



**Office of the Premier**  
**ISIFUNDAZWE SAKWAZULU**  
**NATALI**  
**PROVINCE OF KWAZULU-**  
**NATAL**

**2024 to 2025**

**PROMOTION OF ACCESS TO INFORMATION AND  
PROTECTION OF PERSONAL INFORMATION  
MANUAL**

**FOR**

**THE OFFICE OF THE PREMIER, KWAZULU-NATAL  
AS PRESCRIBED IN TERMS OF SECTION 14 OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT, 2000  
(ACT NO. 2 OF 2000); INCORPORATING THE PROTECTION OF  
PERSONAL INFORMATION ACT, 2013 (ACT 4 OF 2013)  
REQUIREMENTS**

*Authorised by the Office of the Premier, KwaZulu-Natal*

(NB: This manual will be translated into isiZulu. A discretion has been exercised in terms of regulation 4(2) to have the manual published in the two official languages on its website [www.kznonline.gov.za](http://www.kznonline.gov.za) )

## TABLE OF CONTENTS

	<b>Foreword by the Director-General</b>	3
1.	Introduction	4
2.	Availability of Manual	5
3.	Definitions	5 - 6
4.	Background to Office of the Premier	6
5.	Particulars in terms of section 14 of the Act	6 - 8
6.	Contact details	
7.	Guide: How to access the Guide as described in sections 10 and 14(1)(c) of the Act	10
8.	Records that may be requested (section 14 (1)(d))	11 -13
9.	The request procedure	13
10.	Nature of the request	13
11.	Fees to be paid in terms of the Act, request fee and access fee, section 22 of the Act	14
12.	Availability of this manual as set out in section 14(3) of the Act	14
13.	Categories of records of the Office of the Premier Records that may be requested which are available without a person having to request access in terms of the Act [ <i>section 15</i> ]	15 - 17
14.	Arrangement for public participation in policy formulation as contemplated in the Act [ <i>section 14(1)(g)</i> ]	17
15.	Remedies available if the provisions of the Act are not complied with as contemplated in section 14(1)(h) of the Act	17
16.	Fees as prescribed	17 - 18
17.	Forms prescribed for access to records	19
18.	Processing of Personal Information and purpose for processing	19
19.	Categories of data subjects and their personal information	20
20.	Categories of recipients for processing the personal information	21
21.	General Description of information security measures	22
22.	PAIA <b>Form 2</b> : Request for Access to Record (PAIA FOR	23 - 25
23	PAIA <b>Form 3</b> : Outcome of Request and Fees Payable	26 -27
24.	PAIA <b>Form 4</b> : Notice of Internal Appeal	28 - 30
25.	POPIA <b>Form 1</b> Objection to the processing of personal information in terms of section 11(3)	31
26.	POPIA <b>Form 2</b> request for correction or deletion of personal information or destroying or deletion of record of personal information in terms of section 24(1)	32 - 33
27.	POPIA – <b>Form 5 complaint</b> regarding interference with the protection of personal information/complaint regarding determination of an adjudicator.	34 - 35

## FOREWORD BY THE DIRECTOR-GENERAL

The Office of the Premier ensures that the KwaZulu-Natal Provincial Government runs smoothly by coordinating, aligning, and integrating all its functions. It aims to provide good governance and leadership, focusing on eradicating poverty, empowering communities, and promoting radical economic transformation. To achieve this, the Office of the Premier provides leadership in delivering services quickly and addressing poverty, unemployment, and inequality. It also supports the Premier in carrying out her constitutional and statutory duties, which include promoting access to information by implementing the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000). The aim is to create a culture of transparency and accountability, ensuring that government is open about its actions and decisions.

The law requires public bodies to publish a manual that provides information to citizens about how to request access to information held by that body. This manual outlines the rights of citizens in relation to their personal information, as governed by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) (POPIA). The manual helps citizens understand the procedures and processes that must be followed to exercise their right to access information held by the Office.

This manual will help readers understand the Office of the Premier's functions and what records it holds. The forms within the manual will allow persons wishing to gain access to records to make applications for such access.

Citizens have the right to request records from public bodies. However, not all information is subject to disclosure upon request. Public bodies may withhold records containing trade secrets, personal information about a third party, certain confidential information, or information that could endanger an individual's life. In keeping with our commitment to transparency in government, we encourage you as citizens to exercise your rights as entrenched in the Constitution by utilizing the mechanisms afforded to you by this manual.



