



**RHODES UNIVERSITY PAIA MANUAL**

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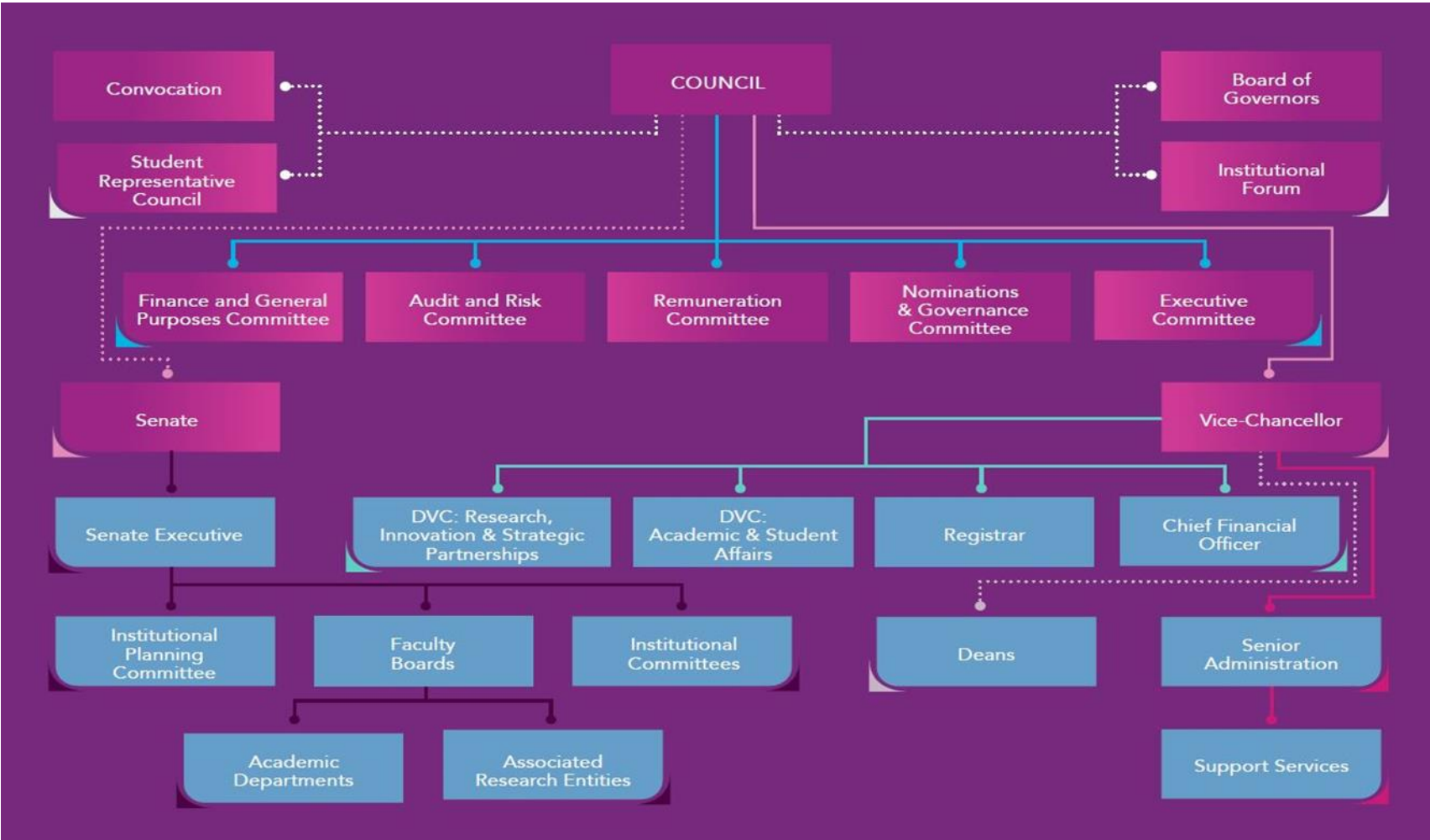
This manual (the manual) has been compiled in accordance with the requirements of the Promotion of Access to Information Act, 2000 (**PAIA**), read with the relevant sections of Protection of Personal Information Act, 2013 (**POPIA**).

