



PROMOTION OF ACCESS TO INFORMATION AND PROTECTION OF PERSONAL INFORMATION MANUAL

Prepared in terms of section 14 of the Promotion of Access to Information Act 2 of 2000 (as amended)

1. Definitions / Terms explained

Term	Definition
Access Fee	Means a fee prescribed for the purposes of reproduction and for search and preparation, and for time reasonably required in excess of the hours prescribed to search for and to prepare the record for disclosure.
Application	Means an application to a court in terms of Section 78 of PAIA.
Child	Means a natural person under the age of 18 years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him- or herself.
Competent Person	Means any person who is legally competent to consent to any action or decision being taken in respect of any matter concerning a child.
Consent	Means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of Personal Information.
Constitution	Means the Constitution of the Republic of South Africa, Act 108 of 1996, as amended.
Court	Means <ul style="list-style-type: none"> (a) the Constitutional Court acting in terms of section 167 (6) (a) of the Constitution of the Republic of South Africa, 1996; or (b) a High Court or another court of similar status; or (c) a Magistrate's Court, either generally or in respect of a specified class of decisions in terms of PAIA, designated by the Minister; by notice in the Gazette and presided over by a magistrate or an additional magistrate designated in terms of section 91a, within whose area of jurisdiction – <ul style="list-style-type: none"> (i) the decision of the information officer or relevant authority of a public body or the head of a private body has been taken; (ii) the public body or private body concerned has its principal place of administration or business; or (iii) the Requester or third party concerned is domiciled or ordinarily resident.
Data Subject	Means the person to whom the Personal Information relates
Guide	Means the book produced by the Human Rights Commission (and updated by the Information Regulator) in terms of Section 10 of the Promotion of Access to Information Act 2 of 2000, for the purposes of reasonably assisting a person who wishes to exercise any right in terms of that Act.

Term	Definition
Information Officer	Of, or in relation to a <ul style="list-style-type: none"> a) Public body means an information officer or deputy information officer as contemplated in terms of Section 1 or 17; or b) Private body means the head of a private body as contemplated in Section 1, of the Promotion of Access to Information Act.
Official	In relation to a public body or private body means – <ul style="list-style-type: none"> a) any person in the employ (permanently or temporary and full time or part-time) of the public or private body, as the case may be, including the head of the body, in his or her capacity as such; or b) a member of the public or private body, in his or her capacity as such.
Operator	Means a person who processes Personal Information for the responsible party in terms of a contract or mandate, without coming under the direct authority of that party.
Person	Means a natural or a juristic person.
Personal Information	Means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to– <ul style="list-style-type: none"> a) information relating to race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person. b) information relating to the education or the medical, financial, criminal, or employment history of the person. c) any identifying number, symbol, e-mail addresses, physical address, telephone number, location information, online identifier or other particular assignment to the person. d) the biometric information of the person. e) the personal opinions, views or preferences of the person. f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence. g) the views or opinions of another individual about the person. h) the name of the person if it appears with other Personal Information relating to the person or if the disclosure of the name itself would reveal information about the person.
Personal Requester	Means a Requester seeking access to a record containing Personal Information about the Requester.
Processing	Means any operation or activity or any set of operations whether or not by automatic means concerning Personal Information, including: <ul style="list-style-type: none"> a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, or use; b) dissemination by means of transmission, distribution or making available in any form; or c) merging, linking, as well as restriction, degradation, erasure or destruction of the information.

Term	Definition
Private Body	Means- <ul style="list-style-type: none"> a) natural person who carries or has a carried on any trade, business or profession, but only in such capacity; b) a partnership which carries or has carried any trade, business or profession; c) any former or existing juristic person, but excludes a Public Body.
Public Body	Means— <ul style="list-style-type: none"> a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or b) any other functionary or institution when— <ul style="list-style-type: none"> i. exercising a power or performing a duty in terms of the constitution; or ii. exercising a public power or performing a public function in terms of any legislation.
Record	Of, or in relation to, a public or private body, means any recorded information— <ul style="list-style-type: none"> (a) regardless of the form or medium; (b) in the possession or under the control of that public or private body respectively; and (c) whether or not it was created by that public or private body, respectively.
Responsible Party	Means a public or private body or any other person which determines the purpose of and means for processing Personal Information.
Request for access	In relation to a public body, means a request for access to a record of a public body in terms of Section 11 of PAIA.