**DR NONHLANHLA O. MKHIZE**  
**DIRECTOR-GENERAL**

**MANUAL**  
**IN TERMS OF THE**  
**PROMOTION OF ACCESS TO INFORMATION ACT, 2000**

**Introduction**

1. (1) The Office of the Premier, KwaZulu-Natal is committed to compliance with the Constitution and legislation which validates Batho Pele principles.

(2) The Promotion of Access to Information Act, 2000 (the "Act") gives third parties the right to approach public (government) and private bodies to request information held by them, which is required in the exercise and/or protection of any rights.

(3) On request, the public or private body is obliged to release such information unless the Act expressly states that the records containing such information may or must not be released. This manual informs requestors of procedural and other requirements which a request must meet as prescribed by the Act.

(4) This Manual is published by the Office of the Premier, KwaZulu-Natal, in terms of section 14 of the Promotion of Access to Information Act. The Act gives effect to the provisions of section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise or protection of any right. The provision of any information in this Manual, in addition to that specifically required in terms of section 14 of the Act, does not create any contractual right or entitlement to receive such information, other than as specified in the Act.

(5) The Manual is compiled in accordance with section 14 of the Act as amended by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) (POPIA). POPIA promotes the protection of personal information processed by both public and private bodies and includes certain conditions which establish minimum requirements for the processing of personal information.

(6) This PAIA Manual therefore contains information related to the submission of objections to the processing of personal information and requests to delete or destroy personal information or records as required in terms of POPIA.

### **Availability of the Manual**

2. This Manual will be updated as required. The latest copy of this manual is available on the website of [www.kznonline.gov.za](http://www.kznonline.gov.za). Alternatively, this manual may be requested from the Information Officer.

### **Definitions**

3. (1) Any word or expression to which a meaning has been assigned in the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), must, unless clearly inappropriate, bear that meaning, and, unless the context indicates otherwise –

“**information officer**” means the Director-General in his or her capacity as the Head of the Office of the Premier;

“**Manual**” means this Manual compiled in terms of section 14 of the Act;

“**Office of the Premier**” means the Office of the Premier in the Province of KwaZulu-Natal;

“**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—

(a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;

(b) information relating to the education or the medical, financial, criminal or employment history of the person;

(c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;

(d) the biometric information of the person;

(e) the personal opinions, views or preferences of the person;

(f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;

- (g) the views or opinions of another individual about the person; and
- (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;

“**personal requester**” means a requester seeking access to a record containing personal information about the requester;

“**personnel**” means any person who works for, or provides services to, or on behalf of, the Office of the Premier and receives or is entitled to receive any remuneration, including all permanent, temporary and part-time staff as well as contract workers;

“**Premier**” means the Premier of the Province of KwaZulu-Natal;

“**record**” means any recorded information, regardless of form or medium, which is in the possession or under the control of the Office of the Premier, irrespective of whether it was created by the Office of the Premier or not;

“**relevant authority**” means the person designated in writing by the Premier;

“**request**” means a request for access to a record of the Office of the Premier;

“**requester**” means any person (other than certain public bodies or an official thereof) making a request for access to a record of the Office of the Premier and includes any person acting on behalf of that person or requester;

“**SAHRC**” means the South African Human Rights Commission; and

“**the Act**” means the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

- (2) Unless a contrary intention clearly appears, words signifying –
- (a) the singular includes the plural and *vice versa*;
  - (b) any one gender includes the other gender and *vice versa*; and
  - (b) natural persons include juristic persons.

## **Background to Office of the Premier**

4.(1) The Office of the Premier is a “public body” as defined in the Act.

(2) The Office of the Premier supports the constitutional right of access to information and is committed to providing any requester access to its records in accordance with the provisions of the Act.

## **Particulars in terms of section 14 of the Act**

### **5. The functions and the structure of the Office of the Premier in terms of section 14(1)(a):**

#### **(a) The functions**

The functions of the Office of the Premier are –

- (a) to integrate, coordinate and facilitate transversal policies, programs, strategies, plans and systems;
- (b) monitoring and evaluation of transversal programs;
- (c) macroplanning and policy development;
- (d) provision of strategic leadership and direction for Provincial Government;
- (e) overseeing the development and implementation of legislation; and
- (f) promotion of Intergovernmental relations and good governance.

