

**THE SOUTHERN AFRICAN GRAIN LABORATORY NPC  
DIE SUIDER AFRIKAANSE GRAANLABORATORIUM NPC**

VAT/BTW NO. 444 016 9821

REG No. 1997/018518/08

Grain Building  
477 Witherite Street  
The Willows  
0040

Tel: +27 (0) 12 807 4019  
Fax: +27 (0) 86 216 7667



PostNet Suite #391  
Private Bag X 1  
The Willows  
0041

E-mail: info@sagl.co.za  
www.sagl.co.za

**PLEASE NOTE:**

UPFRONT PAYMENT WILL APPLY FOR NEW CUSTOMERS THE FIRST THREE SETS OF SAMPLE CONSIGNMENTS RECEIVED OVER A PERIOD OF THREE CONSECUTIVE MONTHS.

<b>SAGL - ANALYSIS REQUEST FORM</b>	<b>SAGL PROJECT NUMBER:</b> (     /     ) /
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CUSTOMER INFORMATION:			
<b>COMPANY NAME:</b>			
<b>NAME &amp; SURNAME:</b> (PERSON TO RECEIVE THE TEST REPORT)		<b>E-MAIL ADDRESS:</b>	
<b>TELEPHONE NO:</b>		<b>FAX NO:</b>	
<b>ORDER NO:</b>		<b>VAT No:</b>	
<b>ADDRESS:</b>	<b>PHYSICAL:</b>	<b>POSTAL:</b>	
<b>NAME &amp; SURNAME:</b> (PERSON TO RECEIVE A COPY OF THE TEST REPORT)		<b>E-MAIL ADDRESS:</b>	

PLEASE TAKE NOTE OF THE FOLLOWING:
<ol style="list-style-type: none"> <li><b>1. An analysis request, signed copy of SAGL's quotation/proforma invoice and purchase order must accompany each sample batch.</b></li> <li>2. Sample reference(s) documented on the analyses request must correspond with the reference(s) documented on the sample packaging.</li> <li>3. It is important to ensure that each sample in the consignment received by SAGL for testing is a representative sub-sample of the bulk sample (e.g. Load, shipment, batch).</li> <li>4. The test results of calibration/verification samples can only be guaranteed when homogeneity testing was done.</li> <li>5. <b><u>Vitamin analyses:</u></b> Please attach a copy of the vitamin and mineral concentrations (for each sample) to the analysis request to assist SAGL with dilutions during sample preparation. To prevent loss of vitamin content, samples should be protected from light/heat and be packaged in dark packaging.</li> <li>6. <b><u>Moisture analyses:</u></b> Moisture samples for dispute or calibration purposes should always be forwarded in air/moisture tight screw cap containers as environmental conditions can influence the samples' moisture content. Sample containers should always be filled to the top.</li> <li>7. <b><u>Particle size:</u></b> A maximum of five sieves and the pan is included in the cost of a single sieve test. Customers are requested to list the sieve sizes according to their product application. Please refer to SAGL's website for a list of available sieves.</li> <li>8. <b><u>Uncertainty of measurement of all the SANAS accredited methods are available upon request.</u></b></li> <li>9. If available, sealed arbitration samples are retained for one month by the SAGL for future reference.</li> <li>10. Additional information is available on SAGL's website on <a href="http://www.sagl.co.za">www.sagl.co.za</a>, select "Services" and "Types of Analyses".</li> </ol>

SAMPLE INFORMATION:					
		Sample 1	Sample 2	Sample 3	Sample 4
<b>SAGL PROJECT &amp; SAMPLE NUMBER:</b>					
<b>SAMPLE REFERENCE:</b>					
<b>PRODUCT DESCRIPTION:</b> (for example wheat product)					
<b>WOULD YOU LIKE YOUR SAMPLE BACK?</b>	<b>Yes/No</b>				
ADDITIONAL INFORMATION:					
Are the product(s) intended for human or animal consumption?	Human / Animal				
Will the test results be used for instrument calibration or verification purposes?	Yes/No				
Will the test results be measured against a specific Regulatory level, if yes, please provide the Regulatory document or specify the Regulatory reference.	Yes/No				
If product mixtures are applicable to your sample(s), please list the different components per sample.					
LIST OF ANALYSES:					
<i>(Please list all the analyses which needs to be done on each sample)</i>					

## POPIA COMPLAINT FORM

We understand that your personal information is important to you and that you may be apprehensive about disclosing it. Your privacy is just as important to us and we are committed to safeguarding and processing your information in a lawful manner.

We also want to make sure that you understand how and for what purpose we process your information. If for any reason you think that your information is not processed in a correct manner, or that your information is being used for a purpose other than that for what it was originally intended, you can contact our Information Officer.

You can request access to the information we hold about you at any time and if you think that we have outdated information, please request us to update or correct it.

### Our Information Officer's Contact Details:

Name:	Wiana Louw
Contact Number:	012 807 4019
Email Address:	wiana.louw@sagl.co.za

### Purpose for Processing your Information

We collect, hold, use and disclose your personal information mainly to provide you with access to the services and products that we provide. We will only process your information for a purpose you would reasonably expect, including:

- Providing you with advice, products and services that suit your needs as requested
- To verify your identity and to conduct credit reference searches
- To process insurance claims and to take recovery action
- To notify you of new products or developments that may be of interest to you
- To confirm, verify and update your details
- To comply with any legal and regulatory requirements

Some of your information that we hold may include, your first and last name, email address, a home, postal or other physical address, other contact information, your title, gender, occupation and your banking details.

### Consent to Disclose and Share your Information

We may need to share your information to provide advice, reports, analyses, products or services that you have requested.

Where we share your information, we will take all precautions to ensure that the third party will treat your information with the same level of protection as required by us. Your information may be hosted on servers managed by a third-party service provider, which may be located outside of South Africa

### I hereby authorise and consent to the SAGL processing and sharing my personal information as indicated above

Name & Surname:	Signature:	Date: