



NCPT

NORTHERN CAPE PROVINCIAL TREASURY

PAIA AND POPI MANUAL

This manual was prepared in accordance with section 14 of the Promotion of Access to Information Act, 2000 and to address requirements of the Protection of Personal Information Act, 2013.

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1. INTRODUCTION

The Promotion of Access to Information Act, No. 2 of 2000 (the “Act”) was enacted on 3 February 2000, giving effect to the constitutional right in terms of section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 (the “Constitution”) of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.

In terms of section 14 of the Act, all public bodies are required to compile an Information Manual (“PAIA Manual”).

Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where the Act expressly provides that the information may be adopted when requesting information from a public or private body.

2. NORTHERN CAPE PROVINCIAL TREASURY

The Department renders timeous and responsive service delivery to client departments through the promotion of efficient, effective and transparent economic use of provincial resources and ensuring the alignment of strategic plans and budget to Provincial Growth and Development Strategy.

KEY STRATEGIC GOALS

- To render effective management and administrative support to the department.
- To ensure effective and efficient management and utilisation of fiscal resources within the province.
- To promote prudent asset and liabilities management.
- To enforce sound financial management within the province.

The activities of the department of provincial Treasury are organised within the following five programmes:

Programme 1 : [Administration](#)

Programme 2 : [Sustainable Resources Management](#)

Programme 3 : [Asset and Liabilities Management](#)

Programme 4 : [Financial Government](#)

Programme 5 : [Provincial Internal Audit](#)

The manual is available at its premises: Metlife Towers, C/O Knight and Stead Street, Kimberley, 8301, as well as on the website <http://www.ncpt.gov.za>.

3. PURPOSE OF THE PAIA MANUAL

3.1 The purpose of PAIA is to promote the right of access to information, to foster a

culture of transparency and accountability within Northern Cape Provincial Treasury by giving the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.

3.2 In order to promote effective governance of public bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in relation to public and private bodies.

3.3 Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- 3.3.1 Limitations aimed at the reasonable protection of privacy;
- 3.3.2 Commercial confidentiality; and
- 3.3.3 Effective, efficient and good governance;

and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

3.4 This PAIA Manual complies with the requirements of guide mentioned in section 10 of the Act and recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its regulations by private and public bodies.

4. CONTACT DETAILS OF THE INFORMATION OFFICER

Head of Department:	Dr. M. Gasela
Physical Address:	Metlife Towers, 14 th Floor Corner Knight and Stead Street Market Square
Postal Address:	Private Bag X5054 Kimberley 8300
Telephone Number:	053 830 8357/8
Website:	https://www.ncpt.gov.za

CONTACT DETAILS OF THE DEPUTY INFORMATION OFFICER

Department: Legal Services	Ms. MP Mafata
Physical Address:	Metlife Towers, 8 th Floor Corner Knight and Stead Street Market Square

Postal Address:	Private Bag X5054 Kimberley 8300
Telephone Number:	053 830 8231
Website:	https://www.ncpt.gov.za

5. INFORMATION OFFICER (SECTION 14(1)(b))

5.1 The Act prescribes the appointment of an Information Officer for public bodies where such Information Officer is responsible to, inter alia, assess request for access to information. The head of a public body fulfils such a function in terms of section 14. The department has opted to appoint an Information Officer to assess such a request for access to information as well as to oversee its required functions in terms of the Act.

5.2 The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer oversees the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of section 55 of the Protection of Personal Information Act 4 of 2013 after registering with the Information Regulator.

5.3 The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of section 17 of the Act as well as section 56 of the Protection of Personal Information Act 4 of 2013. This is in order to render the NCPT as accessible as reasonable possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of the Protection of Personal Information Act 4 of 2013. All request for information in terms of this Act must be addressed to the Information Officer.

6. Guide of SA Human Rights Commission (Section 14(1)(c))

6.1 The ACT grants a requester access to records of a public body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

6.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

6.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

6.4 The contact details of the Commission are:

Contact body:	The South African Human Rights Commission
Physical Address:	PAIA Unit 29 Princess of Wales Terrace Cnr York and Andrew Streets Parktown
Postal Address:	Private Bag 2700, Houghton 2041
Telephone Number:	+27 11 877 3600
E-Mail:	PAIA@sahrc.org.za
Web Site:	www.sahrc.org.za

7. DETAIL TO FACILITATE A REQUEST FOR ACCESS IN TERMS OF SECTION 14 (1)(d)

- 7.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 7.2 The requester must complete the prescribed form enclosed herewith, and submit same as well as payment of a request fee and a deposit (if applicable) to the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address as noted in clause 5 above.
- 7.3 The prescribed form must be filled in with sufficient information to enable the Information Officer to identify:
 - a. the record or records requested; and
 - b. the identity of the requester.
- 7.4 The requester should indicate which form of access is required and specify a postal address of fax number of the requester in the Republic;
- 7.5 The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right (section 53(2)(d)).
- 7.6 The NCPT will process the request within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods not be complied with.
- 7.7 The requester shall be advised whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, the requester will be obliged to state which manner and the particulars required.
- 7.8 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable

satisfaction of the Information Officer (section 53(2)(f)).