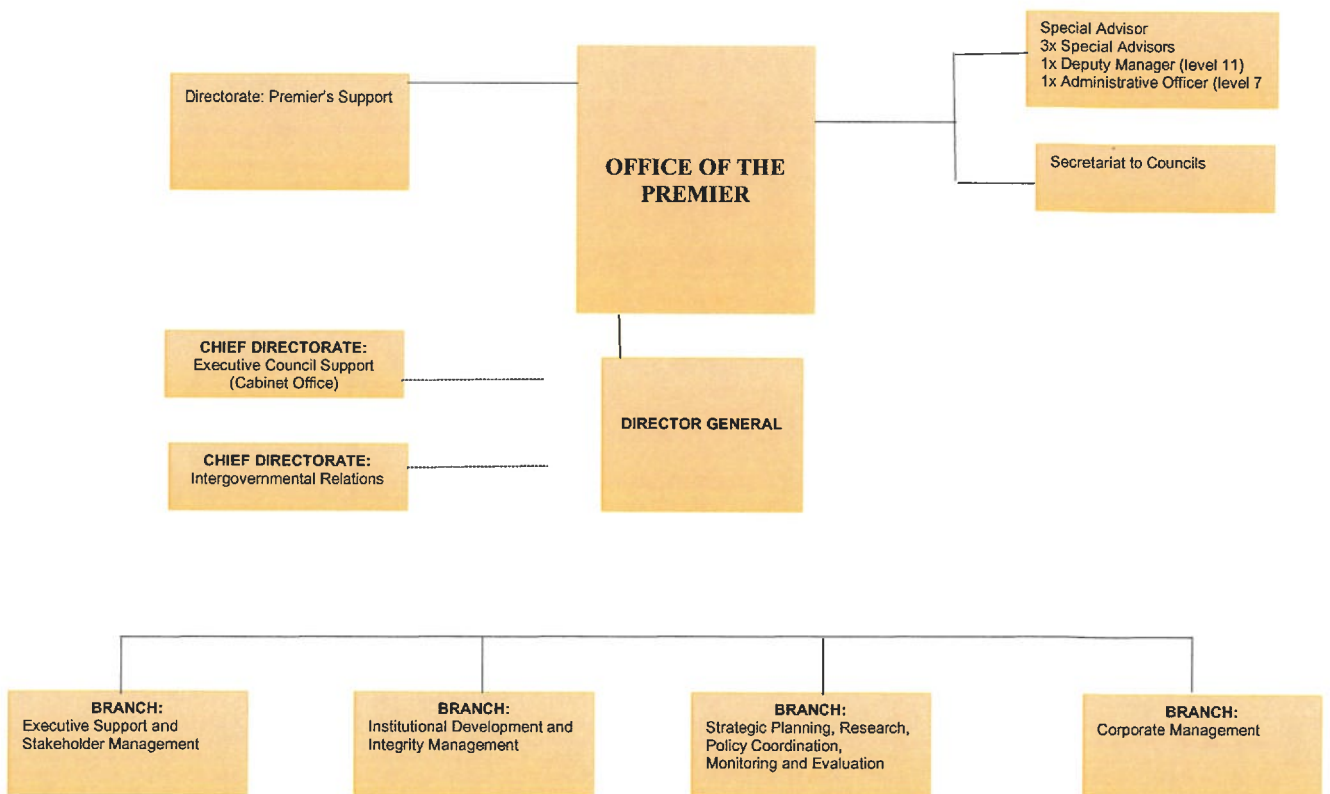
In terms of the Department’s Annual Report, the department’s strategic goals are –

- (a) Good and cooperative governance;
- (b) Stakeholders fully engaged and well informed on KZN Vision 2035;
- (c) A coordinated, equitable and integrated service delivery system; and
- (d) Improved performance and accountability.

#### **(b) A schematic diagram of the structure of the Office of the Premier**

Please see next page. A full organisational structure can be obtained from the directorate Provincial Organisational Development.

## ORGANISATION AND ESTABLISHMENT – OFFICE OF THE PREMIER





## 6. The structure of the Office of the Premier

The political head for the Office of the Premier, is the Premier (KwaZulu-Natal), and the administrative head (Accounting Officer) is the Director-General.