## **1. OUR STRUCTURE AND FUNCTIONS**

Rhodes University is a public university situated in the Eastern Cape functioning in terms of the Higher Education Act, 101 of 1997 and the University's Institutional Statute which is available at: [https://www.ru.ac.za/media/rhodesuniversity/content/institutionalplanning/documents/Rhodes\\_University\\_Statute.pdf](https://www.ru.ac.za/media/rhodesuniversity/content/institutionalplanning/documents/Rhodes_University_Statute.pdf)

The University is organised in the following way:

- Council and Council Committees, including Board of Governors
- Senate
- Faculties
- Departments
- Research units
- Support structures (including, but not limited to library, IT Services, halls and residences, finances, human resources, student matters, archives, communication and advancement, administration and support, campus security, infrastructure and operations, facility services).



Rhodes University Governance & Management Organogram 2023

## 2. INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER(S)

### 2.1. Information Officer

The Vice-Chancellor, Professor Sizwe Mabizela, is Rhodes University's Information Officer for purposes of POPIA.

Name and surname	Professor Sizwe Mabizela
Postal Address	P O Box 94 Rhodes University Makhanda 6140 Eastern Cape South Africa
Physical Address	1 Drostdy Road Makhanda 6139 Eastern Cape South Africa
Phone	0466038148
Email	<a href="mailto:vc@ru.ac.za">vc@ru.ac.za</a>

### 2.2. Deputy Information Officer(s)

The Vice-Chancellor has appointed the following Deputy Information Officers

Name and surname	Professor Adéle Moodly (student-related information)
Position	Registrar
Postal Address	P O Box 94 Rhodes University Makhanda 6140 Eastern Cape South Africa
Physical Address	1 Drostdy Road Makhanda 6139

	Eastern Cape South Africa
Phone	046 6038101
Email	registrar@ru.ac.za
Fax	046 6038127

Name and surname	Ms Susan Robertson (staff-related information)
Position	People and Culture Director
Postal Address	P O Box 94 Rhodes University Makhanda 6140 Eastern Cape South Africa
Physical Address	Administration Building Room 212 Rhodes Avenue 1 Drostdy Road Makhanda 6139 Eastern Cape South Africa
Phone	046 603 8792
Email	director.hr@ru.ac.za

Name and surname	TBA
Position	Deputy Vice Chancellor: Research, Innovation and Strategic Partnerships
Postal Address	P O Box 94 Rhodes University Makhanda 6140 Eastern Cape South Africa

Physical Address	1 Drostdy Road Makhanda 6139 Eastern Cape South Africa
Phone	046 603 8055
Email	<a href="mailto:dvc.research@ru.ac.za">dvc.research@ru.ac.za</a>

Name and surname	Ms Natalie Ripley (Information Technology related information)
Position	Director Information and Technology Services
Postal Address	P O Box 94 Rhodes University Makhanda 6140 Eastern Cape South Africa
Physical Address	1 Drostdy Road Makhanda 6139 Eastern Cape South Africa
Phone	046 603 7456
Email	it@ru.ac.za

Name and surname	Ms Susan Smailes (Legal Matters and matters concerning the Vice-Chancellor's office)
Position	Director: Office of the Vice-Chancellor
Postal Address	P O Box 94 Rhodes University Makhanda 6140

	Eastern Cape South Africa
Physical Address	1 Drostyd Road Makhanda 6139 Eastern Cape South Africa
Phone	046 603 8060
Email	vcchiefstaff@ru.ac.za

Requests in terms of the Promotion of Access to Information Act should be sent to the relevant deputy information officer.

### 3. THE GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

With effect from 1 July 2020, enforcement of PAIA will fall under the jurisdiction of the Information Regulator established in terms of POPIA. The contact details for the Information Regulator are (at present) as follows:

The Information Regulator (South Africa)

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

Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017

Telephone number: +27 (0)10 023-5200 / +27 (0)82 746-4173

Website: <https://www.justice.gov.za/infoereg/>

E-mail: infoereg@justice.gov.za / complaints.IR@justice.gov.za

The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated the PAIA Guide as initially completed by the South African Human Rights Commission.