2. Introduction and purpose of the Manual

The Promotion of Access to Information Act 2 of 2000 (PAIA), seeks to, inter alia, give effect to the constitutional right of access to any information held by the state or by any other person where such information is required for the exercise or protection of any right.

The PAIA Act also requires public and private bodies to compile manuals that provide information on both the types and categories of records held by such public and private bodies.

The Protection of Personal Information Act 4 of 2013 Act (POPIA) is intended to promote the right to privacy as stipulated in the Constitution, while at the same time protecting the flow of information and advancing the right of access to and protection of information.

In compliance with both PAIA and POPIA, this manual sets out the rules and practices which must be followed when processing Personal Information and the granting of rights to individuals in respect of their information. This manual also outlines the procedures to be followed in accessing information held by the HSRC.

Further, the purpose of this manual is to ensure that the public is aware of:

- how the HSRC will handle Personal Information;
- the kind of Personal Information that the HSRC processes;
- how complaints can be made in relation to the processing of their Personal Information.

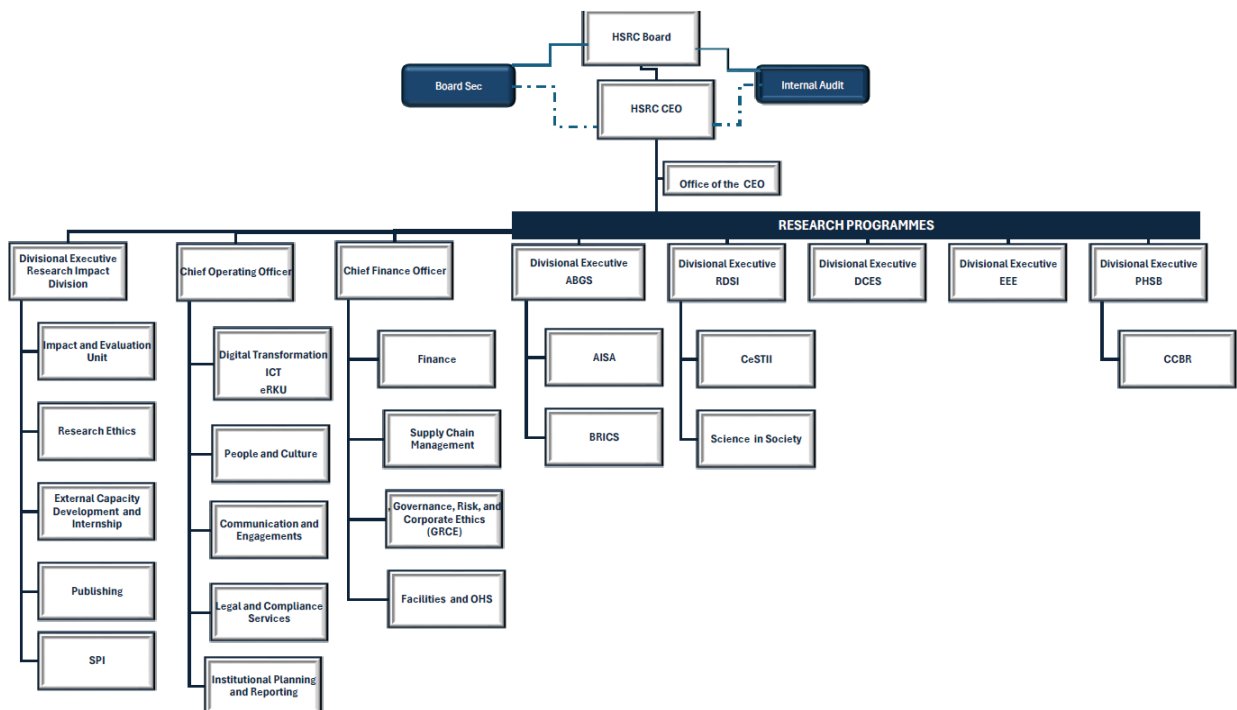
This manual also contains contact information for the Information Officer and the designated Deputy Information Officer at the HSRC.

3. Particulars of the HSRC

3.1 The mandate of the HSRC

The Human Sciences Research Council (HSRC) is one of South Africa’s statutory research councils. Established in terms of the 1968 Human Sciences Research Council Act 23 of 1968 and preserved under the 2008 Human Sciences Research Council Act 17 of 2008. The HSRC is listed as a Schedule 3 public entity as per the provisions of the Public Finance Management Act 1 of 1999 as amended.

