in relation to its employees;

12.1.3.2. to provide services to its Clients in accordance with terms agreed to by  
the Clients;

12.1.3.3. to undertake activities related to the provision of services, such as

12.1.3.3.1. to fulfil domestic legal, regulatory and compliance requirements

12.1.3.3.2. to verify the identity of Customer representatives who contact the  
Company or may be contacted by The Company;

12.1.3.3.3. for risk assessment, information security management,  
statistical, trend analysis and planning purposes;

12.1.3.3.4. to monitor and record calls and electronic communications with  
client for quality, training, investigation and fraud prevention  
purposes;

12.1.3.3.5. to enforce or defend the Company or the Company affiliates'



rights;

12.1.3.3.6. to manage the Company's relationship with its clients, which may include providing information to its clients and its clients affiliates about the Company's and the Company affiliates' products and services;

12.1.3.4. the purposes related to any authorised disclosure made in terms of agreement, law or regulation;

12.1.3.5. any additional purposes expressly authorised by the Company's client;

12.1.3.6. any additional purposes as may be notified to the Client or Data subjects in any notice provided by the Company.

12.2. The Company processes personal information the following categories of Data

Subjects:

12.2.1. Juristic persons –

12.2.1.1. Corporate clients

12.2.1.2. Suppliers

12.2.2. Natural persons –

12.2.2.1. Individuals

12.2.2.2. Staff

12.2.2.3. Clients

12.2.2.4. Suppliers

12.3. The Company process the following categories personal information:

12.3.1. Client profile information;

12.3.2. Bank account details;



12.3.3. Payment information;

12.3.4. Client representatives;

12.3.5. Names;

12.3.6. Email Addresses;

12.3.7. Telephone numbers;

12.3.8. Facsimile numbers;

12.3.9. Physical addresses;

12.3.10. Tax numbers;

12.3.11. Identity Numbers;

12.3.12. Passport Numbers;

12.4. Recipients of Personal Information:

12.4.1. The Company, the Company's affiliates, their respective representatives

12.5. When making authorised disclosures or transfers of personal information in

terms of Section 72 of POPI, personal information may be disclosed to recipients in countries that do not have the same level of protection for personal information as South Africa does.

12.6. The following Security measures are implemented by the Company:

12.7. The Company implements numerous Security measures to protect personal information that is stored electronically and physically.

12.7.1. The Company ensures that appropriate security measures are taken and updates these measures on a regular basis.

12.7.2. The Company have also implemented various policies for additional security for personal information stored both physically and electronically.

12.7.3. The personal information that is stored physically is protected as follows:

12.7.3.1. Where physical records of the data exist, such records will be stored in a secure area that can be ‘locked-away’ as to avoid a breach of the personal information.

12.7.3.2. Such physical data records will be ‘locked-away’ and secured when not in use.

12.8. The Company may share personal information with third parties and in certain instances this may result in cross border flow of the personal information. The personal information will always be subject to protection, not less than the protection it is afforded under the Protection of Personal Information Act No.4 of 2013.

12.9. Objection to the processing of personal information by a data subject:

12.9.1. Section 11(3) of POPI and regulation 2 of the POPI regulations provides that a data subject may, at any time object to the processing of their personal information in the prescribed form attached to this manual as **ANNEXURE “C”**.

12.10. Request for correction or deletion of personal information:

12.10.1. Section 24 of POPI and regulation 3 of the POPI regulations provides that a data subject may request for their personal information to be corrected and/or deleted in the prescribed form attached hereto as **ANNEXURE “D”**.



### **13 AVAILABILITY OF THE MANUAL**

This manual is available in electronic and hard copies in English. The hard copies are available at the head office of AHASA as contained in paragraph 4.2. The electronic version of the manual is available on AHASA website.

### **14 UPDATING OF THIS MANUAL**

This manual will be reviewed and updated, if necessary, on a periodic basis.



# ANNEXURE A

## FORM 2 REQUEST FOR ACCESS TO RECORD [Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer


(Address)

E-mail address:

Fax number:

Mark with an "X"

- Request is made in my own name       Request is made on behalf of another person.

PERSONAL INFORMATION	
Full Names	<input type="text"/>
Identity Number	<input type="text"/>
Capacity in which request is made (when made on behalf of another person)	<input type="text"/>
Postal Address	<input type="text"/>
Street Address	<input type="text"/>
E-mail Address	<input type="text"/>
Contact Numbers	Tel. (B): <input type="text"/> Facsimile: <input type="text"/>
	Cellular: <input type="text"/>
Full names of person on whose behalf request is made (if applicable):	<input type="text"/>
Identity Number	<input type="text"/>
Postal Address	<input type="text"/>



Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<p><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			



<b>FORM OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

<b>MANNER OF ACCESS</b> <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	



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

FEES	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
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	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

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

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

-----  
**FOR OFFICIAL USE**

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**



## ANNEXURE B

**FORM 1**  
**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 in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
Name(s) and surname/ registered name of data subject:	
Unique identifier/ identity number:	
Residential, postal, or business address:	
	Code:
Contact number(s):	
Fax number:	
Email address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname/ registered name:	
Residential, postal or business address:	
	Code:
Contact number(s):	
Fax number:	
Email address:	
<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)</b>



## ANNEXURE C

### 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 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 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 applicable.

Mark the appropriate box with an "x".

**Request for:**

<input type="checkbox"/>	Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
<input type="checkbox"/>	Destroying or deletion of a record of personal information about the data subject which is in the possession or under the control of the responsible party and who is no longer authorised to retain the record of information.



<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
Name(s) and surname / registered name of data subject:	
Unique Identifier / Identity Number:	
Residential, postal or business address:	
	Code:
Contact Numbers:	
Fax Number / Email 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 Numbers:	
Fax Number / Email address:	
<b>C</b>	<b>INFORMATION TO BE CORRECTED / DELETED / DESTROYED / DESTROYED</b>
<b>D</b>	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTON 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 (please provide detailed reasons for the request).</b>

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

\_\_\_\_\_  
Signature of Data Subject/Designated Person