The purpose of the Guide is to provide information that is needed by any person who wishes to exercise any right contemplated in PAIA and POPIA.

The Guide is available for inspection or to make copies at our offices during normal working hours.

The Guide can also be obtained –

- on their website;

- from the Government Gazette;
- upon request from the Information Regulator, by any person, on a form that corresponds substantially with Form 1;
- from the Information Regulator's website <https://www.justice.gov.za/inforeg/>.

#### **4. POLICY FORMULATION AND DECISION-MAKING**

Policy is determined by the University Council after having been considered and deliberated upon through the relevant University statutory committees (committees of Senate, Senate and Committees of Council, Institutional Forum, amongst others). Some policies are negotiated in terms of collective agreements. The University's decision-making processes involve comprehensive stakeholder consultations, and students and staff participate in formulating policies and making decisions at the University as regulated by the Higher Education Act 101 of 1997, as amended, and internal procedures agreed upon from time to time with the relevant representative bodies. These bodies extend to stakeholder representation on committees. The student body is represented through the Student Representative Council on these bodies, and the Makhanda Municipality also has representation on the Institutional Forum and Council.

Interested parties may submit comments and suggestions in writing to the Registrar at the following address: Professor Moodly at [registrar@ru.ac.za](mailto:registrar@ru.ac.za).

#### **5. OUR SERVICES AND HOW TO ACCESS SERVICES**

The University provides education (tertiary, research, teaching and learning), student services (housing, IT, finances, student matters, marketing, admin and support, campus security, infrastructure).

Information pertaining to these services is available at Rhodes University's website at <https://www.ru.ac.za/>

#### **6. THE INFORMATION AND CATEGORIES OF RECORDS WE HOLD**

##### **(a) Categories of records available without a person having to request access thereto (section 15) and which are automatically available or voluntarily disclosed (section 15 of PAIA):**

All information or records published on the Rhodes website are automatically available voluntarily, without having to submit PAIA requests. These include: -

1. Reports including the annual reports.
2. Current year academic calendar.
3. Newsletters, media statements;



4. Publicly available records relating to donors and funders; and
5. Information about the University details of the above may be found at the website or on application to the relevant deputy information officer.
6. Information required by law enforcement agents.
7. Information required by regulatory bodies.

**(b) Categories of records held by the University that may be requested in terms of PAIA but may be subject to privacy constraints:**

1. Records of organs of internal governance (the Council, the Senate, the Institutional Forum, the Students' Representative Council, the Convocation and of University committees);
2. Records pertaining to prospective students and student applicants;
3. Records of individual students (any student or past student may obtain their student record on request without having to make a request in terms of PAIA; where transcripts are required a fee may be charged.)
4. Records relating to the responsible fee payer;
5. Records relating to employment candidates;
6. Records of staff and their dependents. (any staff member or past staff member may obtain their employment record on request without having to make a request in terms of PAIA)
7. Records relating to service providers and partnership organisations;
8. Records relating to committee members, including external committee members;
9. Records relating to visiting members of the public;
10. Research, scientific and technical records; and
11. Financial records, reports, contracts, and asset registers.

**(c) Records held in terms of any other legislation**

The University holds information pertaining to its employees as required in terms of applicable employment legislation including the Basic Conditions of Employment Act, 1997, the Employment Equity Act, 1998, the Compensation for Occupational Injuries and Diseases Act, 1993, and the Income Tax Act.

The University has a number of reporting requirements in terms of the Higher Education Act, 1997 (the **Act**). In this respect, the University reports on the following:

1. The Council keeps records of all its proceedings and implements an external audit. It keeps complete accounting records of all assets, liabilities, income and expenses and any other financial transactions.
2. The Board submits an annual report to the Minister which includes a financial statement on the performance of its functions during the preceding financial year.
3. The University further:
  - a. produces a **Strategic Plan** and updates it every five years which includes goals and objectives for the institution, focussing on each of its main service delivery areas supported by the financial plan.
  - b. Submits an **Annual Performance Plan** to the Department of Higher Education and Training, which report covers planning and budgeting and containing performance targets.
  - c. Submits a **Mid-Year Performance Report**.
  - d. Submits an **Annual Report** which provides information on the performance of the public higher education institution for the preceding calendar and financial year.

