

UNIVERSITY OF THE
FREE STATE
UNIVERSITEIT VAN DIE
VRYSTAAT
YUNIVESITHI YA
FREISTATA



**MANUAL IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION
ACT (2 OF 2000)**

(hereinafter referred to as this/the “Manual”)

THE UNIVERSITY OF THE FREE STATE

(hereinafter referred to as “the University”)



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1. INTRODUCTION

- 1.1. Pursuant to the provisions of section 32 of the Constitution of the Republic of South Africa, 1996 (Act No.108 of 1996) ("**Constitution**"), the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("**PAIA**") was promulgated in order to foster a culture of transparency and accountability in public and private bodies, by giving effect to the right of access to information and actively promoting a society in which the people of the Republic of South Africa have effective access to enable them to fully exercise and protect all the rights enshrined in the Constitution.
- 1.2. PAIA establishes voluntary and mandatory mechanisms or procedures to give effect to the constitutional right to access to information in a manner that enables persons to obtain records of public bodies as swiftly, inexpensively and effortlessly as reasonably possible, and generally to promote transparency, accountability and effective governance of all public and private bodies by (including, but not limited to) empowering and educating everyone:
 - 1.2.1. to understand their rights in terms of PAIA, in order to exercise their rights in relation to public and private bodies;
 - 1.2.2. to understand the functions and operation of public bodies, and
 - 1.2.3. to effectively scrutinise and participate in decision-making by public bodies that affect their rights.
 - 1.2.4. Section 9 of PAIA, however, recognises that such right to access to information is subject to certain justifiable limitations, including, but not limited to:
 - 1.2.4.1. the reasonable protection of privacy;
 - 1.2.4.2. commercial confidentiality, and
 - 1.2.4.3. effective, efficient and good governance.
- 1.3. Conversely, the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("**POPIA**") promotes the protection of personal information processed by public and private bodies, inducing 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 in terms of 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.
- 1.4. Section 14 of PAIA obliges public bodies to compile a manual that provides information on both the types and categories of records held by the public body. PAIA also stipulates the minimum requirements with which such manual has to comply.
- 1.5. This Manual serves as the University of the Free State's (the "**University**") access to information manual in terms of section 14 of PAIA and provides a reference to the records held and the process that needs to be followed to request access to such records as required by section 14 of PAIA.
- 1.6. This 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.
- 1.7. Should you have any difficulty in using this guide, please do not hesitate to contact the relevant Deputy Information Officer, described in clause 5 hereunder.



2. AVAILABILITY OF THE MANUAL

This Manual will be updated as required, or when the relevant legislation changes. The latest copy of this Manual is available on the public-facing website of the University, <https://www.ufs.ac.za/>, and at the registered office located at 205 Nelson Mandela Dr, Park West, Bloemfontein, 9301; alternatively, this Manual can be requested from the Information Officer.

3. FUNCTIONS AND STRUCTURE OF THE UNIVERSITY OF THE FREE STATE [SECTION 14 (1) (a)]

3.1. The University is a higher education institution established in terms of the Higher Education Act, 1997 (Act No. 101 of 1997) (the “HEA”). The University’s governance structure is set up as follows:

3.1.1. The Chancellor

The Chancellor is the titular head of the University.

3.1.2. The Council

The Council is responsible for the overall governance of the University, as prescribed in terms of section 27 of the HEA.

3.1.3. The Senate

The Senate is accountable to the Council as prescribed in terms of section 28 of the HEA.

3.1.4. The Rector

The Rector is responsible for the management and administration of the University in terms of Section 30 of the HEA.

3.1.5. The Rectorate

The Rectorate assists the Rector in planning, supervising and executing the management and administration of the University.

3.1.6. The Institutional Forum

The Institutional Forum is constituted in terms of section 31 of the HEA and advises the Council on, inter alia –

- 3.1.6.1. the implementation of the HEA and National Higher Education Policy;
- 3.1.6.2. the election of candidates for appointment as Rectors and Vice-Rectors;
- 3.1.6.3. policies on racial and gender equality;
- 3.1.6.4. codes of conduct;
- 3.1.6.5. the formulation of policies regarding mediation and dispute resolution procedures;
- 3.1.6.6. the management of cultural diversity on the campuses, and
- 3.1.6.7. the encouragement and development of an institutional culture that promotes tolerance and respect for basic human rights and creates a suitable environment for teaching, learning, research and study.

