



PAIA MANUAL

Prepared in terms of Section 51 of the
Promotion of Access to Information
Act 2 of 2000 (as amended)

March 2022

Document History

Version	Issue Date	Changes <i>[Section, Page(s) and Text Revised]</i>



Table of contents

1. List of Acronyms and Abbreviations	1
2. Purpose of PAIA Manual	1
3. Request for Access to Information	2
4. Fees	2
5. Key Contact Details for Access to Information for Cenfri (Centre for Financial Regulation and Inclusion NPC)	2
6. Guide on How to use PAIA and how to Obtain Access to the Guide	3
7. Categories of Records of Cenfri which are Available without a Person having to Request Access.	5
8. List of the Records Which Cenfri Hold that are Available in Accordance with Any Other Legislation.	5
9. Categories of Records Held by Cenfri.	6
10. Processing of Personal Information	6
11. Updating of the Manual	8
12. ANNEXURE A	9
13. ANNEXURE B	10

1. List of Acronyms and Abbreviations

- 1.1. “CIO” Chief Information Officer
- 1.2. “DIO” Deputy Information Officer
- 1.3. “Minister” Minister of Justice and Correctional Services;
- 1.4. “PAIA” Promotion of Access to Information Act No. 2 of 2000 (as Amended);
- 1.5. “POPIA” Protection of Personal Information Act No.4 of 2013;
- 1.6. “Regulator” Information Regulator; and
- 1.7. “Republic” Republic of South Africa

2. Purpose of PAIA Manual

- 2.1. This PAIA Manual is for the public to-
 - 2.1.1. check the categories of records held by Cenfri which are available without a person having to submit a formal PAIA request;
 - 2.1.2. have a sufficient understanding of how to make a request for access to a record of Cenfri, by providing a description of the subjects on which the Cenfri holds records and the categories of records held on each subject;
 - 2.1.3. know the description of the records of Cenfri which are available in accordance with any other legislation;
 - 2.1.4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
 - 2.1.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
 - 2.1.6. know if Cenfri will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
 - 2.1.7. know the description of the categories of data subjects and of the information or categories of information relating to these;
 - 2.1.8. know the recipients or categories of recipients to whom the personal information may be supplied;
 - 2.1.9. know if Cenfri has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

- 2.1.10. know whether Cenfri has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. Request for Access to Information

- 3.1. In the event that a person or entity requires access to information as contemplated in the Act, the requester must contact the Deputy Information Officer.
- 3.2. A person who wants access to the records held by Cenfri must complete the necessary required form, as set out in Annexure B. The completed form must then be sent to the email or address of the deputy Information Officer as set out in clause 5 of this Manual.
- 3.3. The requester must indicate which form of access is required (inspection of copy, paper copy, electronic copy, transcript, etc.) and identify the right that is sought to be exercised or protected, providing an explanation for why the requested record is required for the exercise or protection of that right. Proof of the capacity in which the requested is requesting the information must be provided.
- 3.4. You will be notified in writing whether your request has been approved or denied within 10 working days. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

4. Fees

- 4.1. A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- 4.2. 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. The schedule of fees is set out in Annexure A.

5. Key contact details for Access to Information for Cenfri (Centre for Financial Regulation and Inclusion NPC)

5.1. Chief Information Officer

Name: Stephanie van der Westhuizen

Tel: +21 9139510

Email: Steph@cenfri.org

Fax number: +21 9139644

5.2. Deputy Information Officer

Name: Tessa Kock
Tel: +21 9139510
Email: Tessa@cenfri.org
Fax Number: +21 9139644

5.3. Access to information general contacts

Email: info@cenfri.org

5.4. Head Office

Postal Address: P O Box 5966, Tygervalley, 7535
Physical Address: Building A, Farm 1, Vineyard Office Park, 99 Jip de Jager Drive, Bellville, 7530, Cape Town, South Africa
Telephone: 021 9139510
Email: info@cenfri.org
Website: www.cenfri.org