#### **6.1 CATEGORIES OF DATA SUBJECTS, CATEGORIES OF INFORMATION.**

The table below is a description of the categories of data subjects whose information we collect, hold and process and the categories of information we collect and use and which may be requested in terms of PAIA and/or POPIA:

Category	Description (which includes but is not limited to the following information)	Format	Maintained by	Retention	Purpose of processing
<b>Finance and administration</b>	Bank account records; Books and records of account and financial statements; Annual budget; VAT, SITE and PAYE records; Asset registers; Details of auditors; External auditor reports; Information pertaining to students; Minutes of the meetings of the Council (non-confidential) Minutes of the meetings of committees/ subcommittees (non-confidential); Minutes of staff meetings and/or management meetings; Internal correspondence;	Hard copy and electronic copy	Finance Division	Indefinite / as required in terms of applicable legislation / as required in terms of applicable contracts	To process payment of fees; to report to relevant government departments in terms of legislation (to comply with legal obligations), to pursue the legitimate interests of the University.

Category	Description (which includes but is not limited to the following information)	Format	Maintained by	Retention	Purpose of processing
	Resolutions and directives; internal investigation reports; Policies, procedures, and codes;				
<b>People and Culture</b>	Organisational information (organisational structures and job profiles); Staff files which include employment contracts, conditions of service and other agreements; Statutory staff records; Records of background checks (including referee reports, qualification, credit and criminal record checks); Retirement fund records including beneficiary information; Medical aid records; Personal staff information such as ID number, contact details, emergency	Hard copy and electronic copy	People and Culture Division	As required in terms of applicable legislation / contracts of employment	To carry out actions for the consideration of an application for employment; To carry out actions necessary for the performance of the employment contract; To ensure compliance with an obligation imposed by law on the institution; To pursue the legitimate interests of

Category	Description (which includes but is not limited to the following information)	Format	Maintained by	Retention	Purpose of processing
	<p>contact(s) details and home address;</p> <p>Budget projections in respect of staff;</p> <p>Staff leave records;</p> <p>Staff payments and benefits (statutory and contractual);</p> <p>Correspondence with or about staff;</p> <p>Performance management records;</p> <p>Records of disciplinary hearings and findings;</p> <p>Records of incapacity proceedings, including medical information in respect related to incapacity;</p> <p>Records of occupational injuries and diseases; and</p> <p>Employee demographic declarations in terms of the EEA.</p>				the institution or a third party to whom the information is supplied
<b>Prospective student relations</b>	Information require to contact prospective	Hard copy and	Student Bureau and Academic Administration	12 months	To respond to requests for information

Category	Description (which includes but is not limited to the following information)	Format	Maintained by	Retention	Purpose of processing
	students (name, contact details)	electronic copy			<p>pertaining the University's facilities, courses, degrees, diplomas, activities and related general information.</p> <p>To pursue the legitimate interests of the University.</p>
<b>Student relations</b>	<p>Personal information provided by student applicants in terms of an application to study at the university (first name, last name, maiden name, identity/ passport number, gender, education history, employment history, choice of degree, financial aid requirements, hobbies, interests, community involvement, occupation, contact details, disabilities)</p> <p>Personal information is processed to register the student on the</p>	Hard copy and electronic copy	Student Bureau and international office	As required in terms of applicable legislation / agreements with students	<p>To register students for degrees, diplomas, to monitor performance, to provide assistance, to render services to students.</p> <p>To comply with legal obligations and to pursue the legitimate interests of the University.</p>

Category	Description (which includes but is not limited to the following information)	Format	Maintained by	Retention	Purpose of processing
	<p>University's systems for enrolment into a degree or course. The information includes personal information obtained from application forms, account information regarding fees owed; health information; medical Aid Information; bursary information; student number; disciplinary records; academic transcripts; attendance registers; student Visa (if applicable); place of residence.</p>				
<b>Alumni</b>	<p>Name, contact details (telephone, address, email; education history (transcripts, degrees).</p>	<p>Hard copy and electronic copy</p>	<p>Alumni Office: Communications and Advancement</p>	<p>As required in terms of applicable legislation.</p>	<p>To respond to requests for confirmation of education history (academic transcript, registration at the University (with the alumni's consent), to communicate on</p>

