

UGU DISTRICT MUNICIPALITY



Policy Custodian	CORPORATE SERVICES
Policy Name	PROMOTION OF ACCESS TO INFORMATION (PAIA) & PROTECTION OF PERSONAL INFORMATION ACT (POPIA) POLICY
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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1.1	“The Municipality”	Refers to Ugu District Municipality as established in terms of the prescription;
1.2	“DIO”	Deputy Information Officer;
1.3	“IO”	Information Officer;
1.4	“Minister”	Minister of Justice and Correctional Services;
1.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000 as amended;
1.6	“PFMA”	Public Finance Management Act No.1 of 1999 as amended;
1.7	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.8	“PAJA”	Promotion of Administrative Justice Act;
1.9	“Regulator”	Information Regulator.

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to:-

- 2.1 check the nature of the records which may already be available at the Ugu District Municipality, without the need for submitting a formal PAIA request;[0](#)
- 2.2 have an understanding of how to make a request for access to a record of Ugu District Municipality;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from Ugu District Municipality regarding request for access to the records, before approaching the Regulator or the Courts;
- 2.5 the description of the services available to members of the public from Ugu District Municipality, and how to gain access to those services;
- 2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 if the body 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;
- 2.8 know if Ugu District Municipality 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
- 2.9 know whether Ugu District Municipality has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.



3. ESTABLISHMENT OF UGU DISTRICT MUNICIPALITY

Ugu District Municipality has been classified as a Category C, Municipality by the Municipal Demarcation Board in terms of Section 4 of the Local Government: Municipal Structures Act, 1998. It was established on 5 December 2000 through the disestablishment of the Ugu Regional Council. Ugu District Municipality is one of the ten district municipalities in the province of KwaZulu-Natal. KwaZulu-Natal is one of the nine provinces of the Republic of South Africa. It is a subtropical region of lush and well-watered scenic valleys and deep gorges with large rivers flowing perennially into the warm Indian Ocean.

It is located in the southernmost end of the province and its sphere of jurisdiction is commonly known as the South Coast of KwaZulu-Natal. It is 5,866km² in extent and boasts a spectacular coastline of 112 kilometres, which forms its eastern border. It is bordered by the Eastern Cape Province to the south, the Indian Ocean to the east, to the north-west by Umgungundlovu District Municipality, where we find the province's Capital City, and Sisonke District Municipality to the west. The region is bordered on the north by the eThekweni Municipality, home to the City of Durban, which is the province's 'commercial capital'.

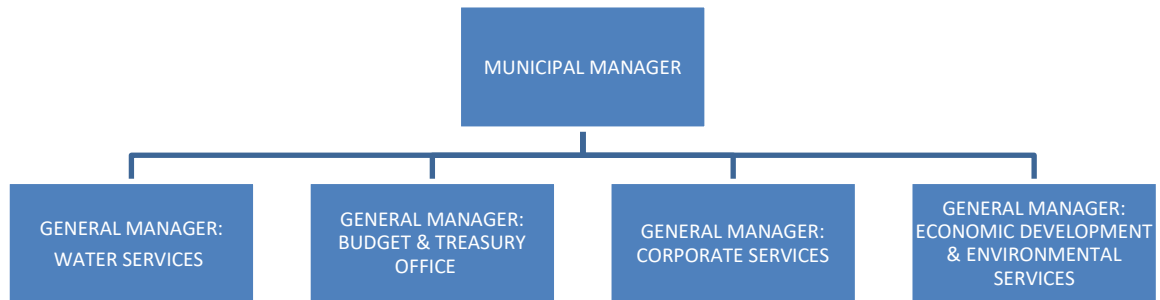
The Municipality consists of eighty-four municipal wards, which culminate in four local municipalities, namely Ray Nkonyeni Municipality, Umuziwabantu, Umzumbe and Umdoni. The region includes forty-two traditional authorities, which all form part of the Zulu Kingdom and its monarchy. According to Statistics SA (2001), Ugu has a population density of 142 persons per km, which is higher than the provincial average of 104 people per km.

