

## South African Value Education



# PAIA MANUAL

**Prepared in terms of section 51 of the  
Promotion of Access to Information Act  
2 of 2000 (as amended)**

DATE OF COMPILATION: 05/04/2022

## TABLE OF CONTENTS

LIST OF ACRONYMS AND ABBREVIATIONS	3
PURPOSE OF PAIA MANUAL	4
KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SOUTH AFRICAN VALUE EDUCATION	5
GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	6
CATEGORIES OF RECORDS OF SAVE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS	8
DESCRIPTION OF THE RECORDS OF SAVE WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION	9
DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY SOUTH AFRICAN VALUE EDUCATION	10
PROCESSING OF PERSONAL INFORMATION	11
AVAILABILITY OF THE MANUAL	15
UPDATING OF THE MANUAL	16

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |      |                    |  |
|------|--------------------|--|
| 1.1  | <b>“CEO”</b>       | Chief Executive Officer  |
| 1.2  | <b>“CESA”</b>      | Consulting Engineers South Africa                                  |
| 1.3  | <b>“DIO”</b>       | Deputy Information Officer;  |
| 1.4  | <b>“IO“</b>        | Information Officer;   |
| 1.5  | <b>“MD”</b>        | Managing Director  |
| 1.6  | <b>Minister”</b>   | Minister of Justice and Correctional Services;                     |
| 1.7  | <b>“PAIA”</b>      | Promotion of Access to Information Act No. 2 of 2000( as Amended); |
| 1.8  | <b>“POPIA”</b>     | Protection of Personal Information Act No.4 of 2013;               |
| 1.9  | <b>“Regulator”</b> | Information Regulator; and   |
| 1.10 | <b>“Republic”</b>  | Republic of South Africa   |
| 1.11 | <b>“SAVE”</b>      | South African Value Education                                      |
| 1.12 | <b>“SETA”</b>      | Sector Education and Training Authority                            |

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body 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 the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body 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 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;
- 2.7 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 the body 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 the body 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 SOUTH AFRICAN VALUE EDUCATION**

#### **3.1. Chief Information Officer**

Name: Rinus van Raaij - Managing Director  
Tel: +27 44 805 5453  
Email: rinus@savegroup.co.za

3.2. Deputy Information Officer *(NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*

Name: Ashwin Ambraal  
Tel: +27 44 805 5453  
Email: ashwin@savegroup.co.za

3.3 Access to information general contacts

Email: *save@savegroup.co.za*

#### **3.4 National or Head Office**

Postal Address:

PO Box 3139 George Industria, 6536, Western Province

Physical Address:

Suite 205, 2nd Floor, Bloemhof Building, 65 York Street George, 6529,  
Western Province

Telephone: +27 44 805 5453  
Email: save@savegroup.co.za

Website: [www.savegroup.co.za](http://www.savegroup.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<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 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<sup>3</sup>; and

---

<sup>1</sup> 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.*

<sup>2</sup> 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.*

<sup>3</sup> 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.*

- 4.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 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<sup>5</sup> and 51<sup>6</sup> 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<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

---

<sup>4</sup> 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.

<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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

<sup>8</sup> 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

4.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92<sup>11</sup>.

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/inforeq/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 English and Afrikaans

## 5. CATEGORIES OF RECORDS OF SAVE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

*NB: Please specify the categories of records held by the body which are available without a person having to request access by completing Form C, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.*

*Below is an example of the table that can be used.*

---

<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> 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.”



Category of records	Types of the Record	Available on Website	Available upon request
Company Records	Company Registration	x	x
	Directors	x	x
Accreditation & Certification	SETA	x	x
	Department of Education	x	x
	CESA	x	x
Clients	Some Client Names	x	x

**6. DESCRIPTION OF THE RECORDS OF SAVE WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION**

**NB:** Please specify all the records which are created and available in accordance with any of the South African legislation. Below is an example of the table that can be used in describing the records and applicable legislation.

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
CIPC Company Documents	Companies Act 71 of 2008
Shareholder List	Companies Act 71 of 2008
Banking Documents	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
SARS Tax Compliance Letter of Good Standing	The Preferential Procurement Policy Framework Act, 2000
BBB_EE_EME	The Preferential Procurement Policy Framework Act, 2000
Department of Labour – Letter of Good Standing	The Preferential Procurement Policy Framework Act, 2000