7.9 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

7.10 The requester must pay the prescribed fee, before any further processing can take place.

7.11 All information as listed in clause 11 herein should be provided and failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information. The Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

8. Refusal of Access to Records

8.1 Grounds to Refuse Access

A public body such as the department is entitled to refuse a request for information.

8.1.1 The main grounds for the department to refuse a request for information relates to the:

- a. mandatory protection of the privacy of a third party who is a natural person or a deceased person (section 63) or a juristic person, as included in the Protection of Personal Information Act 4 of 2013, which would involve the unreasonable disclosure of personal information of that natural or juristic person;
- b. mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of the Protection of Personal Information Act 4 of 2013;
- c. mandatory protection of the commercial information of a third party (section 64) if the record contains:
 - i. trade secrets of the third party;
 - ii. financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - iii. information disclosed in confidence by a third party to Adept Advisory, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- d. mandatory protection of confidential information of third parties (section 65) if it is protected in terms of any agreement;
- e. mandatory protection of the safety of individuals and the protection of property (section 66);
- f. mandatory protection of records which would be regarded as privileged in

legal proceedings (section 67).

- 8.1.2 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 8.1.3 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 8.1.4 If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of the Act. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

9. Remedies Available When the Department Refuses a Request

9.1 Internal Remedies

The Act provides for an internal appeal procedure in terms of sections 74 and 75. The Minister is the relevant authority to review any decision taken on appeal.

The contact details of the MEC's office are:

MEC:	A Vosloo
Postal Address:	Private Bag X5054 Kimberley 8300
Telephone Number:	053 830 8401
Fax:	053 830 8464

9.2 External Remedies

- 9.2.1 A requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, may apply to a Court for relief.
- 9.2.2 A third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development and which is presided over by a designated Magistrate.

10. Access to Records Held by the Department

10.1 Prerequisites for Access by Personal/Other Requester

10.1.1 Records held by the Department may be accessed by requests only once the prerequisite requirements for access have been met.

10.1.2 A requester is any person making a request for access to a record of the Department. There are two types of requesters:

- a. Personal Requester
 - i. A personal requester is a requester who is seeking access to a record containing personal information about the requester.
 - ii. The Department will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.
- b. Other Requester
 - i. This requester (other than a personal requester) is entitled to request access to information on third parties.
 - ii. In considering such a request, the Department will adhere to the provisions of the Act. Section 71 requires that the Information Officer take all reasonable steps to inform a third party to whom the requested record relates of the request, informing him/her that he/she may make a written or oral representation to the Information Officer why the request should be refused or, where required, give written consent for the disclosure of the Information.

The Department is not obliged to voluntarily grant access to such records. The requester must fulfil the prerequisite requirements, in accordance with the requirements of the Act and as stipulated in Chapter 5; Part 3, including the payment of a request and access fee.

11. Prescribed Fees

11.1 Fees Provided by the Act

11.1.1 The Act provides for two types of fees, namely:

- a. A request fee, which is a form of administration fee to be paid by all requesters except personal requesters, before the request is considered and is not refundable; and
- b. An access fee, which is paid by all requesters in the event that a request for access is granted. This fee is inclusive of costs involved by the private body in obtaining and preparing a record for delivery to the requester.

11.1.2 When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (section 22(1)).

11.1.3 If the search for the record has been made and the preparation of the record for

disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

11.1.4 The Information Officer shall withhold a record until the requester has paid the fees as indicated below.

11.1.5 A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.

11.1.6 If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

12. Reproduction Fee

12.1 Where the department has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

Reproduction of Information Fees

	Fees to be Charged
Information in an A-4 size page photocopy or part thereof	R 0,60
A printed copy of an A4-size page or part thereof	R 0,75
A copy in computer-readable format, for example:	
Compact disc	R 40,00
A transcription of visual images, in an A4-size page or part thereof	R 22,00
A copy of visual images	R 60,00
A transcription of an audio record for an A4-size page or part thereof	R 12,00
A copy of an audio record	R 17,00

12.2 Request Fees

Where a requester submits a request for access to information held by the institution on a person other than the requester himself/herself, a request fee in the amount of R35,00 is payable up-front before the institution will further process the request received.

12.3 Access Fees

12.3.1 An access fee is payable in all instances where the request for access to information is granted, except in those instance where payment of an access fee is specifically excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 22(8).

