

PAIA Manual

This manual has been prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000.

1. Functions and structure

1.1. Functions

The Good Governance Academy acts in the public interest to produce a new breed of conscious, corporate leaders. The purpose of the Academy is to educate on governance and business science issues through collaboration as a public good.

1.2. Structures

The Good Governance Academy consists of the following roles and structures:

- Patron
- Board of Directors
- Volunteers

2. Contact details

Chief Executive Officer:Carolynn Chalmers (who is also the organisation's information officer)

Email: carolynn@goodgovernance.academy

Tel: 083 300 1309

3. Access

This manual is published on the organisation's website at www.goodgovernance.academy or alternatively, a copy can be requested from the information officer (see contact details in section 2).

4. Guide to the PAIA and POPI Acts

Guides to the PAIA and POPI Acts can be obtained and queries directed to:

4.1. PAIA Queries

South African Human Rights Commission
Promotion of Access to Information Act Unit
Research and Documentation Department
Private Bag 2700
Houghton (2041)

29 Princess of Wales Terrace
Cnr York and St Andrews Street
Parktown
JOHANNESBURG

Tel no : (011) 484 – 8300
Fax no : (011) 484 – 7146/7
Website : www.sahrc.org.za
E-mail : PAIA@sahrc.org.za

4.2. POPIA Queries

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za
General enquiries email: infoereg@justice.gov.za

5. Our records

The following is a broad description of records available. This list is not exhaustive and may be amended from time to time. Further information can be found in the organisation's Privacy Policy which can be accessed here: <https://www.goodgovernance.academy/privacy-policy/> or by contacting the information officer (see contact details in section 2).

5.1. Events

Examples of the details the organisation collect in order to provide an Event:

- First name
- Surname
- Email address
- Country of residence
- Meal preference
- Name of an institution or association for certification purposes and associated identification number
- Payment details

In addition to the above, examples of additional details which could be collected could include:

- Job title
- Company
- Industry
- Gender
- Date of birth

5.2. Online

Examples of the type of information the organisation may collect from online activities are:

- Browser
- Email provider
- Website pages visited
- Device
- IP address
- Internet connection
- Location

5.3. Third parties

The organization makes use of third parties, such as institutions, associations and technology providers, which may provide additional information. Examples of the type of information that the organisation may receive are:

- Telephonic contact number
- Email address
- Postal address

Some third parties may share further information the details of which can be found in the Privacy Policy.

6. Processing of personal information

Please refer to the organisation's Privacy Policy for further details. The Privacy Policy is accessible here: <https://www.goodgovernance.academy/privacy-policy/> or by contacting the information officer (see contact details in section 2).

7. Procedure for requesting access to records

If a requester requests access to a record, referred to in paragraph 4 above, the requester must complete the request form included at the end of this manual.

7.1. Request form

The requester must:

- complete the form as included in the Government Gazette (Govt. Notice R187 of 15 February 2002 Form A) as provided here: https://www.justice.gov.za/forms/form_paia.htm
- indicate whether the request is for a copy of the record or perusal of the record at the offices of the organisation. If the record is not in a written or printed form, it can be viewed after making the necessary arrangements.

If access is given in another form as requested by the requester, the fee charged should be according to the form originally requested by the requester.

7.2. Information provision form

A requester may request access in a particular form in which the information should be provided, provided that by providing such information in that particular form:

- does not unreasonably interfere with the effective administration of the organisation,
- will not be detrimental to the preservation of the record, or
- will not infringe on applicable copyrights.

7.3. Language

The requester must indicate whether the requested record is preferred in a particular language.

1.1. Address

The requester must indicate the postal address in the Republic.

7.4. Method

If, in addition to a written reply to the request for the record, the requester wants to be informed of the decision in any other manner, e.g. telephonically, the requester must indicate it in the request.

7.5. Intercedent

If the requester submits the request for information on behalf of someone else, the requester must submit proof of the capacity in which the request is made.

7.6. Disability

If a requester is an illiterate or a disabled person and cannot submit a written request for information, the request may be made orally.

8. Fees

There are two types of fees to be paid in terms of the PAIA, namely: the request fee, and the access fee.

8.1. A requester who seeks access to a record containing own personal information (a "personal requester") is not required to pay the request fee.

8.2. Every other requester, who is not a personal requester, must pay the required fee.

8.3. The information officer will inform the requester (excluding the personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.

8.4. If the search for and the preparation for disclosure of the record on request of a requester (other than a personal requester) require more time than normally needs for it, the information officer will inform the requester to pay, as a deposit, the prescribed portion (one third) of the access fee which will be payable if the request is granted.

8.5. The requester may lodge an internal appeal, where appropriate, or an application to the

- court against the tender or payment of the request fee.
- 8.6. After the information officer has made a decision on the request, the requester must be informed of such a decision in the way in which the requester requested to be informed.
- 8.7. If the request is granted, a further access fee must be paid for the search, preparation, reproduction and for any time that has been exceeded the prescribed hours to search and prepare the record for disclosure.
- 8.8. The information officer must withhold a record until the requester has paid the applicable fees.
- 8.9. The “request fee” payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is R50.
- 8.10. The “fees for reproduction” referred to in section 52(3) and “access fees” payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
- 7.10.a. for every photocopy of an A4-size page or part thereof R1 - R10;
 - 7.10.b. for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0 - R75;
 - 7.10.c. for a copy in a computer-readable form on: (i) stiffy disc R7 - R50; (ii) compact disc R70;
 - 7.10.d. (i) for a transcription of visual images, for an A4-size page or part thereof R40; (ii) for a copy of visual images R60;
 - 7.10.e. (i) for transcription of an audio record, for an A4-size page or part thereof R20; (ii) for a copy of an audio record R30;
 - 7.10.f. To search for the record for disclosure, R30 for each hour or part of an hour reasonably required for such search.
- 8.11. The actual postal fee is payable when a copy of a record must be posted to a requester Exemptions from paying “access fees”.
- 8.12. Person or persons exempted from paying access fees:-
- (i) A single person whose annual income does not exceed R14,712.00; or
 - (ii) Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00.

9. Remedies

The organisation does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 2, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator for relief.