4. STRUCTURE OF UGU DISTRICT MUNICIPALITY AND FUNCTIONS

4.1 Structure

In accordance with the Constitution Act, 108 of 1996, the Ugu District Municipality's Council is the ultimate political decision-making body of the municipality. The Mayor of Ugu District Municipality takes overall strategic and political responsibility, whilst the Municipal Manager heads the municipality's administration and is responsible for the implementation of policies and the Integrated Development Plan (IDP).





4.2 Functions

In accordance with the Constitution Act, 108 of 1996, the Ugu District Municipality's Council is the ultimate political decision-making body of the Municipality. The Mayor of Ugu District Municipality takes overall strategic and political responsibility, whilst the Municipal Manager heads the Municipality's administration and is responsible for the implementation of policies and the Integrated Development Plan (IDP).

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF UGU DISTRICT MUNICIPALITY

5.1 Information Officer
Designation: Municipal Manager
Tel: 039 688 5702
Email: mm@ugu.gov.za
Fax number: 039 682 1720

5.2 Deputy Information Officer
Designation: General Manager Corporate Services
Tel: 039 688 5758
Email: gmcs@ugu.gov.za
Fax Number: 039 682 4820

5.3 Access to information general contacts
Email: registry@ugu.gov.za

5.4 Records that may be requested

The records to be requested by a requester means any recorded information generated by Ugu District Municipality in the execution of its mandate, regardless



of its form or medium, which is in the possession or under the control of Ugu District Municipality whether it was created by Ugu District Municipality or not.

All requests will be evaluated to determine whether the requested records contain Personal Information in terms of POPIA, which can potentially impact whether the request will be granted or not.

5.5 Head Office

Postal Address: Postal: PO Box 33, Port Shepstone, 4240

Physical Address: 28 Connor St, Port Shepstone, 4240

Telephone: 039 688 5700

Email: registry@ugu.gov.za

Website: www.ugu.gov.za

5.6 Other Offices:

Physical Address: 96 Marine Drive, Oslo Beach 1 & 2

Physical Address: Musgrave Road, Harding

Physical Address: Main Road, Park Rynie

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY UGU DISTRICT MUNICIPALITY

- 6.1 Complaints in terms of PAIA or POPIA may be made by completing the forms on the Information Regulator website and submit to Ugu District Municipality for resolution prior to submitting to the Information Regulator please see Schedule 5.

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

- 7.1 The Regulator has, in terms of section 10(1) of PAIA, 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.
- 7.2 The Guide is available in each of the official languages.
- 7.3 The aforesaid Guide contains the description of-
- 7.3.1 the objects of PAIA and POPIA;
 - 7.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-



PROMOTION OF ACCESS TO INFORMATION (P.A.I.A.) & PROTECTION OF PERSONAL INFORMATION ACT
POLICY (P.O.P.I.A.)

- 7.3.2.1 the Information Officer of every public body, and
- 7.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 7.3.3 the manner and form of a request for-
 - 7.3.3.1 access to a record of a public body contemplated in section 11³; and
 - 7.3.3.2 access to a record of a private body contemplated in section 50⁴;
- 7.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 7.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
- 7.3.6 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-
 - 7.3.6.1 an internal appeal;
 - 7.3.6.2 a complaint to the Regulator; and
 - 7.3.6.3 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 public body;
- 7.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 7.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁵ Section 14(1) of PAIA- *The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.*

⁶ Section 51(1) of PAIA- *The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.*

⁷ Section 15(1) of PAIA- *The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access*

⁸ Section 52(1) of PAIA- *The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access*



- 7.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 7.3.10 the regulations made in terms of section 92¹¹.
- 7.4 Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained:-
- 7.4.1 upon request to the Information Officer;
- 7.4.2 from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY UGU DISTRICT MUNICIPALITY