6. Guide on how to use PAIA and how to obtain access to the Guide

- 6.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 6.2. The Guide is available in each of the official languages and in braille.
- 6.3. The aforesaid Guide contains the description of-
 - 6.3.1. the objects of PAIA and POPIA;
 - 6.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

- 6.3.2.1. the Information Officer of every public body, and
 - 6.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 6.3.3. the manner and form of a request for-
 - 6.3.3.1. access to a record of a public body contemplated in section 11; and
 - 6.3.3.2. access to a record of a private body contemplated in section 50;
 - 6.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 6.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 6.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 6.3.6.1. an internal appeal;
 - 6.3.6.2. a complaint to the Regulator; and
 - 6.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
 - 6.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
 - 6.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 6.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
 - 6.3.10. the regulations made in terms of section 92.
- 6.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 6.5. The Guide can also be obtained-
- 6.5.1. upon request to the Information Officer;

- 6.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 6.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-
 - 6.6.1. English
 - 6.6.2. isiXhosa

7. Categories of records of Cenfri which are available without a person having to Request Access.

- 7.1. On a regular basis, Cenfri makes available to the public certain information on its functions and activities. This information will continue to be available without having to make a formal request under the Act. Information is also available on Cenfri's website: www.cenfri.org. Cenfri reserves the right to charge a fee in terms of the Act for requests pertaining to information that falls outside of this scope.

8. List of the records which Cenfri hold that are available in accordance with any other legislation.

- 8.1. The following pieces of legislation require that Cenfri hold certain personal records as prescribed. The fact that we list a record type here does not necessarily mean that we will disclose such records, and all access is subject to the evaluation processes outlined herein, which will be exercised in accordance with the requirements of the Act.
 - 8.1.1. Empowerment Act, No 53 of 2003
 - 8.1.2. Companies Act, No 71 of 2008
 - 8.1.3. Compensation for Occupational Injuries and Diseases Act, No 130 of 1993
 - 8.1.4. Constitution of the Republic of South Africa Act, No 108 of 1996
 - 8.1.5. Consumer Protection Act, No 68 of 2008 3
 - 8.1.6. Employment Equity Act, No 55 of 1998
 - 8.1.7. Income Tax Act, No 58 of 1962
 - 8.1.8. Labour Relations Act, No 66 of 1995
 - 8.1.9. Occupational Health and Safety Act, No 85 of 1993
 - 8.1.10. Promotion of Access to Information Act, No 2 of 2000

- 8.1.11. Promotion of Equality & Prevention of Unfair Discrimination Amendment Act, No 52 of 2002
- 8.1.12. Protection of Personal Information Act, No 4 of 2013
- 8.1.13. Skills Development Act, No 97 of 1998
- 8.1.14. Skills Development Levy Act, No 9 of 1999
- 8.1.15. Unemployment Insurance Act, No 30 of 1966

9. Categories of records held by Cenfri.

- 9.1. Cenfri holds the following types of records to manage our business and comply with our legal obligations:
 - 9.1.1. Client records to provide and bill for our services
 - 9.1.2. Human resources records to recruit employees, manage existing employees and pay their salaries.
 - 9.1.3. Business records to manage our business operations.
 - 9.1.4. Supplier records to manage our relationships with service providers and pay them for products and services.

10. Processing of Personal Information

- 10.1. During our activities, Cenfri will collect, store and process personal information and other confidential information about staff, customers, suppliers and other third parties, in electronic and other formats. We recognise the need to treat it in an appropriate and lawful manner, and we are committed to engaging with data appropriately.
- 10.2. We recognise that we operate globally, both in terms of the countries our work relates to and in terms of where our donors and stakeholders are domiciled, and we, therefore, need to take cognisance of international data protection standards and practices as they apply to the jurisdictions in which are active.
- 10.3. We recognise that for the purposes of data management we are responsible both for the actions of our staff and for third parties we contract to process data on our behalf.
- 10.4. We commit to educating our staff about our data privacy and security, including the fact that breaches of this policy may result in disciplinary action.
- 10.5. Description of the categories of Data Subjects and of the information or categories of information relating thereto.

