

MANUAL

Subject: PROMOTION of ACCESS to INFORMATION

Functional Area: Rand Aid, which in this manual includes Rand Aid Association, Max Ordman Deaf Association and The RA Welfare Development Trust

Purpose: In compliance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 ('PAIA') as amended

Authority: Exco

Responsibility: Information Officer


Applicable to All Staff and persons whose information is processed by Rand Aid

Prepared date: February 2003

Updated: 5 October 2021

Rand Aid Association
Registration Number: 000-605 NPO

(also as Managing Agent of The RA Welfare Development Trust (013-314 NPO)
and manager for the Max Ordman Deaf Association (026-952 NPO))



Peter Alexander Quinn
Chief Executive Officer
Rand Aid Association

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“CEO”	Chief Executive Officer
1.2	“DIO”	Deputy Information Officer
1.3	“IO”	Information Officer
1.4	“MODA”	Max Ordman Deaf Association
1.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000
1.6	“POPIA”	Protection of Personal Information Act No.4 of 2013
1.7	“RAA”	Rand Aid Association
1.8	“RAWDT”	The RA Welfare Development Trust
1.9	“Regulator”	Information Regulator
1.10	“Republic”	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by Rand Aid which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of Rand Aid, by providing a description of the subjects on which Rand Aid holds records and the categories of records held on each subject;
- 2.3 know the description of the records of Rand Aid which are available in accordance with any other legislation;
- 2.4 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;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if Rand Aid 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;

- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if Rand Aid 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
- 2.10 know whether Rand Aid has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF RAND AID

3.1 CEO / Information Officer

Name: Peter Alexander Quinn
Tel: 011 882 2510
Email: pquinn@randaid.co.za
Fax: 011 882 4670

3.2 Deputy Information Officer

Name: Amanda Diener
Tel: 011 882 2510
Email: adiener@randaid.co.za
Fax: 011 882 4670

3.3 Access to information general contacts

Email: info-officer@randaid.co.za

3.4 Head Office

Postal Address: Private Bag X03
Highlands North, 2037

Physical Address: 200 Modderfontein Road, corner Wordsworth Road
Edenvale, 1609

Telephone: 010 100 3656

Email: info@randaid.co.za

Website: www.randaid.co.za

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

- 4.1. 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.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-
 - 4.3.1. the objects of PAIA and POPIA;
 - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 4.3.3. the manner and form of a request for
 - 4.3.3.1. access to a record of a public body contemplated in section 11; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50;
 - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
 - 4.3.6. 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-
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and
 - 4.3.6.3. 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;
 - 4.3.7. 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;
 - 4.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

- 4.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92.

4.4. 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.

4.5. The Guide can also be obtained-

- 4.5.1. upon request to the Information Officer;
- 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6 A copy of the Guide will also be available in the following two official languages, for public inspection during normal office hours once made available by the Regulator -

- 4.6.1 English and isiZulu

5. CATEGORIES OF RECORDS OF RAND AID WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Types of the Record	Available on Website	Available upon request
Records of a public nature	the website contains various categories of information relating to the organization	X	
The services provided by Rand Aid	Brochures		X
Various annual reports			X
Other non-confidential records	Statutory records, may also be accessed without the need to submit a formal application.		Please note an appointment to view such records must be made with the DIO