**Contact details of the Information Officer and Deputy Information Officers in terms of section 14(1)b)**

<b>4.INFORMATION OFFICER</b>	<b>ADDRESS</b>
<b>Dr Nonhlanhla O. Mkhize</b> Director-General	Private Bag X9037 <b>PIETERMARITZBURG</b> 3200 Telephone: +27 87 743 8933 Email: <a href="mailto:DG@kznpremier.gov.za">DG@kznpremier.gov.za</a>
<b>DEPUTY INFORMATION OFFICER</b>	<b>ADDRESS</b>
<b>Ms Tashini Naidoo</b> Principal State Law Advisor: Constitutional Matters and Language Services	Private Bag X9037 <b>PIETERMARITZBURG</b> 3200 Telephone: +27 87 743 8884 Email: <a href="mailto:tashini.aidoo@kznpremier.gov.za">tashini.aidoo@kznpremier.gov.za</a>
<b>Ms T Zulu</b> Director: Human Resource Support	Private Bag X9037 <b>PIETERMARITZBURG</b> 3200 Telephone: +27 87 743 87776 Email: <a href="mailto:thobekile.zulu@kznpremier.gov.za">thobekile.zulu@kznpremier.gov.za</a>
<b>General Information:</b>	Street address: 300 Langalibalele Street Moses Mabhida Building <b>PIETERMARITZBURG</b> 3201  Postal Address: Private Bag X9037 <b>PIETERMARITZBURG</b> 3200 Telephone: +27 33 341 3300 or (033) 341 3300 Website : <a href="http://www.kwazulunatal.gov.za">www.kwazulunatal.gov.za</a>

## Section 10 Guide on how to use the Act (section 14(1)(c))

7. The section 10 Guide on how to use the Act in terms of section 14(1)(c) of the Act is available from the SAHRC. Please direct any queries to: [enquiries@info regulator.org.za](mailto:enquiries@info regulator.org.za)

**The Information Regulator (South Africa)**

SALU Building, 316 Thabo Sehume Street, Pretoria

Ms. Mmamoroke Mphelo

Tel: 012 406 4818

Fax: 086 500 3351

[inforeq@justice.gov.za](mailto:inforeq@justice.gov.za)**Details to facilitate access to the records held by the Office of the Premier [section 14(1)(d)]**

Records held by the Office of the Premier may be accessed on request only once the requirements for access have been met. A requester is any person making a request for access to a record of the Office of the Premier and in this regard, the Act distinguishes between two types of requesters:

**Personal Requester**

A personal requester is a requester who is seeking access to a record containing personal information about the requester. Subject to the provisions of the Act and applicable law, the Office of the Premier may provide the requested information, or give access to any record with regard to the requester's personal information.

**Other Requester**

This requester (other than a personal requester) is entitled to request access to information pertaining to third parties. However, the Office of the Premier is not obliged to grant access prior to the requester fulfilling the requirements for access in terms of the Act. The prescribed fee for reproduction of the information requested will be charged by the Office of the Premier.

**8. Records that may be requested (section 14 (1)(d))**

Description of the subjects on which the Office of the Premier holds and the categories of records held on each subject as depicted below –

<b>SUBJECT</b>	<b>CATEGORIES OF RECORDS</b>
Cabinet Office	<ul style="list-style-type: none"> <li>• Cabinet Manual</li> <li>• Cabinet Memoranda</li> </ul>
Provincial Planning and Development Commission	Provincial Growth and Development Strategy
Operation Sukhuma Sakhe and Poverty Eradication Program	Contracts of service providers Proposals of service providers Reports written by service providers Minutes of related meetings
Macropolicy Development and Coordination	Annual Performance Plan Strategic Plan
Integrity Management	Fraud and Risk Management Plan Risk Assessment Report Anti-Fraud and Anti-Corruption Strategy