3.2 The structure of the HSRC



3.3 The functions and objectives of the HSRC

The core business of the HSRC is to conduct large- scale, policy-relevant, social-scientific research for public-sector users, non-governmental organisations and international development agencies. This is done in partnership with researchers globally, but specifically in Africa. The HSRC supports development nationally, as well as in the Southern African Development Community (SADC) and in Africa.

As the national social science council of South Africa, the HSRC serves as a knowledge hub to bridge the gap between research, policy and action; thus increasing the impact of research. This is achieved through collaboration with key constituencies, including government, other research organisations, multinational agencies, universities, non- government organisations, and donor and development organisations.

The HSRC's staff complement numbers almost 500 and consists of professional researchers as well as technical and administrative support staff based in three different provinces (KwaZulu Natal, Gauteng and Western Cape) across South Africa.

4. Contact details – Information Officer & Deputy Information Officer [Section 14 (1) (b) and Section 51(A)(I)]

Designation	Name and address	e-mail
Information Officer	<p>Prof Sarah Mosoetsa CEO of the HSRC</p> <p>Street Address: HSRC Building, 134 Pretorius Street, Pretoria, 0002</p> <p>Postal Address: Private Bag X41, Pretoria, 0001</p>	infoofficer@hsrc.ac.za
Deputy Information Officers	<p>Mbulungeni Nephumbada Director: Legal & Compliance Services</p> <p>Phumela Mona: Manager: Compliance and Intellectual Property & Technology Transfer</p> <p>Bongiwe Moni Director: External Capacity Development & Internship</p> <p>Phillip Joseph Finance Manager</p>	infoofficer@hsrc.ac.za

	<p>Street Address: HSRC Building, 134 Pretorius Street, Pretoria, 0002</p> <p>Postal Address: Private Bag X41, Pretoria, South Africa 0001</p>	
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4.1 Information Officer & Deputy Information Officers

The Information Officer oversees the functions, responsibilities and duties required in terms of both PAIA and POPIA.

4.2 The duties and responsibilities of the Information Officer include (section 55(1) of POPIA):

- The encouragement of compliance with the conditions for the lawful processing of Personal Information;
- Dealing with requests made to the HSRC;
- Working with the Regulator in relation to investigations conducted pursuant to chapter 6 (prior authorisation) in relation to the HSRC;
- Ensuring overall compliance by the HSRC with the provisions of both PAIA and POPIA.

4.3 Further, the following responsibilities of the Information Officer are listed in Regulation 4(1) of the Regulations Relating to the Protection of Personal Information:

- Developing, implementing, monitoring and maintaining a compliance framework;
- conducting a Personal Information impact assessment to ensure that adequate measures and standards exist in order to comply with the conditions for the lawful processing of Personal Information;
- developing, monitoring, maintaining and availing a manual as prescribed in Sections 14 and 51 of PAIA;
- developing internal measures together with adequate systems to process requests for information or access thereto; and
- conducting internal awareness sessions regarding the provisions of POPIA, regulations made in terms of POPIA, codes of conduct, or information obtained from the Regulator.

The Information Officer may appoint, where it is deemed necessary, a Deputy Information Officer/s, as allowed in terms of Section 17 of PAIA and section 56 of POPIA. The information officer may also

delegate a power or duty conferred or imposed on that Information Officer by PAIA and POPIA to a Deputy Information Officer. The duties and responsibilities listed above for the Information Officer have also been delegated to the Deputy Information Officer.

The contact details of the HSRC Deputy Information Officers are listed above. The Deputy Information Officer is the point of contact for Data Subjects regarding any inquiries to the HSRC about how the HSRC handles their Personal Information.

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA)

5. How to use PAIA – Section 10 guide - [Section 14 (1) (c)]

As of 30 June 2021, the Information Regulator has taken over the regulatory mandate functions relating to PAIA. The guide on the use of PAIA previously compiled by the South African Human Rights Commission (SAHRC), in terms of Section 10 of PAIA, is now available at the offices of the Information Regulator at the following address:

The Information Regulator of South Africa

Physical Address: 54 Maxwell Drive,
Woodmead
Midrand
2191

Postal Address: P.O Box 31533, Braamfontein
2041

Website: <https://info regulator.org.za>

General enquiries e-mail:
info reg@justice.gov.za.

6. Processes and procedures for requesting information of records – [Section 53]

- 6.1 The Requester must use the prescribed form to request access to the HSRC's records (see Annexure A, which is also available on the HSRC website www.hsrc.ac.za). The request must be made to the relevant Information Officer or Deputy Information Officer.
- 6.2 The Requester must provide sufficient particulars (details) on the request form to enable the

Information Officer or their Deputy to identify the records requested, as well as to identify the Requester.