Category	Description (which includes but is not limited to the following information)	Format	Maintained by	Retention	Purpose of processing
					activities and news at the University.
<b>Council members</b>	Name, contact details (telephone, address, email), identity number; race and gender.	Hard copy and electronic copy	Governance and Secretariat (Registrar's Division)	As required in terms of applicable legislation / as required in terms of applicable contracts	To comply with the University's legal obligations and to pursue the legitimate interests of the University.
<b>Research</b>	The personal information depends on the nature of the research project and researcher.	Hard copy and electronic copy	Research Division	As required in terms of applicable legislation / as required in terms of applicable contracts with research participants or researchers	To pursue the legitimate interests of the University.
<b>Relationships with third parties</b>	Agreements with stakeholders; Service level agreements with suppliers; Contact details of suppliers; Tender and bid documentation; and Service level agreements.	Hard copy and electronic copy	Research Division and Registrar's Division	As required in terms of applicable legislation / as required in terms of applicable contracts	To enhance stakeholder relations, to procure services, and to comply with contractual obligations.



<b>Category</b>	<b>Description (which includes but is not limited to the following information)</b>	<b>Format</b>	<b>Maintained by</b>	<b>Retention</b>	<b>Purpose of processing</b>
	Company name, copy of identity document of directors or members, address, contact details; bank verification and credit checks; VAT registration numbers				
<b>Information technology</b>	Computer software; Support and maintenance agreements; Licensing agreements; Records regarding computer systems and programmes.	Hard copy and electronic copy	Information Technology and Support Division	As required in terms of applicable legislation / as required in terms of applicable contracts	To pursue the legitimate interests of the University in providing access to information technology to its students and employees.
<b>Property</b>	Asset registers; Lease agreements in respect of immovable property; Records regarding insurance in respect of movable or immovable property.	Hard copy and electronic copy	Office of the CFO	As required in terms of applicable legislation / as required in terms of applicable contracts	To maintain a record of the University's assets, as required in terms of legislation.
<b>Legal</b>	Litigation; Appeals;	Hard copy and	Registrar's Division and Director in the	As required in terms of applicable	To pursue the University's legitimate interests.

Category	Description (which includes but is not limited to the following information)	Format	Maintained by	Retention	Purpose of processing
	Contracts and memoranda of understanding; Regulatory permissions, licenses, and/or exemptions.	electronic copy	Office of the Vice-Chancellor	legislation / as required in terms of applicable contracts	

## **7. WHO RECEIVES PERSONAL INFORMATION**

We share personal information with third parties, if required to do so in terms of legislation, alternatively with a data subject's consent:

1. The Department of Higher Education and Training (as required in terms of legislation);
2. Service providers (operators that process personal information on the University's behalf such as payroll providers);
3. Internal and External Auditors responsible for auditing the University;
4. The South African Revenue Service (as required in terms of legislation);
5. The Department of Labour (as required in terms of legislation);
6. Third parties requesting verification of education history at the University (with a data subject's consent);
7. The Department of Home Affairs (in relation to international students, and as required in terms of legislation);
8. The National Student Financial Aid Scheme, for those students applying for funding, and as required in terms of legislation.
9. Information required by law enforcement agents.
10. Information required by regulatory bodies.

## **8. CROSS-BORDER FLOWS OF INFORMATION**

We only transfer personal information outside the borders of South Africa if we have satisfied and complied with the requirements of POPIA or if we have a data subject's consent to do so. Parties that we may share personal information with that are outside the borders of South Africa are:

1. Funders;
2. Researchers; and
3. Service providers that supply the University with software to store procurement information.

## **9. INFORMATION SECURITY MEASURES**

We have implemented appropriate, reasonable, technical, and organisational measures to secure the integrity and confidentiality of personal information.