3.1.7. Student Representative Council (“SRC”)

The SRC is elected democratically, is responsible for the management of organised student life according to a constitution and functions via different portfolio committees.



4. ADMINISTRATION OF PAIA

- 4.1. In terms of PAIA, in the case of any other public body, the Information Officer means the chief executive officer or equivalent officer of that public body, or the person who is acting as such.
- 4.2. The Information Officer has further delegated his responsibility in writing to the Deputy Information Officer referred to in clause 5 below, to ensure:
- 4.3. administration of PAIA within the University in a fair, objective and unbiased manner, and
- 4.4. that the University is as accessible as reasonably possible to the requesters of its records.

5. INFORMATION OFFICER / DEPUTY INFORMATION OFFICER – CONTACT DETAILS [SECTION 14 (1) (b)]

5.1. INFORMATION OFFICER:

Prof FW Petersen
The Rector and Vice-Chancellor

Postal address:
University of the Free State
P.O. Box 339, BLOEMFONTEIN, 9300

Street address:
Main Building, Ground Floor, Room 11
University of the Free State, Nelson Mandela Drive, Bloemfontein

Tel No: 051 4017000
Email: rector@ufs.ac.za

5.2. DEPUTY INFORMATION OFFICER:

Mr NN Ntsababa
Registrar

Postal address:
University of the Free State
P.O. Box 339, BLOEMFONTEIN, 9300

Street address:
Main Building, First Floor, Room 51
University of the Free State, Nelson Mandela Drive, Bloemfontein

Tel No: 051 4012097
Email: ntsababann@ufs.ac.za

6. SECTION 10 GUIDE [SECTION 14 (1) (c)]

An official guide will be or has been compiled, containing information to assist a person wishing to exercise a right of access to information in terms of PAIA and POPIA. This guide is made available by the Information Regulator (established in terms of POPIA). Copies of the updated guide are available from the Information Regulator in the manner prescribed. The Information Regulator's



contact details are set out below:

The Information Regulator
Contact Details:
Tel: 012 4064818
Fax: 086 500 3351
Email: infoereg@justice.gov.za
Website: <http://www.justice.gov.za/infoereg/>

7. ACCESS TO RECORDS HELD BY THE UNIVERSITY OF THE FREE STATE [SECTION 14 (1) (d)]

7.1. Categories of records that are automatically available [section 14 (1) (e)]

The following information is automatically obtainable by addressing an enquiry to the Information Officer, as well as on the website of the University of the Free State:

7.1.1. General information

- 7.1.1.1. General UFS facts
- 7.1.1.2. Faculties
- 7.1.1.3. Programmes
- 7.1.1.4. Library Services
- 7.1.1.5. Research
- 7.1.1.6. UFS Qwaqwa Campus
- 7.1.1.7. UFS South Campus
- 7.1.1.8. Community Service
- 7.1.1.9. Website sitemap
- 7.1.1.10. Contact information

7.1.2. Staff information

- 7.1.2.1. Support services
- 7.1.2.2. Staff directory
- 7.1.2.3. Staff
- 7.1.2.4. Vacant posts
- 7.1.2.5. Campus map

7.1.3. Student information

- 7.1.3.1. Prospective students
- 7.1.3.2. KopsieLife web page



- 7.1.3.3. Current students
- 7.1.3.4. E-learning and WebCT
- 7.1.3.5. Alumni
- 7.1.3.6. International students

7.1.4. News

- 7.1.4.1. Media
- 7.1.4.2. Corporate publications
- 7.1.4.3. Newsletters
- 7.1.4.4. Links
- 7.1.4.5. News archive

7.2. Records that may be requested

Please note that this list is merely a general indication of information possessed by the University, but that it will not necessarily be made available without approval, as certain records are confidential. Please feel free to consult the website of the University for information that is already available: <http://www.ufs.ac.za>.