The applicable access fees which will be payable are:

Access of Information Fees	Fees to be Charged
Information in an A-4 size page photocopy or part thereof	R0,60
A printed copy of an A4-size page or part thereof	R0,40
A copy in computer-readable format, for example:	
Stiffy disc	R5,00
Compact disc	R40,00
A transcription of visual images, in an A4-size page or part thereof	R22,00
A copy of visual images	R60,00
A transcription of an audio record for an A4-size page or part thereof	R12,00
A copy of an audio record	R17,00
Per hour or part of an hour reasonably required for such search.	R15,00

Where a copy of a record needs to be posted the actual postal fee is payable.

12.4 Deposits

- 12.4.1 Where the institution receives a request for access to information held on a person other than the requester himself/herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.
- 12.4.2 The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee

12.5 Collection Fees

- 12.5.1 The initial "request fee" of R35,00 should be deposited into the bank account below and a copy of the deposit slip, application form and other correspondence / documents, forwarded to the Information Officer via fax.
- 12.5.2 The officer will collect the initial "request fee" of applications received directly by the Information Officer via email.
- 12.5.3 All fees are subject to change as allowed for in the Act and as a consequence such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.

13. Decision

13.1 Time Allowed to Institution

- 13.1.1 The Department will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 13.1.2 The 30 (thirty) day period within which the Department has to decide whether to grant or refuse the request, may be extended for a further period of not more than (30) thirty days if the request is for a large number of information, or the request requires a search for information held at another office of Adept Advisory and the information cannot reasonably be obtained within the original 30 (thirty) day period.
- 13.1.3 The Department will notify the requester in writing should an extension be sought.

14. Protection of Personal Information that is Processed by the Department

- 14.1 Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.
- 14.2 The Department needs Personal Information relating to both individual and juristic persons in order to carry out its business and organisational functions. The manner in which this information is Processed and the purpose for which it is Processed is determined by the Department. The Department is accordingly a Responsible Party for the purposes of POPIA and will ensure that the Personal Information of a Data Subject:
- 14.2.1 is processed lawfully, fairly and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by the Department, in the form of privacy or data collection notices. The Department must also have a legal basis (for example, consent) to process Personal Information;
 - 14.2.2 is processed only for the purposes for which it was collected;
 - 14.2.3 will not be processed for a secondary purpose unless that processing is compatible with the original purpose.
 - 14.2.4 is adequate, relevant and not excessive for the purposes for which it was collected;
 - 14.2.5 is accurate and kept up to date;
 - 14.2.6 will not be kept for longer than necessary;
 - 14.2.7 is processed in accordance with integrity and confidentiality principles; this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by the Department, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;
 - 14.2.8 is processed in accordance with the rights of Data Subjects, where applicable. Data Subjects have the right to:
 - (a) be notified that their Personal Information is being collected by the Department. The Data Subject also has the right to be notified in the event of a data breach;
 - (b) know whether the Department holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;
 - (c) request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;
 - (d) object to the Department's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to Adept Advisory's record keeping requirements);
 - (e) object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications; and
 - (f) complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPI and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information.

14.3 Purpose of the Processing of Personal Information by the Department

As outlined above, Personal Information may only be processed for a specific purpose. The purposes for which the Department processes or will process Personal Information is set out in Part 1 of Appendix 2.

14.4 Categories of Data Subjects and Personal Information/special Personal

Information relating thereto

As per section 1 of POPI, a Data Subject may either be a natural or a juristic person. Part 2 of Appendix 2 sets out the various categories of Data Subjects that the Department Processes Personal Information on and the types of Personal Information relating thereto.

14.5 Recipients of Personal Information

Part 3 of Appendix 2 outlines the recipients to whom the Department may provide a Data Subjects Personal Information to.

14.6 Cross-border flows of Personal Information

14.6.1 Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the:

- a. recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPI; or
- b. Data Subject consents to the transfer of their Personal Information; or
- c. transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
- d. transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
- e. the transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent.

14.6.2 Part 4 of Appendix 2 sets out the planned cross-border transfers of Personal Information and the condition from above that applies thereto.

14.7 Description of information security measures to be implemented by the Department

Part 5 of Appendix 2 sets out the types of security measures to implemented by the Department in order to ensure that Personal Information is respected and protected. A preliminary assessment of the suitability of the information security measures implemented or to be implemented by the Department may be conducted in order to ensure that the Personal Information that is processed by the Department is safeguarded and Processed in accordance with the Conditions for Lawful Processing.

14.8 Objection to the Processing of Personal Information by a Data Subject

Section 11 (3) of POPI and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form attached to this manual as Appendix 3 subject to exceptions contained in POPIA.

14.9 Request for correction or deletion of Personal Information

Section 24 of POPI and regulation 3 of the POPI Regulations provides that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as Appendix 4 to this Manual

15. Availability and Updating of the PAIA Manual

- 15.1 The Department will, if necessary, update and publish this manual, at intervals of not more than a year.
- 15.2 This PAIA Manual is available to view at its premises and on its website.