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	Name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	Names, registration number, vat numbers, address, trade secrets and bank details
Prospective employees	Name, address, contact number, email address, ID or passport number, qualifications, gender and race, income tax number, personal references, record of criminal records, record of credit blacklisting, Psychometric test results
Current Employees	Name, address, contact number, email address, ID or passport number, next of kin details, qualifications, gender and race, income tax number and tax payments, personal references, record of criminal records, record of credit blacklisting, Psychometric test results, Contract of employment, performance assessments, Payroll data
Former employees	Name, address, contact number, email address, ID or passport number, next of kin details, qualifications, gender and race, income tax number and tax payments, personal references, record of criminal records, record of credit blacklisting, Psychometric test results, Contract of employment, performance assessments, Payroll data

10.6. The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Name, ID/Passport no, police clearance certificates, qualifications, credit history	Applicable government departments for the purposes of work permit applications.
Tax number	Applicable tax authorities.

10.7. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity, and availability of the information

10.7.1. Cenfri will take all technical and organizational measures and physical measures to prevent the unauthorized or unlawful processing of personal data or/and accidental loss or destruction of data. Cenfri has security infrastructure services in place such as Firewall authentication (Access policies; Reporting; Azure AD; certificates; Sophos antivirus and Mimecast for email security. All the data is backup to the Cloud which is stored in South Africa.

11. Updating of the Manual

11.1. Steph van der Westhuizen, Cenfri's Chief Operating Officer, will update this manual as and when required.

Issued by:

Steph van der Westhuizen

Chief Operating Officer

09 December 2021

12. ANNEXURE A

	Description	Amount
1.	The request fee payable by every requester	R140
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per pager 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: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	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 requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor To search for and prepare the record for	R40.00 R40.00 R60.00
9.	To search 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	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.”.

13. ANNEXURE B

REQUEST FOR ACCESS TO RECORD OF CENFRI (Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

13.1. Particulars of Cenfri (Centre for Financial Regulation and Inclusion)

Physical address:

Building A, Farm 1, Vineyard Office Park, 99 Jip de Jager Drive, Bellville, Cape Town, 7530

Postal address:

P O Box 5966

Tygervalley

7535

Telephone: 27 21 913 9510

Email: info@cenfri.org

Information Officer: Steph van der Westhuizen (Chief Operating Officer)

Deputy Information Officer: Tessa Kock (Operational Support Manager)

13.2. Particulars of person requesting access to the record

- The particulars of the person who requests access to the record must be given below.
- The address/email and/or fax number in the Republic to which the information is to be sent must be given.
- 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:	
Fax number	
E-mail address:	

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

13.3. Particulars of person on whose behalf the request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:	
Identity number:	

13.4. Particulars of record

- 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 folio and attach it to this form. The requester must sign all the additional folios.

13.4.1. Description of record or relevant part of the record:

13.4.2. Reference number if available:

13.4.3. Any further particulars of record:

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

Disability		Form in which record is required	
------------	--	----------------------------------	--

Note:

- Compliance with your request for access in the specified form may depend on the form in which the record is available.
- 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 form.
- The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

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 record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)					
	View images		Copy of the images*		Transcription of the images *
3. If 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 record is held on computer or in an electronic or machine-readable form:					
	Printed copy of record*		Printed copy of information derived from the record*		Copy in computer readable form* (memory stick)

“**” 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
--	------------	-----------

13.6. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

13.6.1. Indicate which right is to be exercised or protected:



13.6.2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

13.7. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved or 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.

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

Signed at: _____ this day _____ of _____ 202_____

Signature of requester: _____