7.2.1. The Council, Executive Committee and other Committees of Council

- 7.2.1.1. Agendas of meetings
- 7.2.1.2. Minutes of meetings
- 7.2.1.3. List of members

7.2.2. The Senate, the Executive Committee and other Committees of Senate

- 7.2.2.1. Agendas of meetings
- 7.2.2.2. Minutes of meetings
- 7.2.2.3. List of members

7.2.3. The Rectorate

- 7.2.3.1. Agendas of meetings
- 7.2.3.2. Minutes of meetings
- 7.2.3.3. List of members

7.2.4. The University Management Committee

- 7.2.4.1. Agendas of meetings



7.2.4.2. Minutes of meetings

7.2.4.3. List of members

7.2.5. The Institutional Forum

7.2.5.1. Agendas of meetings

7.2.5.2. Minutes of meetings

7.2.5.3. List of members

7.2.6. The Student Representative Council

7.2.6.1. Agendas of meetings

7.2.6.2. Minutes of meetings

7.2.6.3. List of members

7.2.7. Student Academic Services

7.2.7.1. Application forms for admission

7.2.7.2. Prospectus of programmes offered

7.2.7.3. Fees payable

7.2.7.4. Academic records

7.2.7.5. Student profiles and statistics

7.2.8. Human Resources

7.2.8.1. General conditions of service

7.2.8.2. Staff policy and procedures

7.2.8.3. Skills development / staff development

7.2.8.4. Performance management system

7.2.8.5. Staff records

7.2.9. Financial matters

7.2.9.1. Audit reports

7.2.9.2. Budget guides

7.2.9.3. Annual financial statements

7.2.10. Academic matters

7.2.10.1. ***Minutes of the Faculty of Economic and Management Sciences***



7.2.10.1.1. Faculty Board Meeting Minutes

7.2.10.1.2. Departments

7.2.10.1.3. Centres

7.2.10.1.4. Research

7.2.10.2. ***Minutes of the Faculty of the Humanities***

7.2.10.2.1. Faculty Board Meeting Minutes

7.2.10.2.2. Departments

7.2.10.2.3. Centres

7.2.10.2.4. Research

7.2.10.3. ***Minutes of the Faculty of Health Sciences***

7.2.10.3.1. Faculty Board Meeting Minutes

7.2.10.3.2. Departments

7.2.10.3.3. Research

7.2.10.4. ***Minutes of the Faculty of Natural and Agricultural Sciences***

7.2.10.4.1. Faculty Board Meeting Minutes

7.2.10.4.2. Departments

7.2.10.4.3. Centres

7.2.10.4.4. Research

7.2.10.5. ***Minutes of the Faculty of Law***

7.2.10.5.1. Faculty Board Meeting Minutes

7.2.10.5.2. School of Financial Planning Law

7.2.10.5.3. Departments

7.2.10.5.4. Centres

7.2.10.5.5. Research

7.2.10.6. ***Minutes of the Faculty of Theology and Religion***

7.2.10.6.1. Faculty Board Meeting Minutes

7.2.10.6.2. Departments

7.2.10.6.3. Centres



7.2.10.6.4. Research

7.2.10.7. **Minutes of the Faculty of Education**

7.2.10.7.1. Faculty Board Meeting Minutes

7.2.10.7.2. Departments

7.2.10.7.3. Centres

7.2.10.7.4. Research

7.2.10.8. **Support Services**

7.2.10.8.1. Policy and management information of the following support services:

7.2.10.8.1.1. Centre for Teaching and Learning (CTL)

7.2.10.8.1.2. Communication and Marketing

7.2.10.8.1.3. Community Engagement

7.2.10.8.1.4. Directorate for Research Development (DRD)

7.2.10.8.1.5. Directorate for Institutional Research and Academic Planning (DIRAP)

7.2.10.8.1.6. Finance

7.2.10.8.1.7. Health and Wellness Centre

7.2.10.8.1.8. HIV/AIDS office

7.2.10.8.1.9. Housing and Residence Affairs

7.2.10.8.1.10. Human Resources

7.2.10.8.1.11. ICT Services (Information and Communication Technology Services)

7.2.10.8.1.12. Institutional Advancement

7.2.10.8.1.13. Internal Auditing

7.2.10.8.1.14. Office for International Affairs

7.2.10.8.1.15. KovsieSport

7.2.10.8.1.16. Library and Information Services (LIS)

7.2.10.8.1.17. Management and Administrative Language Service

7.2.10.8.1.18. Student Recruitment Services

7.2.10.8.1.19. Meeting Administration



7.2.10.8.1.20.	Postal Services and Documentation
7.2.10.8.1.21.	Protection Services
7.2.10.8.1.22.	Recognition of Prior Learning (RPL)
7.2.10.8.1.23.	Research Development
7.2.10.8.1.24.	Retirement Funds
7.2.10.8.1.25.	Service Learning
7.2.10.8.1.26.	Student Academic Services
7.2.10.8.1.27.	Student Affairs
7.2.10.8.1.28.	Centre for Universal Access and Disability Support (CUADS)
7.2.10.8.1.29.	Student Counselling and Development
7.2.10.8.1.30.	University Estates
7.2.10.8.1.31.	Facilities Management
7.2.10.8.1.32.	Facilities Planning
7.2.10.8.1.33.	Postgraduate School

7.3. Procedure for requesting a record

