

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



Promotion of Access to Information Act (PAIA) Manual



**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 Vice-Chancellor and Principal

The Vice-Chancellor and Principal 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 Vice-Chancellor and Principal 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 processes used for the selection of candidates for senior management positions and the suitability of intended appointees for meeting equity targets;
- 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;
- 3.1.6.7. the encouragement and development of an institutional culture that promotes tolerance and respect for human dignity and fundamental basic human rights and creates a positive environment for teaching, learning, research and study, and
- 3.1.6.8. the language policy of the University.



3.1.7. Institutional Student Representative Council ("ISRC")

The Institutional 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 HC Kloppe
The Vice-Chancellor and Principal

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: vcppoffice@ufs.ac.za

5.2. DEPUTY INFORMATION OFFICER: ADMINISTRATION:

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: registrar@ufs.ac.za



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

An official guide 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). The Information Regulator's contact details are set out below:

The Information Regulator

Contact Details:

JD House, 27 Stiemens Street, Braamfontein, Pretoria, 0001

P.O Box 31533, Braamfontein, 2017

Tel: 010 023 5200

Email: enquiries@inforegulator.org.za

Website: www.inforegulator.org.za

https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf (for reading the English version of the Guide).

Copies of the Guide can also be obtained from the University in the Main Building of the University.

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:

7.1.1. General information

- 7.1.1.1. General University 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. University Qwaqwa Campus
- 7.1.1.7. University South Campus
- 7.1.1.8. Community Service
- 7.1.1.9. Website sitemap
- 7.1.1.10. Contact information
- 7.1.1.11. Campus map

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

7.1.3. Student information

- 7.1.3.1. Prospective students
- 7.1.3.2. KowsieLife web page
- 7.1.3.3. Current students
- 7.1.3.4. Blackboard (eLearn)
- 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 Institutional 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 policies 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. Koviesport



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.	Records Management
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.	Centre For Graduate Support

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 requester's request, if the requester 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:

7.3.5.1 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**.

7.3.5.2 The request should provide as much detail as possible to enable the Deputy Information Officer to identify him/her.

7.3.5.3 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.

7.3.6 Assistance to requesters:

7.3.6.1 If a requester requires any assistance in making a request, the Information Officer must provide such assistance free of charge.

7.3.6.2 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.

7.3.6.3 The Information Officer or his/her authorised deputies must provide reasons for refusing the request, and

7.3.6.4 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. The requester may elect to submit an internal appeal following the prescripts of the PAIA as laid down in sections 75 to 77, with the use of the Internal Appeal Form attached as Appendix E. The Internal appeal will be adjudicated by the Chief Operating Officer of the University.
- 7.8.2. Should the requester not be satisfied with the decision of the University, the requester may, after exhausting the complaints procedure, as provided for in this Manual, 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 –
- 7.8.2.1. confirming, amending or setting aside the decision that is the subject of the application;
 - 7.8.2.2. 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;
 - 7.8.2.3. granting an interdict, interim or specific relief, a declaratory order or compensation; or
 - 7.8.2.4. costs.
- 7.8.3. Such an application may be made at the Court with relevant jurisdiction.

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.
- 11.4. The requester or third party referred to in section 74 of PAIA may submit a complaint to the Information Regulator after the requester or the third party has exhausted the internal appeal procedure (see paragraph 7.8) against the decision of the University. This will take place by completing the submission of the Complaint Form, attached as Appendix F.

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. Personal Information

- 14.1.1. Personal information refers to information relating to an identifiable, living, natural person and information relating to an identifiable, existing juristic person.

14.2. Purpose of Processing of Personal Information

- 14.2.1. 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.
- 14.2.2. 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.

14.3. Data Subject Rights

14.3.1. Access to Personal Information

- 14.3.1.1. 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.
- 14.3.1.2. 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.
- 14.3.1.3. The grounds for refusal of the data subject's request are set out in PAIA.

14.3.2. Objecting to the Processing of Personal Information

- 14.3.2.1. 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.

14.3.3. Correcting Personal Information

- 14.3.3.1. 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.



- 14.3.3.2. 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.

14.3.4. Complaints

- 14.3.4.1. Any person may submit a complaint to the Information Regulator alleging interference with the protection of the personal information of a data subject.
- 14.3.4.2. To lodge a complaint, complete Form 5, attached as Appendix G, and email the completed form to POPIAComplaints@inforegulator.org.za.

14.4. Categories of Data Subjects

- 14.4.1. The University holds information and records on the following categories of data subjects:

- 14.4.1.1. job applicants;
- 14.4.1.2. employees / personnel of the University;
- 14.4.1.3. stakeholders and students of the University;
- 14.4.1.4. any third party with whom the University offers services and performs its legislative mandate;
- 14.4.1.5. contractors of the University;
- 14.4.1.6. suppliers of the University, and
- 14.4.1.7. service providers of the University.

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

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

- 14.5.1. Depending on the nature of the data, the University may supply information or records to the following categories of recipients:
- 14.5.1.1. statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;
- 14.5.1.2. 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);
- 14.5.1.3. South African Revenue Services, or another similar authority;
- 14.5.1.4. anyone making a successful application for access in terms of PAIA;
- 14.5.1.5. 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
- 14.5.1.6. any person who conducts business with the University in the ordinary course of business.



14.6. Planned trans-border flows of information

- 14.6.1. 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.
- 14.6.2. 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.