Subjects on which the body holds records	Categories of records held on each subject
Strategic Documents, Plans and Reports.	➤ Annual Reports of the Municipality; ➤ Mid Term and Quarterly Reports.
Agendas and minutes	➤ Agendas; ➤ Meetings; ➤ Attendance Registers.
Agreements	➤ Contracts; ➤ Lease Agreements; ➤ Service Level Agreements.
Human Resources	➤ HR policies and procedures; ➤ Advertised posts; ➤ Employee records; ➤ Learning and development e.g.: skills development and training plans;

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;
(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”



Subjects on which the body holds records	Categories of records held on each subject
	<ul style="list-style-type: none"> ➤ Employment equity plan and statistics; ➤ Names; ➤ ID numbers; ➤ Qualifications; ➤ Driver's license; ➤ Contact details, ➤ Previous/current employers; ➤ Gender; ➤ Race ➤ Disability status; ➤ Marital status; ➤ Affiliations to bodies/political; ➤ Criminal records; ➤ Credit checks screening.
Finance and Accounting	<ul style="list-style-type: none"> ➤ Accounting Records; ➤ Policies and Procedures; ➤ Banking Details and Bank Statements; ➤ Financial Statements; ➤ Income Tax; ➤ Names; ➤ ID numbers; ➤ Company Reg Numbers; ➤ Trust Numbers; ➤ Property Details; ➤ Contact details.
Financial Management Systems Support	<ul style="list-style-type: none"> ➤ Names; ➤ Employee number; ➤ Signatures; ➤ Gender ➤ Race ➤ Designation/Role; ➤ Contact details.
Information Technology	<ul style="list-style-type: none"> ➤ Policies and procedures;



Subjects on which the body holds records	Categories of records held on each subject
	<ul style="list-style-type: none"> ➤ System documentation and manuals; ➤ Project, disaster recovery and implementation plans; ➤ Policy awareness workshop; ➤ Request for IT equipment, allocation, and assessment of equipment; ➤ Vendor meetings register; ➤ Names; ➤ Contact Details.
Supply Chain Management	<ul style="list-style-type: none"> ➤ Names; ➤ Surname; ➤ Contact Details; ➤ Company Names; ➤ Reg Numbers; ➤ ID Numbers; ➤ Banking Details; ➤ Tax Numbers; ➤ Vat Ref Number; ➤ Signatures.
Legal Services	<ul style="list-style-type: none"> ➤ Names ➤ Contact details; ➤ ID number; ➤ Company name; ➤ Company contacts details.
Registry & Auxiliary	<ul style="list-style-type: none"> ➤ Names; ➤ Employee number; ➤ Telephone extension number; ➤ Office location.
Corporate Services -Disaster Management	<ul style="list-style-type: none"> ➤ Names; ➤ Contact details; ➤ ID Number; ➤ Next of Kin.
Development Planning	<ul style="list-style-type: none"> ➤ Names;



Subjects on which the body holds records	Categories of records held on each subject
	<ul style="list-style-type: none"> ➤ Contact details ➤ Position

9. CATEGORIES OF RECORDS OF UGU DISTRICT MUNICIPALITY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category	Document Type	Available on Website	Available upon request
Tender document	<ul style="list-style-type: none"> - Advertised tender - Name of successful bidder 	X	
Legislation /Regulations	<ul style="list-style-type: none"> - PAIA Manual - Privacy Notice - Security Policy 	X	X
Strategic Documents (Plans and Reports)	<ul style="list-style-type: none"> - Organisational profile (Overview, Objectives, Functions, Architecture) - Annual Reports; - Strategic Plan; - Annual Performance Plan; - Strategic and Performance Plans. 	X	
Meeting Records	<ul style="list-style-type: none"> - Consultation Comments, Recommendations and Resolutions by Exco, Council, Policy Review Committee etc. 		