As a responsible party, the University's security measures include but is not limited to:

- Access Control;
- Data Encryption;
- Robust Monitoring;
- Data Backups;
- Security and data protection policies and procedures;
- Anti-virus and Anti-malware Solutions; and
- Awareness and Vigilance.

## **10. HOW TO REQUEST ACCESS TO A RECORD**

You can request access to records by completing Form 2. If you cannot write or read, or are disabled, and verbally request a record, we will complete Form 2 on your behalf and give you a copy.

You must complete Form 2 and submit it to the relevant Deputy Information Officer, together with any other information we regard as necessary to consider your request. Any request that does not comply with the formalities in this manual will be sent back to you with advice on the steps you should take to comply with the formalities. If you are making a request on behalf of someone else, you must submit reasonable proof of authority.

You must provide us with proof of identity before we can process any request.

## **11. OUTCOME OF YOUR REQUEST AND FEES PAYABLE**

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**Updated 23 October 2023**

We will decide whether to grant or decline your request within 30 days of receiving your request. We will notify you via the relevant Deputy Information Officer, of our decision and provide reasons for accepting or refusing your request.

We will also inform you of the fees payable. We may require that you pay a deposit before we process your request. Deposits and fees are payable at the Student Bureau, Eden Grove Building, Rhodes University, Makhanda/Grahamstown or Rhodes University, First National Bank Grahamstown/Makhanda Account 621 4550 3076 Branch Code 210 717 Swift Code: FIRNZAJJ Reference: Name and Surname PAIA.

If you request large quantities of information or if we cannot reasonably obtain the information you request within the original 30-day period, we might have to extend the period with another 30 days. We will notify you in writing if we require an extension.

If we do not give you a decision on a request for access to records within the period stipulated above, it means that we refused your request in terms of section 27 of PAIA.

## **12. REASONS WHY WE MAY REFUSE YOUR REQUEST**

If the record does not exist, we will inform you.

If there are records that we cannot find despite a reasonable and diligent search, we will notify you with an affidavit explaining the measures we have taken to locate the record. If, after we have issued such an affidavit, we find the records, we will grant you access to the records unless the processing of the records would result in a substantial and unreasonable diversion of our resources, or unless your request is clearly frivolous or vexatious, or unless one of the grounds for refusal of access to a record as set in the PAIA applied.

For further grounds for refusal of access to records please refer to Chapter 4 of Part 2 of PAIA.

## **13. WHAT YOU CAN DO IF YOU ARE DISSATISFIED WITH A DECISION**

We are not the kind of a public body where there is a requirement on us to have an internal appeal process, as referred to in paragraph (a) of the definition of "public body" in section 1 of PAIA and we, therefore, do not have an internal appeal process.

### **13.1. Complain to the Information Regulator**

You may submit a complaint to the Information Regulator if you are dissatisfied with the decision of our Information Officer:

1. to refuse your request for access;
2. regarding the access fee charged;
3. to extend the 30 days for responding to your request; or
4. the way in which access is granted.

You must submit your complaint within 180 days of our decision.

You must use Form 5 to submit your complaint to [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za).

### **13.2. Applications to court**

You may apply for appropriate relief from a court if you are dissatisfied with the Information Regulator's decision or by the decision of our Information Officer:

1. to refuse your request for access;
2. regarding the access fee charged;
3. to extend the 30 days for responding to your request; or
4. the way in which access is granted.

You can only apply to a court after you have exhausted the complaints procedure to the Information Regulator.

You must apply to a court within 180 days of the Information Regulator's decision.

## **14. OTHER INFORMATION**

For any other information not contained in this manual, kindly contact the Information Officer, or a Deputy Information Officer.

Contact details of which are given in paragraph 2 above.

Alternatively visit the University's website at <https://www.ru.ac.za/>

This version of the manual is dated 28 June 2023.

## **FORMS**

These are the relevant forms in the draft regulations for comments to PAIA:

1. Form 1: Request for copy of the guide
2. Form 2: Request for access to a record
3. Form 3: Outcome of request and of fees payable
4. Form 5: Lodge a complaint to the Information Regulator

**FORM 1**  
**REQUEST FOR A COPY OF THE GUIDE**

[Regulations 2 and 3.]