7.3.1. A request for access to information must be addressed to the Deputy Information Officer on a prescribed form (**Appendix A**) at the applicable address or email address. If a person, because of disability or illiteracy, is unable to make a request in writing, such request may be made orally and the putting thereof in writing will be facilitated by the Deputy Information Officer.

7.3.2. The prescribed form must indicate the following clearly:

- 7.3.2.1. The category of information requested.
- 7.3.2.2. The form of access required.
- 7.3.2.3. The details of the person making the request.

7.3.3. Kindly note that it will assist the University, in fulfilling the requestor's request, if the requestor complies with the procedures set out herein. Please do not hesitate to contact us through the Deputy Information Officer at the above-mentioned address, telephone number, fax and/or email address (see clause 5). Please also ensure that you indicate your capacity or designation within your organisation (where applicable), to assist the University in processing your request.

7.3.4. If you are requesting new information on behalf of another individual, please indicate the capacity in which you are related to the individual or organisation and provide the University with the individual's consent to make the requested information available to you. This is to ensure that the University does not deny you access on the basis that the information is confidential. Please ensure that you mention the format of the record that you have requested when making your request, so that the University can be of maximum assistance to you.



- 7.3.5. Each section of **Appendix A** contains instructions that should be followed to improve the likelihood of the request being granted. The requester must take the following important notes into consideration when completing the request form:
- 7.3.6. Where a request is made for records relating to an organisation, it is recommended that the organisation's public officer and/or duly authorised person make or authorise the request. If the request is made on behalf of another person, a copy of the mandate authorising the requester to act on behalf of that person must be submitted with the duly completed form – **Appendix A**.
- 7.3.7. The request should provide as much detail as possible to enable the Deputy Information Officer to identify him/her.
- 7.3.8. The University will consider the request and inform the requester within 30 (thirty) days from the date of receipt thereof by the University, or as stipulated by PAIA, whether the request has been approved or rejected. This must be done in writing or, as far as practically feasible, in the manner requested by the applicant.
- 7.3.9. Assistance to requesters:
- 7.3.9.1. If a requester requires any assistance in making a request, the Information Officer must provide such assistance free of charge.
- 7.3.9.2. Should a requester make a request for access to information that does not comply with the prescribed procedures, or is not made on the prescribed form, the Information Officer may not refuse the request.
- 7.3.9.3. The Information Officer or his/her authorised deputies must provide reasons for refusing the request, and
- 7.3.9.4. The Information Officer or his/her authorised deputies must be willing to assist the person to complete the request in the right format.

7.4. What can be requested?

- 7.4.1. A requester must be given access to any University record if:
- 7.4.1.1. that record is required for the exercising or protection of any rights;
- 7.4.1.2. the requester complies with the procedural requirements of PAIA relating to a request for access to that record, and access to that record is not refused in terms of any grounds set out below.
- 7.4.1.3. The University has the right to refuse requests for information that are clearly frivolous or vexatious, or involve an unreasonable diversion of resources.
- 7.4.2. The other main grounds on which the University has the right, in terms of PAIA or POPIA, to refuse a request for information are the mandatory protection of:
- 7.4.2.1. the privacy of a third party, who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- 7.4.2.2. the commercial information of a third party, if the record contains trade secrets, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party.