Appendix 2: Part 1 - Processing of Personal Information in Accordance with POPI

For consumers:

- a. Performing duties in terms of any agreement with consumers
- b. Make, or assist in making, credit decisions about consumers
- c. Operate and manage consumers' accounts and manage any application, agreement or correspondence consumers may have with the Department
- d. Communicating (including direct marketing) with consumers by email, SMS, letter, telephone or in any other way about the Departments services, unless consumers indicate otherwise
- e. To form a view of consumers as individuals and to identify, develop or improve products, that may be of interest to consumers
- f. Carrying out market research, business and statistical analysis
- g. Performing other administrative and operational purposes including the testing of systems
- h. Recovering any debt consumers may owe the Department
- i. Complying with the Department regulatory and other obligations
- j. Any other reasonably required purpose relating to the Department

For prospective consumers:

- a. Verifying and updating information
- b. Pre-scoring
- c. Direct marketing
- d. Any other reasonably required purpose relating to the processing of a prospect's personal information reasonably related to the Department

For employees:

- a. The same purposes as for consumers (above)
- b. Verification of applicant employees' information during recruitment process
- c. General matters relating to employees:
 - i. Pension
 - ii. Medical aid
 - iii. Payroll
 - iv. Disciplinary action
 - v. Training

- d. Any other reasonably required purpose relating to the employment or possible employment relationship.

For vendors /suppliers /other businesses:

- a. Verifying information and performing checks;
- b. Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties;
- c. Payment of invoices;
- d. Complying with the Department's regulatory and other obligations; and
- e. Any other reasonably required purpose relating to the Department.

Appendix 2: Part 2 - Categories of Data Subjects and Categories of Personal Information relating thereto

Employees

- a. Name and contact details
- b. Identity number and identity documents including passports
- c. Employment history and references
- d. Banking and financial details
- e. Details of payments to third parties (deductions from salary)
- f. Employment contracts
- g. Employment equity plans
- h. Medical aid records
- i. Pension Fund records
- j. Remuneration/salary records
- k. Performance appraisals
- l. Disciplinary records
- m. Leave records
- n. Training records

Consumers and prospective consumers (which may include employees)

- a. Postal and/or street address
- b. title and name
- c. contact numbers and/or e-mail address
- d. ethnic group
- e. employment history
- f. age
- g. gender
- h. marital status
- i. nationality
- j. language
- k. financial information
- l. identity or passport number
- m. browsing habits and click patterns on the Department websites.

Vendors /suppliers /other businesses:

- a. Name and contact details
- b. Identity and/or company information and directors' information
- c. Banking and financial information
- d. Information about products or services
- e. Other information not specified, reasonably required to be processed for business operations

Appendix 2: Part 3 - Recipients of Personal Information

- a. Any firm, organisation or person that the Department uses to collect payments and recover debts or to provide a service on its behalf;
- b. Any firm, organisation or person that/who provides the Department with products or services;
- c. Any payment system the Department uses;
- d. Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where the Department has a duty to share information;
- e. Third parties to whom payments are made on behalf of employees;
- f. Financial institutions from whom payments are received on behalf of data subjects;
- g. Any other operator not specified;
- h. Employees, contractors and temporary staff; and
- i. Agents.

Appendix 2: Part 4 – Cross border transfers of Personal Information

Personal Information may be transmitted transborder to the Department's suppliers in other countries, and Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. The Department will endeavour to ensure that its dealers and suppliers will make all reasonable efforts to secure said data and Personal Information.

Appendix 2: Part 5 – Description of information security measures

The Department undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective. The Department may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.

1. Access Control of Persons

The Department shall implement suitable measures in order to prevent unauthorized persons from gaining access to the data processing equipment where the data are processed.

2. Data Media Control

The Department undertakes to implement suitable measures to prevent the unauthorized manipulation of media, including reading, copying, alteration or removal of the data media used by the Department and containing personal data of Customers.

3. Data Memory Control

The Department undertakes to implement suitable measures to prevent unauthorized input into data memory and the unauthorised reading, alteration or deletion of stored data.

4. User Control

The Department shall implement suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.

5. Access Control to Data

The Department represents that the persons entitled to use the Department's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).

6. Transmission Control

The Department shall be obliged to enable the verification and tracing of the locations / destinations to which the personal information is transferred by utilization of the Department's data communication equipment / devices.

7. Transport Control

The Department shall implement suitable measures to prevent Personal Information from being read, copied, altered or deleted by unauthorized persons during the transmission thereof or during the transport of the data media.

8. Organisation Control

The Department shall maintain its internal organisation in a manner that meets the requirements of this Manual.

