

PAIA MANUAL

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

and

The Protection of Personal Information Act 2 of 2013 (“POPIA”)

Date of Compilation: 01/01/2016

REVISIONS

INITIATED BY	APPROVED BY	DATE OF APPROVAL	VERSION
Chief Financial Officer	CEO	02/03/2016	1
Chief Financial Officer	EXCO	26/02/2020	2
Chief Financial Officer	CEO	25/11/2020	3
Compliance Officer	CEO	29/06/2021	4
Compliance Officer	EXCO	01/11/2022	5

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LIST OF ACRONYMS AND ABBREVIATIONS

1.1	"CEO"	Chief Executive Officer
1.2	"IO"	Information Officer
1.3	"DIO"	Deputy Information Officer
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

1. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is useful for the public to-

- 1.1 have insight into the categories of records held by the company which are available without a person having to submit a formal PAIA request;
- 1.2 have a sufficient understanding of how to make a request for access to a record of the company, by providing a description of the subjects on which the company holds records and the categories of records held on each subject;
- 1.3 know the description of the records of the company which are available in accordance with any other legislation;
- 1.4 access all the relevant contact details of the Information Officer and Deputy Information Officers who will assist the public with the records they intend to access;
- 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;
- 1.6 know if the company 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;
- 1.7 know the recipients or categories of recipients to whom the personal information may be supplied;
- 1.8 know if the company 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
- 1.9 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

2. INTRODUCTION TO THIS COMPANY

The University of Pretoria has established a wholly owned entity, Enterprises University of Pretoria (Pty) Ltd ('the company'), as an umbrella organisation for the development and delivery of short courses and performance of contract research and consulting activities within the University.

We as a private body have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights.

Inside these pages you will be able to view the categories of information which we possess. You will also be shown the correct procedure to follow should you require access to any of this information.

A copy of this manual is also available on our website www.enterprises.up.ac.za

3. COMPANY INFORMATION

Name	Enterprises University of Pretoria (Pty) Ltd
Registration Number	1999/018455/07
Registered Address	Enterprise Building, 140 Lunnon Road, Hillcrest 0083
Postal Address	Private Bag X41, Hatfield 0028
Telephone Number	+27(0)12 434 2500
Fax Number	+27 (0)12 434 2505
Email address	info@enterprises.up.ac.za
Website	www.enterprises.up.ac.za

4. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE COMPANY

Chief Executive Officer	Name	Dr Elmar de Wet
	Email address	elmar.dewet@enterprises.up.ac.za
	Telephone number	+27 (0)12 434 2229
Information Officer	Name	Ms Alta Botha
	Email address	alta.botha@enterprises.up.ac.za
	Telephone number	+27 (0)12 434 2222
Deputy Information Officer	Name	Ms Faith Majola
	Email address	faith.majola@enterprises.up.ac.za
	Telephone number	+27 (0)12 434 2619

5. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 5.1. 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.
- 5.2. The Guide is available in each of the official languages and in braille.
- 5.3. The aforesaid Guide contains the description of-
 - 5.3.1. the objectives of PAIA and POPIA;
 - 5.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 5.3.2.1. the Information Officer of every public body, and
 - 5.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 5.3.3. the manner and form of a request for-
 - 5.3.3.1. access to a record of a public body contemplated in section 11; and
 - 5.3.3.2. access to a record of a private body contemplated in section 50;

- 5.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 5.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 5.3.6. 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-
 - 5.3.6.1. an internal appeal;
 - 5.3.6.2. a complaint to the Regulator; and
 - 5.3.6.3. 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;
- 5.3.7. 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;
- 5.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 5.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 5.3.10. the regulations made in terms of section 92.
- 5.4. Members of the public can inspect or make copies of the Guide from the offices of the company as well as from the office of the Regulator, during normal working hours.
- 5.5. The Guide can also be obtained-
 - 5.5.1. upon request to the Information Officer;
 - 5.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 5.6. A copy of the Guide is available in English for public inspection during normal office hours.

6. CATEGORIES OF RECORDS OF THE COMPANY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Certain information is freely available from the company on its website at www.enterprises.up.ac.za. This information consists of, amongst others:

- the Annual Overview;
- PAIA Manual;
- Whistle-blowers and POPIA policies;
- Board of Directors;
- Vacancy adverts;
- Product information.

Such information can also be requested telephonically or via email.

7. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Information is retained in terms of the following legislation and is usually available only to the persons or entities specified in such legislation. The legislation includes, but is not limited to the following:

- 7.1 Companies Act 71 of 2008
- 7.2 The Constitution of the Republic of South Africa No.3 of 1994
- 7.3 Basic Conditions of Employment Act 75 of 1997
- 7.4 Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 7.5 Occupational Health and Safety Act 85 of 1993
- 7.6 Hazardous Substances Act 15 of 1973
- 7.7 Employment Equity Act 55 of 1998
- 7.8 Income Tax Act 58 of 1962
- 7.9 Unemployment Insurance Act 63 of 2001
- 7.10 Unemployment Insurance Contributions Act 4 of 2002
- 7.11 Labour Relations Act 66 of 1995
- 7.12 Value Added Tax Act 89 of 1991
- 7.13 Promotion of Access of Information Act 2 of 2000
- 7.14 Protection of Personal Information Act 4 of 2013
- 7.15 Skills Development Act 97 of 1998
- 7.16 Skills Development Levies Act 9 of 1999
- 7.17 Broad-Based Black Economic Empowerment Act 53 of 2003

Records kept in terms of the above legislation may insofar as the information kept therein is of a public nature, be available for inspection without a person having to request access thereto in terms of PAIA.

8. DESCRIPTION OF RECORDS HELD BY THE COMPANY

8.1 Company records

- Certificate of Incorporation
- Certificate of change of name
- Memorandum of Incorporation
- Register of shareholders and shares
- Register of directors and information
- Directors' meetings and resolutions records
- Committee's meetings and resolutions records
- Operational records
- Marketing records
- Internal correspondence
- Internal policies and procedures
- Statutory records
- Company policies and directives
- B-BBEE verification records

8.2 Financial records

- Accounting records
- Audit records and reports
- Financial records and reports

- Debtor records
- Tax returns
- Banking records
- Financial policies and procedures
- Purchase and order records
- Register of fixed assets
- General correspondence

8.3 Employee records

- Employees' demographic and personal information
- Remuneration and position information
- Employment contracts
- Banking information
- Background information
- Photographs and visual images
- Training records
- Performance review records
- Disciplinary records
- Conditions of Service and other employee-related contractual records
- Payroll records
- Provident fund and medical aid records
- Termination records
- General correspondence
- Taxation records and certificates
- Employment Equity plan of the company

8.4 Client records

- Any records a client or delegate has provided to the company such as application forms, enrolment forms, etc.
- Records generated by or within the company pertaining to the client or delegate including transactional records, attendance records, assessment records, etc.
- Agreements and contracts

8.5 Insurance records

- Insurance policies
- Details of insurance coverage's, limits and insurers

8.6 Information Technology

- Hardware
- Operating systems
- Software packages
- Disaster recovery
- Internal systems support and programming /development
- Software licenses and agreements
- Support and maintenance agreements
- IT policies and procedures
- Systems and user manuals
- Asset register for IT-related material
- System performance records

- General correspondence

8.7 Other parties

Records are kept in respect of other parties, including but not limited to commercial banks, auditors, consultants, and other service providers. In addition, such other parties may possess records which belong to the company.

8.8 Other records

Further records are kept such as information relating to the company's commercial activities and research information carried out on behalf of a third party.

9. PROCESSING OF PERSONAL INFORMATION

9.1 Purpose of Processing Personal Information

We process personal information to:

- 9.1.1 provide our services;
- 9.1.1 better understand our data subject's need when doing so;
- 9.1.2 keep our data subject's records up to date;
- 9.1.3 manage our employees in general;
- 9.1.4 manage client's agreements in general;
- 9.1.5 manage supplier agreements in general;
- 9.1.6 market our products and services to prospective clients;
- 9.1.7 to engage with our shareholder

9.2 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/Delegates (Natural persons)	Names and surname; residential, postal or business address; identity number; banking information; employment detail; contact detail.
Customers/Clients/Delegates (Juristic persons/entities)	Names of contact persons; name of legal entity; postal or physical address; company registration number; banking information; contact detail; BBBEE information.
Service providers/ Sub-contractors	Names of contact persons; name of legal entity; names of directors and shareholders; postal or physical address; company registration number; banking information; contact detail; BBBEE information; tax related information.
Directors	Names and surname; physical, postal and business address; identity number; employment information; contact detail; qualifications; gender; race; business involvement and professional affiliation information; photographs.
Employees	Names and surname; physical and postal address; identity number; banking information; employment history; contact detail; qualifications; gender; race; next of kin information; medical and disability information; references; vehicle information; educational information; correspondence of a confidential nature; pregnancy; photographs; video recordings.