6. DESCRIPTION OF THE RECORDS OF RAND AID WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Constitution – RAA	Non-Profit Organisations Act 71 of 1997
Constitution – MODA	Non-Profit Organisations Act 71 of 1997
RAWDT Trust Deed	Trust Property Control Act 57 of 1988
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Registers; Lists of Life Rights Holders	Housing Development Schemes for Retired Persons Act 65 of 1988
Title Deeds	Deeds Registries Act 47 of 1937
Rules, Registers, Nominee and Beneficiary details	Pension Funds Act 24 of 1956
PAYE information	Income Tax Act 58 of 1962
Medicine administration records	Medicines and Related Substances Control Act 101 of 1965
Employee Registrations	Social Service Professions Act 110 of 1978
Returns	Value Added Tax Act 89 of 1991
Workplace plans, Appointments, Minutes	Occupational Health and Safety Act 85 of 1993
W CL forms	Compensation for Occupational Injuries and Diseases Act 130 of 1993
Disciplinary records	Labour Relations Act 66 of 1995
Licences of drivers	National Road Traffic Act 93 of 1996
Contracts, etc.	Basic Conditions of Employment Act 75 of 1997
Plans, Reports, etc.	Employment Equity Act 55 of 1998
Declarations	Unemployment Insurance Act 63 of 2001
Payments	Unemployment Insurance Contributions Act 4 of 2002
Administrators Appointments	Mental Health Care Act 17 of 2002
Statements and Invoices	Electronic Communications and Transactions Act 25 of 2002
Employee Registrations	Nursing Act 33 of 2005
Registrations and related processes	Older Persons Act 13 of 2006
Statistical Records	Prevention of and Treatment for Substance Abuse Act 70 of 2008
Registration, Notices, Manual	Protection of Personal Information Act 4 of 2013
General Ledger, etc.	Auditing Professions Act 26 of 2005
Registration, Programme	Financial Intelligence Centre Act 38 of 2001
Policies	Short-term Insurance Act 53 of 1998

7. DESCRIPTION OF THE SUBJECTS ON WHICH RAND AID HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY RAND AID

Subjects on which Rand Aid holds records	Categories of records
Corporate / Governance, Strategic Documents, Plans, Proposals	<ul style="list-style-type: none"> - Annual Reports - Minutes - Strategic Plan - Annual Performance Plan
Human Resources	<ul style="list-style-type: none"> - HR policies and procedures - Advertised posts - Employees records
Residents and Clients	<ul style="list-style-type: none"> - Personal - Contacts - Medical
Suppliers and Contractors	<ul style="list-style-type: none"> - Contacts - Contracts

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

In order to operate effectively Rand Aid processes from time to time, the personal information of employees, residents, clients, contractors, suppliers, and other data subjects.

8.2 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
Clients / Residents (Prospective)	name, address, identity numbers, contacts, bank details
Service Providers and Contractors	names, identity numbers or registration number, vat numbers, address, contacts, trade secrets, bank details
Employees	name, address, identity numbers, contacts, qualifications, gender, race
Board Members, Trustees	name, address, identity numbers, contacts

8.3 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
All information	Operator – Network IT
Names, identity numbers, contacts	Medical and medical related service providers
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

8.4 Planned transborder flows of personal information

In the instance where next-of-kin resides abroad, some personal information might be shared with the necessary consent in place.

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

Rand Aid employs technology to ensure the confidentiality, integrity and availability of the Personal Information it processes. The measures Rand Aid uses include:

- Passwords on computers;
- Firewalls for computer and network protection;
- Virus protection software and update protocols;
- Secure setup of hardware and software comprising the IT infrastructure;
- Outsourced Service Providers who process Personal Information on behalf of Rand Aid are contractually bound to implement security controls; and
- All electronic files or data are backed up, (on and off site as well).

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.randaid.co.za;

9.1.2 at the head office of Rand Aid for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 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.

10. UPDATING OF THE MANUAL

The head of a Rand Aid will on a regular basis update this manual.

REQUEST FOR ACCESS TO RECORD HELD BY RAND AID ASSOCIATION

Section 53(1) of the Promotion of Access to Information Act, 2 of 2000

A. Particulars of private body

Rand Aid Association, 200 Modderfontein Road, Edenvale 1609

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 and/or email address to which the information is to be sent must be given.

(c) Proof of the capacity in which the request is made, and if applicable, must be attached.

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

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

C. Particulars of person on whose behalf 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:

D. Particulars of record

(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 on a separate folio and attach it to this form. The requester must sign all the additional folios.

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

2. Reference number, if available:

3. Any further particulars of record:

E. Fees

a) 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.

(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:

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 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:

Form in which record is required:

NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(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 form.

(c) 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	
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2. If record consists of visual images:

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

view the images		copy of the images*		transcription of the mages*	
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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)	
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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 record		copy in computer readable form* (stiffy or compact disc)	
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* 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

G. 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.

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

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

H. Notice of decision regarding request for access

You will be notified in writing 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 _____ this _____ day of _____ 20____

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

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 authorized 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/E-mail 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/ E-mail 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 of20.....

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

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
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:	
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/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at this day of20.....

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