- 6.3 Requesters who are unable to read or write can make verbal requests to the Information Officer or Deputy Information Officer of a Public Body, who is then responsible for completing the Form 2 on behalf of the Requester.
- 6.4 The Requester must state whether the records are preferred in a particular language.
- 6.5 The Requester should indicate the manner in they wish to be informed of the decision in respect of the request and should also provide the necessary details.
- 6.6 If the request is made on behalf of another person, the Requester must, to the reasonable satisfaction of the Information Officer or their Deputy, submit proof of the capacity in which they are making the request.
- 6.7 The Information Officer or the Deputy Information Officer shall notify the Requester, regarding the payment of the prescribed fee (if any) before processing the request further. A Requester whose request for access to records has been granted may be required to pay an access fee for the searching, preparation and production of the copies or transcriptions of the content of the records requested, and for the time reasonably required in excess of the prescribed hours to search and prepare the record for disclosure.
- 6.8 The Information Officer or the Deputy Information Officer will inform the Requester of their decision within 30 days, which is extendable by a single 30 day extension. The period within which the Information Officer or the Deputy Information Officer will inform the Requester of their decision is subject to such extension as may be required to give a third party the chance to make a representation to the Information Officer or the Deputy Information Officer where the record requested is with regard to a record in respect of such third party.
- 6.9 The Information Officer must notify the Requester of their intention to extend the initial time period, and indicate the period of extension, the reason for the extension.
- 6.10 In the event that the HSRC refuses to give access to the requested records, the Requester may lodge an application with a court of law for a review of the decision of the HSRC.
- 6.11 If the court orders the HSRC to grant the Requester access to the requested records, the Requester is liable to pay the fee as stated in paragraph 6.7.

7. Categories of records that may be requested in line with PAIA [Section 51(1)(B)(IV)]

Records to which access will be provided in accordance with the PAIA (subject to the restrictions and right of refusal to access provided for in the PAIA) are as follows:

7.1 Operational Information and Agreements

- Documents relating to the policy, objectives and governance of the HSRC
- Directives, resolutions and instructions of the Board of the HSRC
- Rental agreements, title deeds, mortgage bonds and notarial bonds relating to movable and immovable property
- Memorandums of Understanding

7.2 Finances and Accounting

- Bank account records
- Books of account and financial statements
- Auditor's annual report
- Audited financial statements
- Annual Report (i.e. balance sheets and statement of income and expenditure certified by the Auditor General)
- Annual budget and corporate plan

7.3 Human Resources

- Policies and procedures
- Employee information, including statutory employee records
- Contracts, conditions of service and other records
- Medical scheme records
- Pension fund records

7.4 Research Development and Support

- Policies and procedures
- Minutes of the meetings

7.5 Intellectual Property

- Rights in discoveries, innovations and improvements in respect of processes, apparatus

and know-how made by employees of the HSRC in the course and scope of their employment by the HSRC

- License agreements
- Patents and patent applications
- Rights in a discovery, invention or improvement made by the HSRC in the course of an investigation or study for and on behalf of another person (natural or juristic), governments, other research organisations, multinational agencies, universities, non-government organisations, and donor and development organisations.

The above is not an exhaustive list.

8. Automatic disclosure of records – [Section 15 (1) (a)]

The following records are available automatically on the HSRC website www.hsrc.ac.za and are voluntarily disclosed.

- Reports
- Booklets
- Newsletters
- Posters and pamphlets
- Report on Corporate Governance and reports by the Auditor General
- Documents relating to the policy and governance of the HSRC
- Annual Report

9. Records that are automatically available to either HSRC employees only or to the general public and employees

The following records are automatically available to all employees and need not be requested in accordance with PAIA:

- Personnel records are available to the employee concerned.
- Records of disciplinary hearings and related matters are available to the employee concerned.
- The organisation's policy and procedure documents are available to all employees.