- 7.4.2.3. information disclosed in confidence by a third party to the University if the disclosure could put a third party at a disadvantage in negotiations or commercial competition;
- 7.4.2.4. confidential information of third parties if it is protected in terms of any agreement;
- 7.4.2.5. the safety of individuals and the protection of property and the operations of the University;
- 7.4.2.6. records that would be regarded as privileged in legal proceedings;
- 7.4.2.7. the commercial activities of the University, which may include trade secrets, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the University;
- 7.4.2.8. information which, if disclosed, could put the University at a disadvantage in negotiations or commercial competition;
- 7.4.2.9. computer software that is owned by the University; and
- 7.4.2.10. the research information of the University or a third party if disclosure would disclose the identity of the University, the researcher or the subject matter of research and would place the research at a serious disadvantage.

7.5. How long must a requester wait before receiving the requested information?

- 7.5.1. The Deputy Information Officer is required to take a decision on the request within 30 (thirty) days of receipt of the request, failing which the request is deemed to have been refused.
- 7.5.2. The Deputy Information Officer may extend the period for taking a decision to 60 (sixty) days under the following circumstances:
 - 7.5.2.1. if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the University;
 - 7.5.2.2. if the requested records are not situated in the same town or city as the University offices that the request cannot reasonably be completed within 30 (thirty) days;
 - 7.5.2.3. where consultation among the divisions of the University or with another entity is necessary or desirable to decide upon the request and which consultation cannot be reasonably completed within 30 (thirty) days;
 - 7.5.2.4. where more than one of the circumstances contemplated above exist in respect of the request, making compliance with the 30 (thirty) day period not reasonably possible;
 - 7.5.2.5. if the requester consents in writing to the extension, or
 - 7.5.2.6. should the 30 (thirty) day period be extended, the Deputy Information Officer will notify the requester of the extension as well as provide the requester with the reasons for the extension.

7.6. How will a requester be informed of the outcome of the request?



The requester will be notified of the Deputy Information Officer's decision in the manner specified in the request form.

7.7. What is deemed a refusal of a request?

If the Deputy Information Officer does not give the decision on a request for access to the requester within the 30 (thirty) day period or within any extended period, then the Deputy Officer will be regarded as having refused the request.

7.8. What can a requester do if the request for information is refused?

7.8.1. Should the requester not be satisfied with the decision of the Deputy Information Officer, the requester may apply to court for relief. The said application must be made within 180 (one hundred and eighty) days after the decision was made by the Deputy Information Officer. On hearing such an application, the court may grant a just and equitable order, including –

- 7.8.1.1. confirming, amending or setting aside the decision that is the subject of the application;
- 7.8.1.2. requiring the Information Officer to take some action or to refrain from taking such action, as the court considers necessary within the period mentioned in the order;
- 7.8.1.3. granting an interdict, interim or specific relief, a declaratory order or compensation; or
- 7.8.1.4. costs.

7.8.2. Such an application may be made at the Magistrates' Court.

7.9. What if the request is successful?

7.9.1. The requester will be given access to a record if all procedural requirements have been complied with according to PAIA requirements, that is –

- 7.9.1.1. the request is properly documented on the prescribed form;
- 7.9.1.2. proof of authority to act on another's behalf is furnished, if making the request on another person's behalf and the record that is requested is sufficiently described to enable the Deputy Information Officer to identify it; and
- 7.9.1.3. payment of all required fees.

8. FEES

- 8.1. PAIA sets out 2 (two) types of fees namely, a request fee and an access fee, that are required to be paid prior to the University assessing the request for information.
- 8.2. Fees to request and/or access are as set-out in terms of the Regulations published in terms of PAIA and herein included under **Appendix B**.
- 8.3. Fees in relation to access by a data subject to his/her own personal information held by the University are herein below covered in clause 14.2.

9. UNIVERSITY OF THE FREE STATE SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC AND



HOW TO GAIN ACCESS TO THESE SERVICES [SECTION 14 (1)(f)]

A comprehensive list of the services is contained in the general Prospectus of the University, the Undergraduate Prospectus, the Postgraduate Prospectus and faculty year books, which are available free of charge at the respective faculties. Alternatively, these services are detailed on the website of the University at <http://www.ufs.ac.za>.