	Records on complaints of poor service delivery Forensic reports on allegations of fraud
Chief Financial Officer	Annual Performance Plan Medium Term Expenditure Framework Annual Report Budget Speech Asset register Allocations per program Financial Statements Auditor General Reports
Supply Chain Management	Supply Chain Management Database
Administration and Auxiliary Services	Transport Policy
Corporate Human Resource Management	Human Resource Management Policies Human Resource Development Policies Personnel Records Performance Management Records
Labour Relations	Disciplinary Records Labour Relations Agreements Minutes of Meetings with organised labour
Provincial Organisational Development	Provincial Job Evaluation Information
Provincial Public Service Training Academy	Strategic Project Information Information on courses <i>Khaedu</i> Information Adult Education and Training Information Acts relating to Skills Development and Education and Training White Papers relating to Education and Training Strategies related to skills and human resource development Contracts Minutes of meetings Certificates and learners' records
Persal Management	Persal Information
Provincial Information Technology Science And Technology	Information Communication Technology (ICT) Policy and Strategy State Information Technology Business Agreements 4IR Commission documentation
State Law Advisory Services	Acts relating to the Office of the Premier Certified Bills Legal opinions Certified Regulations Contracts Litigation matters

	Premier's Minutes Premier's Acts PAIA and POPIA Manual
Provincial Government Communications	Publications Photographs Promotional Material Information Brochures Booklets on businesses in the Province
Human Rights	Cases on persons being assisted Provincial Multisectoral Plans on gender equity, disability, women, children and older persons Information on Human Rights events
HIV and AIDS	The Constitution of the KwaZulu-Natal Provincial Council on AIDS Towards zero new HIV and AIDS and TB infections pamphlet The quarterly reports for the PCA (Provincial Council on AIDS) The minutes of the PCA meetings Members of the PCA
Intergovernmental Relations	Records of Understanding Cooperation Agreements
Monitoring and Evaluation	Background Reports on Municipalities Data on Districts Poverty Assessments per District Stats SA Data Sets Departmental Performance Information Frontline Service Delivery Information on selected institutions 12 Outcomes Programme of Action Data Quarterly performance reports validation State of the Province reports

### The request procedure

9. A requester must comply with all the procedural requirements contained in the Act relating to a request for access to a record. A requester must complete the prescribed form enclosed herewith in **PAIA Form 2** and submit same as well as payment of a request fee and a deposit, if applicable to the information officer at the postal or physical address, fax number or electronic mail address stated herein. The prescribed form (**Form 2 PAIA**) must be filled in with enough particularity to at least enable the information officer to identify:

The record or records requested;

The identity of the requester;

What form of access is required; and

The postal address, email address or fax number of the requester.

The Office of the Premier will process a request within 30 (thirty) days. This period may be extended in accordance with section 26 of the Act. The requester shall be informed in writing whether access has been granted or denied.

A requester may be given access to such records in the Office of the Premier if the requester complies with the following requirements –

- (a) the requester complies with all procedural requirements in the Act relating to the requester for access to that record; and
- (b) access for that record is in terms of the requirements of the Act.

#### **Nature of the request**

10.(a) A requester must use the form that has been printed in the *Government Gazette* [Government Notice R 187 - 15 February 2002] (**Form A**);

(b) The requester must also indicate if a copy of the record is required or seeks permission to come in and look at the record. Alternatively, if the record is not a document, it can then be viewed in the requested form, where possible [section 29(2)];

(c) If a requester asks for access in a particular form then the requester should get access in the manner that has been asked for. This is unless doing so would interfere unreasonably with the running of the department, or damage the record, or infringe a copyright not owned by the state. If, for practical reasons, access cannot be given in the required form but in an alternate manner, then the fee will be calculated according to the way that the requester first asked for it [section 29(3) and (4)];

(d) If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated [section 18(2)(e)];

(e) If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated [section 18(2)(f)]; and

(f) If a requester is unable to read or write, or has a disability, then he/she can make the request for the record orally. The information officer must then fill in the form on behalf of such a requester and give him/her a copy [section 18(3)].

**There are two types of fees required to be paid in terms of the Act, being the request fee and the access fee [section 22]:**

11.(a) A requester, who seeks access to a record containing own personal information, is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee.

(b) The information officer must notify the requester (other than a personal requester) by written notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.

(c) The request fee is R35.00. The rest of the fees are reflected under paragraph 13 below. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.

(d) After the information officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.