The following records are automatically available to the general public and all employees and need not be requested in accordance with PAIA:

- The organisation's statute
- The organisation's employment equity plan

- The organisation’s skills development plan
- HSRC research outputs

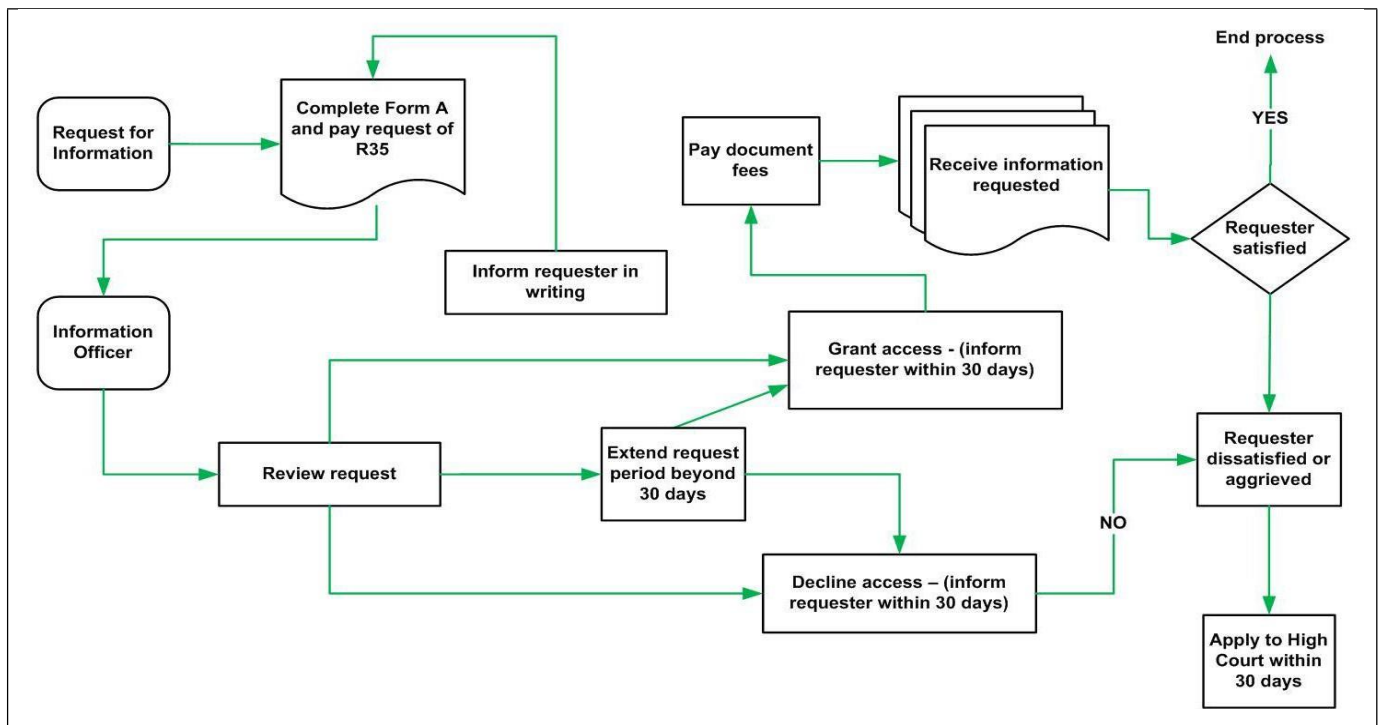
10. Remedies available to a Requester if the provisions of PAIA are not complied with by the HSRC – [Section 14 (1) (h)]

Should a person wish to appeal against a decision of the Information Officer they must do so within 60 days from receipt of the decision. An internal appeal process will be followed and, should a person not be satisfied with the outcome, they (including a juristic person) may lodge a complaint to the Information Regulator or apply to the relevant court for appropriate relief.

11. Availability of the manual – [Section 14(3)]

This manual will be made available to the Information Regulator in accordance with paragraph 4(1) of the regulation promulgated in terms of PAIA and will be published on the HSRC’s website (<http://www.hsrc.ac.za>). Copies of the manual will also be available at the HSRC’s offices for perusal.

12. Flow chart of handling PAIA requests in the HSRC



PROTECTION OF PERSONAL INFORMATION ACT (POPIA)

13. Types of Personal Information processed by the HSRC

The HSRC may process Personal Information falling in the following categories:

Research	<ul style="list-style-type: none"> Information relating to race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person. Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number; Tax related information.
Human Resources	<ul style="list-style-type: none"> Information relating to race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person. Information relating to the education or the medical, financial, criminal, or employment history of the person. Any identifying number, symbol, e-mail addresses, physical address, telephone number, location information, online identifier or other particular assignment to the person.
Finance	<ul style="list-style-type: none"> Information relating to accounting records, banking details and bank accounts, banking details (Industry Participants), tax returns, Rental Agreements, Debtors lists, Statements and invoices (Industry Participants).
Supply Chain Management	<ul style="list-style-type: none"> Information relating to Service Level Agreements, Contractor and Supplier Agreements, lists of suppliers, products and services.
IT	<ul style="list-style-type: none"> Information relating to computer / mobile device usage, hardware asset registers, Software licensing.
Communications	<ul style="list-style-type: none"> Information relating to e-mail addresses, physical address, telephone number, location information, online identifier or other particular assignment to the person.
Legal	<ul style="list-style-type: none"> Information relating to litigation matters, Service Level Agreements, Contractor and Supplier Agreements, debtors lists.
Building & Maintenance & Security Services	<ul style="list-style-type: none"> Information relating to the biometric information of the person, Rental Agreements.

The above is not an exhaustive list.

14. HSRC's purposes for processing Personal Information

Personal Information held by the HSRC will only be processed for a specific purpose. As stated above, the HSRC's core business is to conduct large-scale, policy-relevant, social-scientific research. As such, the HSRC will collect, process or further process Personal Information for the performance of its functions and operations, as mandated by the HSRC Act 17 of 2008. The HSRC processes the Personal Information in its care in the following ways:

- Conducting research
- Staff administration
- Keeping of accounts and records
- Complying with tax and other applicable laws
- to assess the HSRC's website popularity and improve it;
- communications;
- building security.

The above is not an exhaustive list.

15. Protection of Personal Information processed by the HSRC Accountability

Chapter 3 of POPIA states the minimum conditions for lawful processing of Personal Information by a responsible party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA. The HSRC will ensure that the Personal Information of a Data Subject:

- 15.1 is processed lawfully, fairly and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by the HSRC, in the form of privacy or data collection notices. The HSRC must also have a legal basis (for example, an obligation by law) to process Personal Information;
- 15.2 Is processed only for the purposes for which it was collected;
- 15.3 will not be processed for a secondary purpose unless that processing is compatible with the original purpose;
- 15.4 is adequate, relevant and not excessive for the purposes for which it was collected;
- 15.5 is accurate and kept up to date;
- 15.6 will not be kept for longer than necessary;

- 15.7 is processed in accordance with integrity and confidentiality principles; this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by the HSRC, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;
- 15.8 is processed in accordance with the rights of Data Subjects, where applicable. Data Subjects have the right to:
- a) Be notified that their Personal Information is being collected by the HSRC. The Data Subject also has the right to be notified in the event of a data breach;
 - b) Know whether the HSRC holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;
 - c) Request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained Personal Information;
 - d) Object to the HSRC's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to the HSRC's record keeping requirements and mandate); and
 - e) Complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its Personal Information.

The HSRC will regularly review its procedures to ensure that its records remain accurate and consistent and, in particular:

- ICT systems will be designed, where possible, to encourage and facilitate the entry of accurate data.
- Data on any individual will be held in as few places as necessary, and all staff will be discouraged from establishing unnecessary additional data sets.
- Effective procedures will be in place so that all relevant systems are updated when information about any individual changes.
- Staff who keep more detailed information about individuals will be given additional guidance on accuracy in record keeping.

The HSRC will review all Personal Information on an annual basis. Archived electronic records of the HSRC are stored securely in an off-site facility.

Paper record archiving takes place through the use of document warehousing service provider and in strong rooms within the HSRC Building, Pretoria, which are restricted to authorised personnel only.

Records will be kept of all archived documents that are subsequently destroyed.

16. Processing of Special Personal Information – [Sections 26-35]

The prohibition on the processing of special Personal Information is provided for in Section 26. Special Personal Information includes information relating to the health, political persuasion, race or ethnic origin, or criminal behaviour of the Data Subject. There is a similar ban on the processing of Personal Information relating to a child.

This prohibition does not apply where the processing is for historical, statistical or research purposes. In such instances, the HSRC will ensure that the purpose for processing special person information serves a public interest and the processing is necessary for the purpose concerned. Further, the HSRC guarantees that the processing will not adversely affect the individual privacy of the Data Subject to a disproportionate extent.

17. Prior Authorisation – [Sections 57-59]

The HSRC undertakes to comply with the POPIA, Chapter 6 Section 57, in terms of obtaining prior authorisation before processing any unique identifiers, information on criminal behaviour, unlawful or objectionable conduct of third parties, process information for the purposes of credit reporting, transfer of Personal Information as referred to in Section 26 and 34 to a third party in a foreign country that does not have adequate level of protection for the processing.