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

- 14.7.1. The University is committed to implementing leading data security safeguards.
- 14.7.2. 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.
- 14.7.3. 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.
- 14.7.4. 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

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	The Deputy Information Officer
	Prof HC Kloppe	Mr NN Ntsababa
	Vice-Chancellor and Principal	Registrar
	University of the Free State	University of the Free State
	P.O. Box 339	P.O. Box 339
	BLOEMFONTEIN	BLOEMFONTEIN
	9300	9300

E-mail address: vcppoffice@ufs.ac.za

E-mail address: registrar@ufs.ac.za

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 (when made on behalf of another person)	
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:			
<p align="center">PARTICULARS OF RECORD REQUESTED</p> <p>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.)</p>				
Description of record or relevant part of the record:				
Reference number, if available				
Any further particulars of record				



<p align="center">TYPE OF RECORD (Mark the applicable box with an "X")</p>	
---	--

Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
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	

<p align="center">FORM OF ACCESS (Mark the applicable box with an "X")</p>	
---	--

Printed copy of record (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 record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

<p align="center">MANNER OF ACCESS (Mark the applicable box with an "X")</p>	
---	--

Personal inspection of record 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)	
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 (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)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	
FEES	
a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.	



Reason	

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer



APPENDIX B FEES

Fees in Respect of Public Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof.
3.	Printed copy of A4-size page	R1.50 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R100.00 R300.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

Fees in Respect of Private Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (iii) Flash drive (to be provided by requester) (iv) Compact disc • If provided by requester • If provided to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (v) Flash drive (to be provided by requester)	R40.00



	(vi) Compact disc <ul style="list-style-type: none"> • If provided by requester • If provided to the requester 	R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.



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: (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)	

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 • To be provided by requester (ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R40.00 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 • To be provided by requester (ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R40.00 R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐

Yes

☐

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
-----------------	--	--	--



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



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:	



[illegible]

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



Signed at _____ this _____ day of _____ 20_____

Signature of data subject / designated person



APPENDIX E

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by a third party)				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				



DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	
GROUND FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

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

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party



FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>				
Date received:				
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			Yes	<input type="checkbox"/>
			No	<input type="checkbox"/>
OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority



APPENDIX F
COMPLAINT FORM

FORM 5
[Regulation 10]

NOTE:

1. This form is designed to assist the Requester or Third Party (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 following email address: PAIAComplaints@infoRegulator.org.za or complete 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 F 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 2** 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:**
 - a. Copy of the form to the Body requesting access to records;
 - b. The Body’s response to your complaint or access request;
 - c. Any other correspondence between you and the Body regarding your request;
 - d. Copy of the appeal form, if your complaint relates to a public body;
 - e. The Body’s response to your appeal;
 - f. Any other correspondence between you and the Body regarding your appeal;
 - g. Documentation authorizing you to act on behalf of another person (if applicable);
 - h. 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.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT
(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	<input type="checkbox"/>	No	<input type="checkbox"/>
Have 30 days lapsed from the date on which you submitted your PAIA form?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Have you applied to Court for appropriate relief regarding this matter?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
FOR INFORMATION REGULATOR'S USE ONLY				
Received by: (Full names)				
Position				
Signature				
Complaint accepted	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Reference Number				
Date stamp				

Postal address	Facsimile		Other electronic communication (Please specify)	
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 (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)				
Full Names of Representative				
Nature of representation				
Identity Number	Number	/	Registration	
Postal Address				
Street Address				
E-mail Address				
Contact Numbers		Tel. (B)		Facsimile
		Cellular		
PART C THIRD PARTY INFORMATION (Please attach letter of authorisation)				
Type of Body	Private		<input type="checkbox"/>	Public
			<input type="checkbox"/>	
Name of Public / Private Body				
Registration Number (if any)				
Name, Surname and Title of person authorised to lodge a complaint				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			
PART D BODY AGAINST WHICH THE COMPLAINT IS LODGED				
Type of body	Private		<input type="checkbox"/>	Public
			<input type="checkbox"/>	
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 for access to information		
Postal Address		
Street Address		
E-mail Address		
Contact Numbers	Tel. (B):	Facsimile
	Cellular	
Reference Number given (if any)		

**PART E
COMPLAINT**

Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)

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.	

**PART F
DETAILED TYPE OF ACCESS TO RECORDS**

(Please select one or more of the following to describe your complaint to the Information Regulator)

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>	<input type="checkbox"/>
--	--	--------------------------



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>	<input type="checkbox"/>
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>	<input type="checkbox"/>
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	Tender or payment of the prescribed fee.	<input type="checkbox"/>
	The tender or payment of a deposit.	<input type="checkbox"/>
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>	<input type="checkbox"/>
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>	<input type="checkbox"/>
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>	<input type="checkbox"/>
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>	<input type="checkbox"/>
	<i>Extension period has expired and no response was received.</i>	<input type="checkbox"/>
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/unreasonably been disclosed.</i>	<input type="checkbox"/>
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>	<input type="checkbox"/>
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>	<input type="checkbox"/>
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>	<input type="checkbox"/>
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>	<input type="checkbox"/>
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	<input type="checkbox"/>



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>	<input type="checkbox"/>
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	<input type="checkbox"/>
Other (Please explain)		
PART G EXPECTED OUTCOME How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

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



APPENDIX G

Form 5

COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 7]

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"

Complaint regarding:

☐ Alleged interference with the protection of personal information

☐ Determination of an adjudicator

PART 1	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No.4 of 2013)
A	PARTICULARS OF COMPLAINT
Name(s) and surname/registered name of data subject:	
Unique Identifier/Identity Number:	
Residential, postal or business address:Code()
Contact number(s):	
Fax number/E-mail address:	



Name(s) and surname of responsible party/registered name:	
Residential, postal or business address:Code()
Contact number(s):	
Fax number/E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the grievance)</i>
.....	

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

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