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM UGU DISTRICT MUNICIPALITY AND HOW TO GAIN ACCESS TO THOSE SERVICES

10.1 Youth Development:

- a) Special Programmes
- b) Local Economic Development & Environmental Services



c) Environmental Services

The Office is responsible for institutionalisation and mainstreaming of Youth Development within Ugu District Municipality.

10.2 Disaster Management:

Coordination of the prevention and mitigation of disaster effects and the management of disasters when they occur.

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY UGU DISTRICT MUNICIPALITY

Public Participation Office is responsible for coordinating public participation programs, such community meetings, Mayoral Izimbizo, attending to community complaints, functionality of ward committees, and management of the Speakers Office programs.

Members of the public are allowed to attend Council meetings and provide comments and feedback through the Public Participation Office, which may be considered in the development of policy.

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of Processing

We process personal information for a variety of purposes, including but not limited to the following:

- to provide or manage any information, products and/or services requested by data subjects;
- to help us identify data subjects when they contact the Municipality;
- to allow communication during public participation programs;
- to maintain customer records;
- for recruitment purposes;
- for employment purposes;
- for travel purposes;
- for general administration, financial and tax purposes;
- for health and safety purposes;
- for preparation of the Municipal performance report for the previous year;
- to monitor access, secure and manage our premises and facilities;
- to transact with our suppliers and business partners;
- to help us improve the quality of our products and services;



- to give users access to IT network and IT equipment;
- to manage and keep track of office furniture allocated to users;
- to help us detect and prevent fraud and money laundering;
- to manage queries that are made by the members of the community and service providers;
- to codify the contractual obligations between the Municipality and the other party that the Municipality is contracting with and
- to help us recover debts.

12.2 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
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence.
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific, or technical information and trade secrets.
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person
Contract employees, Interns, Inservice Training	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number

Categories of Data Subjects	Personal Information that may be Processed
Ward councillors, Rate Payer Association and Traditional leaders, Interest Groups	Names, Jurisdiction, Organisational Status
Vendors, suppliers & prospective vendors	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific
External Stakeholders, Customers, Citizens (Residence)	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific
Deeds Office, Attorneys, Managing Agencies, Debt Collection Agent	Lot numbers, Area, Names, ID number, Sale Information, Bond Information

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

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Affiliations to Bodies/Political parties	Mayoral Committee / Municipal Council/ Traditional Leaders
Credit and payment history, for credit information	Credit Bureaus
Names, company names, contact details, tax certificate, vat number, bank details, name of directors, gender, BBBEE certificate for commercial use.	External suppliers/ Service Providers/Clients

Category of personal information	Recipients or Categories of Recipients
Identity number and names, contact details, employee number, banking details, tax numbers, dependants' details, next of kin, disability status, salary grades, race, gender, marital status, BBBEE certificate, employee benefits and termination.	Finance, Legal Services, Financial Institutions, Personal Financial Advisors of Employees, Family Members, Dept of Labour, Financial Services Groups, Medical Scheme and BBBEE Verification Agency.
Identity number and names, signature and contact details for management litigations and contracts/SLAs.	Legal services
Identity number and names, contact details.	Public Safety Information Forum and Disaster Management.
Names, position/rank, signature for management of the risk register, to review policies and quality management.	Auditor General, Provincial Treasury and relevant Stakeholders.
Names, contact details, property information, balance, vat number.	Attorneys, Managing Agencies, Debt Collection Agent

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

It is a requirement of POPIA to adequately protect the personal information held by the responsible party to avoid unauthorised access and use of personal information. All personal information processed by Ugu District Municipality is managed in terms of Ugu District Municipality Privacy and ICT Security Policies.

Security controls and processes shall be reviewed regularly to ensure that personal information is secure.