10. PARTICIPATION IN POLICY FORMULATION AND DECISION-MAKING AT THE UNIVERSITY OF THE FREE STATE [SECTION 14 (1)(g)]

- 10.1. Students and staff members may participate in the formulation of policy and the making of decisions by the University according to the provisions of the HEA, as amended, as well as in terms of internal procedures as agreed upon with students and staff from time to time.
- 10.2. Other interested parties may submit comments and proposals in writing to the Information Officer or Deputy Information Officer at the following address:

The Registrar
University of the Free State
P.O. Box 339, BLOEMFONTEIN, 9300

11. REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT IN TERMS OF THE ACT [SECTION 14 (1)(h)]

- 11.1. A student or a member of the public may lay a complaint in writing with the Information Officer or Deputy Information Officer.
- 11.2. Staff members may make use of the grievance procedure of the University.
- 11.3. Should the complaint be in respect of an act or a failure to act in terms of the Act, the person who lays the complaint may take such steps as are provided for in sections 74 to 82 of PAIA.

12. OTHER INFORMATION AS PRESCRIBED IN TERMS OF THE ACT [SECTION 14 (1)(i)]

At present there is no other information available from the University in terms of section 92 which can be placed here.

13. REPORTING BY THE UFS

Unless otherwise provided by law, in terms of section 32 of PAIA, the University reports annually to the Information Regulator as per its governance obligations.

14. POPIA REQUIREMENTS PERTAINING TO THE PROCESSING OF PERSONAL INFORMATION

14.1. Purpose of processing

- 14.1.1. In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which personal information is processed by the University 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 the personal information is collected.
- 14.1.2. In general, personal information is processed for purposes of onboarding students, stakeholders, suppliers, service or product delivery, records management, security, third parties, employment and related matters.

14.2. Access to Personal Information



- 14.2.1. POPIA provides that a data subject may, upon proof of identity, request the responsible party 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.
- 14.2.2. POPIA also provides that, where the data subject is required to pay a fee for services provided to him/her, the Responsible Party must provide the data subject with a written estimate of the payable amount before providing the service and may require that the requester pay a deposit for all or part of the fee.
- 14.2.3. The grounds for refusal of the data subject's request are set out in PAIA.
- 14.2.4. POPIA provides that a data subject may object, at any time, to the processing of personal information by the University, 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 Appendix C and submit it to the Information Officer at the postal or physical address or email address set out above in clause 5.
- 14.2.5. A data subject may also request the University 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 the University is no longer authorised to retain in terms of POPIA's retention and restriction of records provisions.
- 14.2.6. 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 in clause 5, on the form attached hereto as Appendix D.

14.3. Categories of Data Subjects

- 14.3.1. The University holds information and records on the following categories of data subjects:
 - 14.3.1.1. employees / personnel of the University;
 - 14.3.1.2. stakeholders and students of the University;
 - 14.3.1.3. any third party with whom the University conducts its services and performs its legislative mandate;
 - 14.3.1.4. contractors of the University;
 - 14.3.1.5. suppliers of the University, and
 - 14.3.1.6. service providers of the University.

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

14.4. The categories of recipients to whom the information is supplied

- 14.4.1. Depending on the nature of the data, the University may supply information or records to the following categories of recipients:
 - 14.4.1.1. statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;
 - 14.4.1.2. any court, administrative or judicial forum, arbitration, statutory commission or ombudsman making a request for data or discovery in terms of the applicable rules (i.e.



the Competition Commission in terms of the Competition Act, No. 89 of 1998);

14.4.1.3. South African Revenue Services, or another similar authority;

14.4.1.4. anyone making a successful application for access in terms of PAIA;

14.4.1.5. Subject to the provisions of applicable law, the University may share information about a person's creditworthiness with any credit bureau or credit providers' industry association or other association for an industry in which the University operates, and

14.4.1.6. any person who conducts business with the University in the ordinary course of business.

14.5. Planned trans-border flows of information

14.5.1. If a data subject visits the University's website from a country other than the country in which the University's servers are located (in the Republic of South Africa), the various communications will necessarily result in the transfer of information across international boundaries.

14.5.2. The University may need to transfer a data subject's information to other affiliates or service providers in countries outside South Africa, in which case the University will fully comply with applicable data protection legislation. This may happen if the University's servers or suppliers and service providers are based outside South Africa, or if the University's services are hosted in systems or servers outside South Africa and/or if a data subject uses the University's services and products while visiting countries outside this area. These countries may not have data-protection laws similar to those of South Africa.