Categories of Data Subjects	Personal Information that may be processed
Job applicants	Names and surname; physical and postal address; identity number; employment history; contact detail; qualifications; gender; race; references; educational information; correspondence of a confidential nature.
Visitors	Names and surname; cell phone number; vehicle registration number.

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

- 9.3.1 Statutory oversight bodies, regulators or judicial commissions of enquiry making a request for data;
- 9.3.2 Any court or judicial forum, arbitration or ombudsman making a request for data in terms of applicable rules;
- 9.3.3 South African Revenue Services, or another similar authority;
- 9.3.4 Anyone making a successful application for access in terms of PAIA and POPIA.

9.4 Trans-border flows of personal information

We will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing, and will do so only in accordance with South African legislative requirements or if the data subject consents to transfer of their personal information to third parties in foreign countries.

We will take steps to ensure that operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information and apply adequate safeguards in terms of POPIA.

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

- 9.5.1 System access, application access, remote access, corporate network access, physical device access and the like are controlled via username and password, VPN, firewalls etc.
- 9.5.2 Managed backups are encrypted, and only authorised staff and contractors are permitted access to backup software and devices.
- 9.5.3 Encrypted communication channels to and from relevant systems are utilised where applicable. System/Application access and use for authorised users are governed by usernames and passwords & system roles/rights.
- 9.5.4 Anti-virus and anti-malware solutions are deployed.

10. AVAILABILITY OF THE MANUAL

10.1 A copy of the Manual is available-

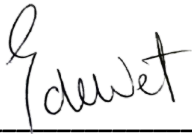
- 10.1.1 on our website at www.enterprises.up.ac.za;
- 10.1.2 at the offices of the company for public inspection during normal business hours;
- 10.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
- 10.1.4 to the Information Regulator upon request.

10.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

11. UPDATING OF THE MANUAL

The Information Officer of the company will update this manual on a regular basis.

Issued by



Dr Elmar de Wet
Chief Executive Officer

FORM 2
REQUEST FOR ACCESS TO RECORD

(REGULATION 7)

Note:

1. Proof of identity must be attached by the requested
2. If requests are made on behalf of another person, you must attach proof of authorisation to this form.

To The Information Officer

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Email

Fax

Mark with an "X"

☐ Request is made in my own name

☐ Request 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					
Email address					
Contact numbers	Tel (W)		Facsimile		Cell
Full names of person on whose behalf request are made (If applicable)					

Identity number						
Postal address						
Street address						
Email address						
Contact numbers	Tel (W)		Facsimile		Cell	
PARTICULARS OF RECORD REQUESTED <i>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)</i>						
Description of the record or relevant part of the record						
Reference number, if available:						
Any further particulars of the record:						
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>						
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						
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>						
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)						

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of a record at a registered address of public body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable format)</i>	
Postal service to postal address	
Postal service to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
Email of information <i>(including soundtracks if possible)</i>	
Preferred language <i>(Note that if the record is not available in the language you prefer, access in the language in which the record is available)</i>	

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 mentioned right:	

FEES	
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. You will be notified of the amount required to be paid as the request fee. 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. If you qualify for exemption of the payment of any fee, please state the reason for exemption	
Reasons	

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 <i>(Please specify)</i>

Signed at this day of 20

.....

Signature of requester/person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(State rank, name and surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

.....

Signature of Information Officer

FEES PAYABLE
(REGULATION 8)

FEES PAYABLE WITH REGARDS TO A REQUEST

	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:	
	(i) Flash drive (to be provided by requester)	R40.00
	(ii) Compact disc	
	• If provided by requester	R40.00
	• If provided to the requester	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)	R40.00
	(ii) Compact disc	
	• If provided by requester	R40.00
	• If provided to the requester	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 six hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, email, or any other electronic transfer	Actual expense if any.

DEPOSIT PAYABLE (if search exceeds six hours)

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

Name of bank	ABSA Bank Limited
Address of bank	Hatfield, Pretoria
Branch code (local)	335545
Branch code (universal)	632005
Account Name	Enterprises University of Pretoria (Pty) Ltd
Swift code	ABSAZAJJ
Account Number	40-8782-3354
Account type	Cheque account