The following procedures are in place to protect personal information:

- Ugu District Municipality Information Officer is responsible for compliance with the conditions of the lawful processing of personal information and other provisions of POPIA;
- Ugu District Municipality's processes shall be updated to ensure that consent is received from data subjects for the collection, processing, distribution and storage of their information as required POPIA;
- data subjects shall be advised of their rights during the information collection stage;

- access to information and systems containing personal information shall be limited only to authorised users in line with their roles and responsibilities;
- physical and electronic records are stored in systems or storage areas with appropriate access controls;
- requests for access to information and requests for information received from outside Ugu District Municipality shall be managed in line with this manual;
- when using third parties to process personal information, the said third parties shall be required to sign a service level agreement guaranteeing their commitment to the Protection of Personal Information; and
- training and awareness on Ugu District Municipality Privacy Policy and POPIA to ensure compliance.

13. OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION [POPIA SECTION 11(3)(A)]

A data subject who wishes to object to the processing of personal information must submit the objection to the responsible party on Form 1.

The responsible party, or a designated person, must render such reasonable assistance as is necessary, free of charge, to enable the data subject to make an objection on Form 1.

14. CORRECTION/DELETION OF PERSONAL INFORMATION [POPIA SECTION 24(1)]

A data subject who wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the responsible party on Form 2.

The responsible party, or a designated person, must render the necessary assistance to enable a data subject to complete Form 2 free of charge.

15. AVAILABILITY OF THE MANUAL

15.1 This Manual is made available in the following three official languages-

15.1.1 English;

15.1.2 IsiZulu

15.1.3 IsiXhosa

15.2 A copy of this Manual or the updated version thereof, is also available as follows-

15.2.1 on www.ugu.gov.za if any, of the public body;

15.2.2 at the head office of the public body for public inspection during normal business hours;

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

15.2.4 to the Information Regulator upon request.



- 15.3 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.

16. UPDATING OF THE MANUAL

UGU District Municipality will, if necessary, update and publish this Manual annually.

Issued by

Mr. Vela Owen Mazibuko

ACTING MUNICIPAL MANAGER



FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<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 form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>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</i>)	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

--

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

☐

Yes

☐

No

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

The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address:

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Fax number:

--

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<p align="center">PARTICULARS OF RECORD REQUESTED</p> <p><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></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<p align="center">TYPE OF RECORD</p> <p align="center"><i>(Mark the applicable box with an "X")</i></p>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
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 <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private 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 form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</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 aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

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

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

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

Signature of Information Officer

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

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

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

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

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

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

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

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority

SCHEDULE 3: OBJECTION TO THE PROCESSING

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 THE DATA SUBJECT
Name(s) and surname/ registered name of data	
Unique identifier/identity number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B	DETAILS OF THE RESPONSIBLE PARTY
Name(s) and surname/ registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/email address	



[illegible]

Signed at this day of 20.....

Signature of data subject/designated person

SCHEDULE 4: REQUEST FOR CORRECTION OR DELETION

**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 ACT013 (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 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.*

Mark the appropriate box with an “x”.

Request for:

☐

Correction or deletion of the personal information about the data subject

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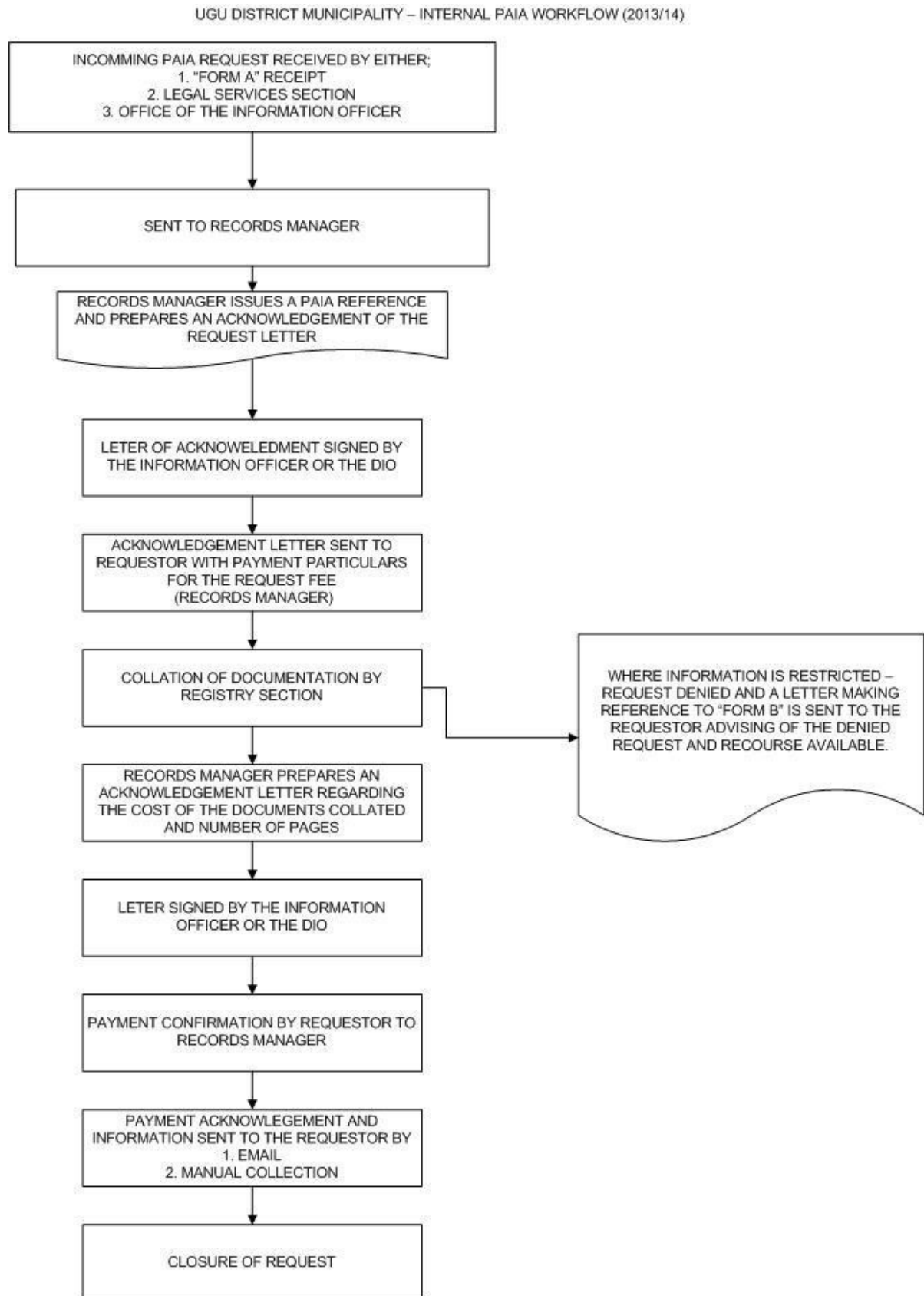
Destroying or deletion of a record of personal information about the data subject that is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique identifier/ identity number	
Residential, postal or business address:	
	Code ()
Fax number/ e-mail address:	
B	DETAILS OF THE RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	



Signature of Data subject

SCHEDULE 5: INTERNAL PAIA WORKFLOW



RECORDS OF APPROVAL

Meeting	Date	Resolution
Council	26 September 2019	Adopted
POLICY REVIEW		
Policy Review Committee	1 December 2020	Recommendation to Manco
MANCO	14 December 2020	Consultation comments
Sound Governance and Human Resources Portfolio Committee	2 February 2021	Recommended to Exco
EXCO	17 February 2021	Recommended to Council
Council	26 February 2021	Adopted
POLICY REVIEW		
Policy Review Committee	24 May 2022	Recommendation to Manco
MANCO	06 June 2022	Consultation comments
Sound Governance and Human Resources Portfolio Committee	19 July 2022	Recommended to Exco
EXCO	17 August 2022	Recommended to Council
Council	25 August 2022	ADOPTED