14.5.3. In addition, user information contained in systems that are hosted outside South Africa, may be sent trans-border. IT system data is replicated onto the cloud and is therefore, information sent outside South Africa.

14.6. Security measures implemented to ensure the confidentiality and privacy of the information which is to be processed

14.6.1. The University is committed to implementing leading data security safeguards.

14.6.2. The University has specialised security teams that constantly review and improve the University's measures to protect data subjects' personal information from unauthorised access, accidental loss, disclosure or destruction.

14.6.3. If the University has a contract with another organisation to provide the University with services or a service on the University's behalf to process a data subject's personal information, the University will make sure they have appropriate security measures and only process the information in the way the University has authorised them to. These organisations will not be entitled to use a data subject's personal information for their own purposes. If necessary, the University's security teams will check such organisations to make sure that they meet the security requirements the University has set.

14.6.4. Communications over the internet (such as emails) are not secure unless they have been encrypted. A data subject's communications may go through a number of countries before being delivered – as this is the nature of the internet. The University cannot accept responsibility for any unauthorised access or loss of personal information that is beyond the University's control.



15. DOCUMENT MANAGEMENT

VERSION NO.	DATE
1	30 June 2021



APPENDIX A

UNIVERSITY OF THE FREE STATE

REQUEST FOR ACCESS TO A RECORD

(Section 18 (1) of the Promotion of Access to Information Act (Act No 2 of 2000) (hereinafter referred to as “the Act”)

FOR OFFICE USE:

Reference number: _____

Request received from _____

(mention rank, name and surname of the Information Officer / Deputy Information Officer)

on _____ (date) at _____ (place).

Application fee (if any): R _____

Deposit (if any): R _____

Access fee: R _____

SIGNATURE OF INFORMATION OFFICER / DEPUTY INFORMATION OFFICER

To the Information Officer/Deputy Information Officer

UNIVERSITY OF THE FREE STATE

The Registrar
University of the Free State
P.O. Box 339
Bloemfontein
9300



B. Details of person requesting access to the record

- (a) The details of the person requesting access to the record must be recorded below.*
- (b) Provide an address and/or fax number in South Africa to which information may be sent.*
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.*

Full name and surname: _____

Identitynumber: _____

Postaladdress: _____

Fax number: _____ Telephone number: _____

Emailaddress: _____

Capacity in which the request is made, if made on behalf of somebody else:

C. Details of person on behalf of whom the request is made

This section must only be completed if a request for information is made on behalf of somebody else.

Full name and surname: _____

Identitynumber: _____

D. Details of record

- (a) provide full details of the record to which access is required, including the reference number should you know it, so that the record can be found.*
- (b) If the space provided is insufficient, please continue on a separate sheet of paper and attach it to this form. **The requester must sign all the additional pages.***

Description of record or applicable part of the record:



Reference number, if available: _____

Purpose for which record is requested:

Any additional details of the record:

E. Fees

- (a) *A request for access to a record, other than a record containing personal information about yourself, will only be processed once the application fee has been paid.*
- (b) *You will be informed of the required amount that is payable as application 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 the record.*
- (d) *Should you qualify for waiver of payment of any fees, please mention the reason for this.*

Reason for request for waiver of payment of fees:

Form in which access to record is desired

If the requester, due to a disability, is unable to read, view or listen to the record in the format of access provided for in 1 to 4 below, please mention disability and indicate in what format the record is required.

Disability:	Format in which record is required:



NOTE:

Your indication of the required form of access will depend on the form in which the record is available.

Access in the desired form may be refused under certain circumstances. In such a case you will be informed whether access will be granted in another form.

The fee payable for access to the record will to some extent be determined by the form in which access is required.

PLEASE MARK YOUR CHOICE WITH A CROSS.

1. If the record is available in a written or printed form:

Copy of record		Viewing of record	
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2. If the record consists of visual images:

(Including photos, slides, video recordings, computer-generated images, sketches, etc.)

View the images		Copy of images		Transcription of images	
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3. If the record consists of recorded words or information that can be reproduced as sound:

Listen to the soundtrack (audio cassette)		Transcription of the soundtrack (written or printed document)	
--	--	--	--

4. If the record is stored on computer or in an electronic or machine-readable format:

Printed copy of record		Printed copy of information obtained from the record		Copy in computer-readable format	
------------------------	--	--	--	----------------------------------	--

If you have requested a copy or transcription of a record (above), do you wish to have the copy or transcription posted to you?	YES	NO
---	-----	----

Postage fees are payable.		
----------------------------------	--	--

Please note that if the record is not available in the language of your choice, access can be granted in the language you prefer.