**TO:** \*The Information Regulator  
P.O Box 31533  
Braamfontein,  
2017  
E-mail address: infoereg@justice.gov.za  
Tel number: +27 (0) 10 023 5200

**OR**

\*The Information Officer  
.....  
.....  
.....

I,

Full names:				
In my capacity as (mark with "x"):	Information officer		Other	
Name of *public/private body (if applicable)				
Postal Address:				
Street Address:				
E-mail Address:				
Facsimile:				
Contact numbers:	Tel.(B):		Cellular:	

hereby request the following copy(ies) of the guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
Sepedi		Sesotho	
Setswana		siSwati	
Tshivenda		Xitsonga	
Afrikaans		English	
isiNdebele		isiXhosa	

	isiZulu	
--	---------	--

Manner of collection (mark with "x"):			
Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

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

.....

*Signature of requester*

\* Delete whichever is not applicable



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

[Redacted address box]

\_\_\_\_\_ (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			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		

Full names of person on whose behalf request is made (if applicable):	
Identity Number	
Postal Address	

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

**PARTICULARS OF RECORD REQUESTED**

*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.)*

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>	

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

*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.*

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**

<p><b>a)</b> A request fee must be paid before the request will be considered.</p> <p><b>b)</b> You will be notified of the amount of the access fee to be paid.</p> <p><b>c)</b> 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.</p> <p><b>d)</b> If you qualify for exemption of the payment of any fee, please state the reason for exemption</p>	
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**

**FORM 3**

**OUTCOME OF REQUEST AND OF FEES PAYABLE**

[Regulation 8] Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body (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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
--	--

**OR**

**2. You requested:**

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form )	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	

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>	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		

<b>TOTAL:</b>	
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**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_

Name of account holder: \_\_\_\_\_

Type of account: \_\_\_\_\_

Account number: \_\_\_\_\_

Branch Code: \_\_\_\_\_

Reference Nr: \_\_\_\_\_

Submit proof of payment to: \_\_\_\_\_

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

\_\_\_\_\_  
Information officer



**FORM 5**  
**LODGING OF COMPLAINT**

[Regulation 10.]

Note:

1.

*This form is designed to assist the Requester (hereinafter referred to as "the Complainant") in requesting a review of a public or private body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the Information Regulator or complete the online complaint form available at <https://www.justice.gov.za/inforeg/>.*

2.

*PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part E of this complaint form.*

3.

*It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed PAIA form and submit it to the Body.*

4.

*A copy of this form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.*

5.

*The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.*

6.

*Please attach copies of the following documents, if you have them:*

- 

- Copy of the form to the Body requesting access to records;*

-

- *The Body's response to your complaint or access request;*
- *Any other correspondence between you and the Body regarding your request;*
- *Copy of the appeal form, if your complaint relate to a public body;*
- *The Body's response to your appeal;*
- *Any other correspondence between you and the Body regarding your appeal;*
- *Documentation authorizing you to act on behalf of another person (if applicable);*
- *Court order or court documents relevant to your complaint, if any.*

7.

*If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

**TO:**

The Information Regulator  
 P.O Box 31533  
 Braamfontein,  
 2017  
 E-mail address: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)  
 Tel number: +27 (0) 10 023 5200

<b>CAPACITY OF PERSON/PARTY LODGING A COMPLAINT</b>
(Mark with an "X")

- Complainant personally
- Representative of complainant
- Third party

PREREQUISITES			
Did you submit request (PAIA form) for access to record of a public/private body?	Yes	No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes	No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes	No	
Have you applied to Court for appropriate relief regarding this matter?	Yes	No	

FOR INFORMATION REGULATOR'S USE ONLY			
Received by: (Full names)			
Position:			
Signature:			
Complaint accepted:	Yes	No	
Reference Number:			
<i>Date stamp</i>			

Postal address	Facsimile	Other electronic communication <i>(Please specify)</i>

PART A PERSONAL INFORMATION OF COMPLAINANT			
Full names:			
Identity number:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		