18. Trans-border information flows – [Section 72]

Personal Information may be transmitted trans-border to HSRC research partners/ collaborators in other countries, and Personal Information may be stored in data servers hosted outside South Africa. The HSRC will endeavour to ensure that its research partners/ collaborators will make all reasonable efforts to secure the said data and Personal Information. Compliance with Section 72 will be achieved through the use of the necessary contractual agreements from the relevant research partners/collaborators.

19. POPIA Complaints Resolution Procedure

POPIA deals with complaints in some length under chapter 10 (Enforcement). In terms of Section 74, any person may submit a complaint to the Regulator in the prescribed manner and form alleging interference with the protection of the Personal Information of a Data Subject. A complaint to the Regulator must be made in writing.

If a responsible party or Data Subject feels that the HSRC has acted outside of the requirements of the POPIA or in terms of the conditions by which the HSRC had processed a Data Subjects' Personal Information, such a person may address their complaint to us in writing. Please see complaint procedure below (Annexure 3).

20. Annexures

The following documents are attached to this manual as annexures:

[Annexure 1](#): FORM A: HSRC request form

Annexure 2: HSRC PAIA fee structure

Annexure 3: Complaints Process Flow

[Annexure 4](#): Request for correction or deletion of personal information (Form)

[Annexure 5](#): Objection to the processing of personal information (Form)

21. Updating of the Manual

The HSRC will, if necessary, update and publish this Manual annually.

Issued by:

Prof Sarah Mosoetsa (Information Officer)

Title: Chief Executive Officer

ANNEXURE 1: FORM A: HSRC REQUEST FORM

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

Section 18 (10 of the Promotion of Access to Information Act, 2000 (Act no 2 of 2000) [Regulation 6]

FOR DEPARTMENTAL USE

Reference Number: _____

Request received by: _____ (Name and surname of Information Officer / Deputy Information Officer

On _____ (date) at _____ (place) _____

Request fee (if any): R

Deposit (if any): R

Access fee: R.....

Signature of the Information Officer/Deputy Information Officer

A: Particulars of the public body

The Information Officer/Deputy Information Officer:

B: Particulars of person requesting access to the record

- a) The particulars of the person who requests access to the record must be given below.
- b) The address and/or fax number in the Republic to which the information is to be sent, must be given.
- c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: _____

Identity number: _____

Postal address: _____

Telephone number: _____

E-mail address: _____

Capacity in which the request is made, when made on behalf of another person:

C: Particulars of person on whose behalf the request is made

Full names and surname: _____

Identity number: _____

D: Particulars of the record requested

- a) 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.
- b) If the provided space is inadequate, please continue to a separate folio and attach it to this form.

The Requester must sign all the additional folios.

Description of record or relevant part of the record:

Reference number, if available: _____

Any further particulars of the record: _____

E: Fees

- a) A request for access to a record, other than record containing personal information about yourself, will be processed only after a request fee has been paid.
- b) You will be notified of the amount required to be paid as the request 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 a record.
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

Reason for exemption from payment of fees:
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F: Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1-4 below, state your disability and indicate in which form the record is required.

Disability	Form in which record is required
Notes:	
<p>a) Compliance with your request for access in the specified form may depend on the form in which the record is available.</p> <p>b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another format.</p> <p>c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>	
Mark the appropriate box with an X	
1. If the record is in written or printed form:	
Copy of record *	Inspection of record
2. If the record consists of visual images (including photographs, slides, video recordings, computer-generated images, sketches, etc.)	
View the images	Copy of the images *
3. If the record consists of recorded words or information which can be reproduced in sound:	
Listen to the soundtrack (audio cassette)	Transcription of soundtrack * (written or printed document)

4. If the record is held on computer or in an electronic or machine-readable form:					
	Printed copy of the record *		Printed copy of the information derived from the record *		Copy on computer-readable form *
* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?					
Postage is payable			YES		NO
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.					

G: Notice of decision regarding request for access

You will be notified whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

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

Signed at thisday of..... 20.....