In which language would you prefer to receive the record? _____

5. Notification of decision regarding request for access:

You will be informed in writing whether your request has been granted or rejected. Should you wish to be informed in another manner, please provide the necessary details for making it possible to accede to your request.

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



Note that by signing this page you give consent in compliance with the provisions of POPIA, that your information as a requester may be processed by the University.

Signed at _____ on this _____ day of _____

SIGNATURE OF REQUESTER / PERSON ON BEHALF OF WHOM THE REQUEST IS MADE



APPENDIX B

Fees payable in terms of Regulation R187 of 15 February 2002

GENERAL VALUE-ADDED TAX

Public and private bodies registered as vendors in terms of the Value-Added Tax Act, 1991 (Act No. 89 of 1991) may add value-added tax to all fees prescribed in this Appendix.

PART I

FEES PERTAINING TO A MANUAL

The fee payable for a copy of a manual as contemplated in regulations 2(3)(b) and 3(4)(c) amounts to R0,60 for every photocopy of an A4 page or part thereof.

PART II

FEES PERTAINING TO PUBLIC BODIES

1. The fee payable for a copy of a manual as contemplated in Regulation 5(c) amounts to R0,60 for every photocopy of an A4 page or part thereof.
2. The fees for reproduction as contemplated in Regulation 7(1) are as follows:
 - (a) For every photocopy of an A4 page or part thereof: R 0,60
 - (b) For every printed copy of an A4 page or part thereof stored on computer or in an electronic or machine-readable format: R 0,40
 - (c) For a copy in a computer-readable format on –
 - (i) Stiffy: R 5,00
 - (ii) Compact disc: R40,00
 - (d) For a transcription of visual images –
 - (i) For an A4 page or part thereof: R22,00
 - (ii) For a copy of visual images: R60,00
 - (e) For a transcription of an audio record –
 - (i) For an A4 page or part thereof: R12,00
 - (ii) For a copy of an audio record: R17,00
3. The application fee payable by a requester, excluding a personal requester as contemplated in Regulation 7(2): R35,00
4. The access fees payable by a requester as contemplated in Regulation 7(3) are as follows:
 - (a) For every photocopy of an A4 page or part thereof: R 0,60
 - (b) For every printed copy of an A4 page or part thereof stored on computer or in an electronic or machine-readable format: R 0,40
 - (c) For a copy in a computer-readable format on –
 - (i) Stiffy: R 5,00
 - (ii) Compact disc: R40,00



- | | | |
|-----|---|--------|
| (d) | For a transcription of visual images – | |
| | (i) For an A4 page or part thereof: | R22,00 |
| | (ii) For a copy of visual images: | R60,00 |
| (e) | For a transcription of an audio record – | |
| | (i) For an A4 page or part thereof: | R12,00 |
| | (ii) For a copy of an audio record: | R17,00 |
| (f) | For searching for and preparing the record for disclosure, R15,00 for every hour or part of an hour, excluding the first hour, reasonably required for such a search and preparation. | |
5. For the purposes of Section 22(2) of the Act the following applies:
- (a) Six hours as the number of hours that must be exceeded before a deposit is payable; and
 - (b) One third of the access fees payable as a deposit by the requester.
6. The actual postage is payable if a copy of the record must be posted to the requester.
- NB Value-Added Tax (“**VAT**”) is payable in addition to all the above-mentioned tariffs.



APPENDIX C

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 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
Names(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	Details of Responsible Party
Name(s) and surname/registered name of responsible party:	
Residential, postal or business address:	



Code ()	
Contact number(s)	
Fax number/email address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(D) to (f) <i>(please provide detailed reasons for the objection)</i>

Signed at _____ this _____ day of _____ 20 _____

SIGNATURE OF DATA SUBJECT / DESIGNATED PERSON



APPENDIX 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:

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/email 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/email address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
D	<p>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.</p> <p><i>(Please provide detailed reasons for the request.)</i></p>



Signed at _____ this _____ day of _____ 20 _____

Signature of data subject / designated person