**7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY SAVE**

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan, Quotations, Tenders
Human Resources	<ul style="list-style-type: none"> <li>- HR policies and procedures</li> <li>- Advertised posts</li> <li>- Employees records (ID, banking details, qualifications, certification, registrations, employment history)</li> <li>- Past employee records</li> <li>- Contractor records (ID, banking details, qualifications, certification, registrations, employment history)</li> <li>- Timesheets / Leave Records</li> </ul>
Finance	<ul style="list-style-type: none"> <li>- Financial Reports, Budgets</li> <li>- Client Details (client address &amp; contact details, VAT numbers, SDL number, all reports)</li> </ul>
Training	<ul style="list-style-type: none"> <li>- Employees records (ID, banking details, qualifications, certification, registrations, employment history)</li> <li>- Past employee records</li> </ul>
Stakeholder Facilitation	<ul style="list-style-type: none"> <li>- Name, address, ID number, gender, race, education/qualifications, Employer details, Employer address, emergency contact details, Financial Income, housing subsidy status, dependants' personal information, medical information, passport detail, Spouse or partner personal information, Marital status, banking information, Tax clearance</li> <li>- Operating licence information</li> </ul>

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

*NB: Describe the purpose or reasons for processing personal information in your organisation.*

### 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
Customers / Clients	name, address, contact details (phone number, cell number, email), company registration numbers or identity numbers, employment status and bank details, health records, VAT, SDL, Invoices
Service Providers	names, registration number, vat numbers, address, trade secrets bank details, and B-BBEE Certificate
Employees	address, qualifications, gender and race, ID number, bank details, emergency contact, qualifications and certifications, healthy records, driver's licence, endorsements
Host Employers	<i>name, address, registration numbers or identity numbers, employment status and bank details, VAT, SDL, bank details, B-BBEE</i>
Learners	Name, address, contact number, ID number, gender, race, assessment results, education/qualifications, work address, work contact person and number
Housing Beneficiaries	Name, address, ID number, gender, race, education/qualifications, Employer details, Employer address, emergency contact details, Financial Income, housing subsidy status, dependants' personal information, medical information, passport detail,

Categories of Data Subjects	Personal Information that may be processed
	Spouse or partner personal information, Marital status, banking information, Tax clearance
Taxi Operators	Name, address, ID number, gender, race, banking details, SARS Tax Clearance, Operating Licence details

**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
<i>Identity number and names, for criminal checks</i>	<i>South African Police Services</i>
Identity number, name, gender, age, qualifications, employment history, learner progress reports, training staff qualifications, as proof of programme commencement and completion, and proof of skills transfer targets being met.	Programme Sponsors
Identity number, name, gender, age, qualifications, employment history, learner progress reports, as proof of programme commencement and completion for each of their employees.	Employers of Learners
Identity number, name, gender, age, qualifications, employment history, learner progress reports, training staff qualifications to ensure the correct learners receive the	Host Employers

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
correct on-site training based on their current skill level and the skills they need to acquire on site and proof of completion of course.	
Identity number, name, gender, age, qualifications, employment history, for administration of course and completing portfolio of evidence	Trainers
Identity number, name, address, gender, age, qualifications, employment history, learner assessment results and final results of learners and trainers, for registration and certification of learners for course(s) completed	SETA or other Qualification Authority
Name, qualification, gender, age, learner assessment results, for in-person and online awards ceremonies.	Graduates
Personal information, ID, family size, dependents, employer, financial situation, medical information, pay slips, to determine beneficiary status.	Client – Implementing Client, Developer, local Municipality
First name, last name, for communication purposes to the community.	Public, committees
Name, address, ID number, gender, race, education/qualifications, Employer details, Employer address, emergency contact details, Financial Income, housing	Housing Subsidy System Database

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
subsidy status, dependants' personal information, medical information, passport detail, Spouse or partner personal information, Marital status, banking information, Tax clearance, to determine beneficiary status.	
Name, identity number, address, contact details, Operating Licence details, SARS Tax Clearance, banking details, for relinquishment and compensation purposes.	Taxi Operators

**8.4 Planned transborder flows of personal information**

All data, including cloud data is stored in South Africa.

*NB: Indicate if the body has planned transborder flows of personal information. For example, some personal information may be stored in the cloud outside the Republic. Please specify the country in which personal information will be stored and categories of personal information.*

**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**

Online

- Use an outside IT company who's focus is to ensure that all anti-virus and anti-melware solutions are up to date
- All employees are required to use 2 factor authentication to any cloud content
- Electronic records of all access to information is recorded; by whom and when

### Physical Records

- Are in steel cabinets that can only be accessed by 3 dedicated people. In the future locks will be placed on these units.
  - Company offices are locked and an alarm is in place
  - The building is also access controlled
- Only accessed if requested by the qualification body, the learner, employer with the permission of the learner and the sponsoring body

*NB: Specify the nature of the security safeguards to be implemented or under implementation to ensure the confidentiality and integrity of the personal information under the care of the body. This may, for example, include Data Encryption; Anti-virus and Anti-malware Solutions.*

## 9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on [www.savegroup.co.za](http://www.savegroup.co.za)

9.1.2 head office of SAVE 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 operations at SAVE will on a regular basis update this manual.

*Issued by*

A handwritten signature in black ink, appearing to read 'R. van Raaij', is written over a horizontal line.

---

*Rinus van Raaij*

*Managing Director*