Signature of Requester / person on who's behalf request is made

ANNEXURE 2: HSRC PAIA FEE STRUCTURE

The reproduction fees are as follows:

a.	For every photocopy of an A4 page or part thereof	R0,60
b.	For every printed copy of an A4 page or part thereof, held on computer or in electronic or machine-readable format	R0,40
c.	For a copy in computer-readable format on (i) compact disc	R40
d.	(i) For a transcription of visual images on an A4 page or part thereof (ii) For a copy of visual images	R22 R60
e.	(i) For a transcription of an audio record, per A4 page or part thereof (ii) For a copy of an audio record	R12 R17
Request fee payable by every Requester other than a personal Requester		R35

The access fees payable by a Requester who is not exempted from payment are as follows:

a.	For every photocopy of an A4 page or part thereof	R0,60
b.	For every printed copy of an A4 page or part thereof, held on computer or in electronic or machine-readable format (i) compact disc	R40
c.	(i) For a transcription of visual images on an A4 page or part thereof (ii) For a copy of visual images	R22 R60
d.	(i) For a transcription of an audio record, per A4 page or part thereof (ii) For a copy of an audio record	R12 R17
e.	The fee for searching for the record is R15 per hour or part of an hour, excluding the first hour, reasonably required for such search	

The reproduction fees are as follows:

a.	For every photocopy of an A4 page or part thereof	R1,10
b.	For every printed copy of an A4 page or part thereof, held on computer or in electronic or machine-readable format	R0,75
c.	For a copy in a computer-readable format on (i) compact disc	R70
d.	(i) For a transcription of visual images on an A4 page or part thereof (ii) For a copy of visual images	R40 R60
e.	(i) For a transcription of an audio record, per A4 page or part thereof (ii) For a copy of an audio record	R20 R30
Request fee payable by every Requester other than a personal Requester		R50

The access fees payable by a Requester who is not exempted from payment are as follows:

a.	For every photocopy of an A4 page or part thereof	R1,10
b.	For every printed copy of an A4 page or part thereof, held on computer or in electronic or machine-readable format	R0,75
c.	For a copy in a computer-readable format on (i) compact disc	R70
d.	(i) For a transcription of visual images, per A4 page or part thereof (ii) For a copy of visual images	R40 R60
e.	(i) For a transcription of an audio record, per A4 page or part thereof (ii) For a copy of an audio record	R20 R30
f.	The fee for searching for the record is R30 per hour or part of an hour, reasonably required for such search	

ANNEXURE 3: COMPLAINTS PROCESS FLOW

A Complaint must be lodged with the Deputy Information Officer.

1. If the complaint is not in writing, HSRC to request that the complaint be in writing (see Complaint Form below) and to be submitted along with the necessary supporting documentation;
2. Where a complaint is sent to a staff member, the staff member must pass on the complaint form to Deputy Information Officer.
3. The complaint will be validated and recorded on Complaints Register;
4. The Deputy Information Officer will acknowledge receipt of complaint in writing within 5 business days;
5. The complaint will be assigned to a staff member by the Deputy Information Officer and investigated;
6. The complaint must be resolved immediately or the necessary action must be taken and the complainant will be advised of the steps taken and expected date of resolution;
7. The assigned staff member must update the Complaints Register with all developments/ activities;
8. The assigned staff member will forward the resolution of the complaint and the outcome to the Deputy Information Officer who will notify the complainant of the final outcome. This must be within 4 weeks of receiving the complaint.
9. The Deputy Information Officer will notify the complainant if the complaint is not resolved within 4 weeks and advise the complainant on status of the complaint;
10. The Deputy Information Officer will advise the complainant of other options if complaint could not be resolved.

Contact Details	
Name & Surname	
Email	
Contact Number	
Particulars Of Complainant	
Name & Surname	
Identity Number	
Contact Details	
Email	
<p align="center">Details of Complaint <i>(Please specify your details of complaint below. You may attach an additional page if space provided is not sufficient)</i></p>	
<p align="center">Desired Outcome</p>	
Signature	Date

I hereby declare that the information stated above is truthful and accurate.

We are committed to safeguarding your privacy and the confidentiality of your Personal Information and are bound by the Protection of Personal Information Act.

If we are unable to resolve the complaint to your satisfaction, you have the right to complain to the Information Regulator.

The Information Regulator contact details:

Physical Address:	Email	Website:
54 Maxwell Dr, Woodmead, Midrand, 2191	enquiries@info regulator.org.za	https://info regulator.org.za

ANNEXURE 4: REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION (FORM)

**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.

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/E-mail address:	
DETAILS OF RESPONSIBLE PARTY	
Name(s) and surname / registered name of Responsible Party:	
Residential, postal or business address:	
	(code)
Contact number(s):	
Fax number/ E-mail address:	
INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED	

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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.
(Please provide detailed reasons for the request)

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Signed at this day of20.....

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Signature of Data Subject/ designated person