PART B				
REPRESENTATIVE INFORMATION				
<i>(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)</i>				
Full names of representative:				
Nature of representation:				
Identity number/Registration number:				
Postal Address:				
Street Address:				
E-mail Address:				
Contact numbers:	Tel. (B):			
	Cellular			
PART C				
THIRD PARTY INFORMATION				
<i>(Please attach letter of authorisation)</i>				
Type of body:	Private		Public	
Name of *public/private body:				
Registration number (if any):				
Name, surname and title of person authorised to lodge complaint:				
Postal Address:				
Street Address:				
E-mail Address:				
Contact numbers:	Tel. (B):			
	Cellular			

<b>PART D</b>				
<b>BODY AGAINST WHICH THE COMPLAINT IS LODGED</b>				
Type of body:	Private		Public	
Name of *public/private body:				
Registration number (if any):				
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request to access of information:				
Postal Address:				
Street Address:				
E-mail Address:				
Contact numbers:	Tel. (B):			
	Cellular			
Reference number given (if any):				
<b>PART E</b>				
<b>COMPLAINT</b>				
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public body for response and possible resolution; there are limited exceptions)</i>				

Date on which request for access to records submitted:				
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body:				
Have you attempted to resolve the matter with the organisation?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, when did you receive it? (Please attach the letter to this application.)				
Did you appeal against a decision of the information officer of the public body?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, when did you lodge an appeal?				
Have you applied to Court for appropriate relief regarding this matter?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.				
<b>PART F</b>				
<b>DETAILED TYPE OF ACCESS TO RECORDS</b>				
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>				
Unsuccessful appeal: (Section 77A (2) (a) or section 77A (3) (a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>			
Unsuccessful application for condonation: (Sections 77A (2) (b) and 75 (2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>			
Refusal of a request for access: (Section 77A (2) (c) (i) or 77A (2) (d) (i) or 77A (3) (b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>			
The body requires me to pay a fee and I feel it is excessive: (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>			
	<i>The tender or payment of a deposit.</i>			

Repayment of the deposit: (Section 22 (4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	
Disagree with time extension: (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied: (Section 29 (3) or 60 (a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal: (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>	
No adequate reasons for the refusal of access: (Section 56 (3) (a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record: (Section 28 (2) or 59 (2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver: (Section 22 (8) or 54 (8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not</i>	

	<i>exist and I believe that more records do exist.</i>	
Failure to disclose records:	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights): (Section 50 (1) (a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request: (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other: (Please explain):		
<b>PART G</b>		
<b>EXPECTED OUTCOME</b>		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
<b>PART H</b>		
<b>AGREEMENTS</b>		

**The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:**

*I agree that the information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.*



The information in this Complaint Form is true to the best of my knowledge and belief.

I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

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

.....

Complainant/Representative/Authorised person of Third party

**FORM 6**  
**ACKNOWLEDGEMENT OF RECEIPT OF COMPLAINT**  
 [Regulation 11 (1).]

Note: Please use the undermentioned reference number in all future correspondence.

Reference number: .....

**TO:**

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

<b>COMPLAINT LODGED</b>		
Receipt of your complaint, regarding:		
Unsuccessful appeal: (Section 77A (2) (a) or section 77A (3) (a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>	
Unsuccessful application for condonation: (Sections 77A (2) (b) and 75 (2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>	
Refusal of a request for access: (Section 77A (2) (c) (i) or 77A (d) (i) or 77A (3) (b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	
The body requires me to pay a fee and I feel it is excessive: (Section 22 or 54 of PAIA)	<i>Tender or payment of the prescribed request fee.</i>	
	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit: (Section 22 (4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	

Disagree with time extension: (Section 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied: (Section 29 (3) or 60 (a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal: (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>	
No adequate reasons for the refusal of access: (Section 56 (3) (a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record: (Section 28 (2) or 59 (2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver: (Section 22 (8) or 54 (8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records:	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights): (Section 50 (1) (a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request: (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other: (Please explain):		

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is hereby acknowledged. Kindly note that the complaint will be dealt with as follows:

The Information Regulator will investigate the complaint further.

The complaint will be referred to the Enforcement Committee

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

.....  
*Information Regulator*