(e) If the request is granted then a further access fee must be paid for the search, preparation, reproduction, and postage (if applicable) and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

**Availability of this Manual as set out in section 14(3) of the Act**

12.(1) A copy of this Manual is available –

(a) on the official website of the Office of the Premier at [www.kwazulunatal.gov.za/premier](http://www.kwazulunatal.gov.za/premier)

(b) by sending a request for a copy to the Information Officer by e-mail, post or fax;

(c) from every place of legal deposit as defined in section 6 of the Legal Deposit Act, 1997 (Act No. 54 of 1997);

(d) for public inspection at our offices at –

300 Langalibalele Street

Moses Mabhida Building

**PIETERMARITZBURG**

3201; and

(e) from any office of the Information Regulator [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

(2)(a) There is no charge for inspecting a copy of this Manual on the official website of the Office of the Premier or at our offices.

(b) The Office of the Premier reserves the right to require payment for copies of this Manual in accordance with the same charges that apply to records. The relevant fees are set out in paragraph 13 of this Manual.

**13. Categories of records of the Office of the Premier which are available without a person having to request access in terms of the Act [section 15]**

CATEGORIES	MANNER OF ACCESS TO RECORD
<b>1. FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i)</b>	
1.1 State of the Province Address 1.2 Budget Speech 1.3 Departmental Strategic Plan 1.4 Provincial Growth and Development Strategy 1.5 Annual Performance Plan 1.6 Annual Strategic Plan 1.7 Service Delivery Improvement Plan 1.8 Citizens' Charter 1.9 Employment Equity Report 1.10 Approved Organisational Structure 1.11 Anti-Fraud Anti-Corruption Strategy 1.12 Provincial Training Academy Courses 1.13 Premier's speeches 1.14 Circulars of advertised posts 1.15 Magazines, newspapers and newsletters	The records may be inspected at the Office of Premier from the Deputy Information Officers as follows – Office of the Premier 300 Langalibalele Street Moses Mabhida Building <b>PIETERMARITZBURG</b> 3201 Telephone: +27 87 743 8884 +27 87 743 8776  e-mail: <a href="mailto:tashini.aidoo@kznpremier.gov.za">tashini.aidoo@kznpremier.gov.za</a> or <a href="mailto:thobekile.zulu@kznpremier.gov.za">thobekile.zulu@kznpremier.gov.za</a>
<b>2. FOR PURCHASING IN TERMS OF SECTION 15(a)(ii)</b>	
Bid Documents	Bid documents may be purchased at the Office of the Premier, from the Supply Chain Management Directorate, at –  300 Langalibalele Street Moses Mabhida Building <b>PIETERMARITZBURG</b> 3201

<b>3. FOR COPYING IN TERMS OF SECTION 15(a)(ii)</b>	
<p>3.1 State of the Province Address</p> <p>3.2 Budget Speech</p> <p>3.3 Departmental Strategic Plan</p> <p>3.4 Provincial Growth and Development Strategy</p> <p>3.5 Annual Performance Plan</p> <p>3.6 Service Delivery Improvement Plan</p> <p>3.7 Citizens' Charter</p> <p>3.8 Employment Equity Report</p> <p>3.9 Approved Organisational Structure</p> <p>3.10 Anti-Fraud Anti-Corruption Strategy</p> <p>3.11 Provincial Training Academy Courses</p> <p>3.12 Premier's speeches</p> <p>3.13 Circulars of advertised posts</p> <p>3.14 Magazines, newspapers and newsletters</p>	<p>The records may be accessed for copying at the Office of Premier from the Deputy Information Officers as follows –</p> <p>Office of the Premier 300 Langalibalele Street Moses Mabhida Building <b>PIETERMARITZBURG</b> 3201 Telephone: +27 87 743 8884                   +27 87 743 8776</p> <p>email: <a href="mailto:tashini.naidoo@kznpremier.gov.za">tashini.naidoo@kznpremier.gov.za</a></p> <p style="text-align: center;">or</p> <p style="text-align: center;"><a href="mailto:thobekile.zulu@kznpremier.gov.za">thobekile.zulu@kznpremier.gov.za</a></p>
<b>4. FOR COPYING IN TERMS OF SECTION 15(a)(ii)</b>	
<p>4.1 State of the Province Address</p> <p>4.2 Citizens' Charter</p> <p>4.3 Provincial Training Academy Courses</p> <p>4.4 Premier's speeches</p> <p>4.5 Circulars of advertised posts</p> <p>4.6 Magazines, newspapers and newsletters</p>	<p>The records may be accessed for copying at the Office of the Deputy Information Officers as follows –</p> <p>Office of the Premier 300 Langalibalele Street Moses Mabhida Building <b>PIETERMARITZBURG</b> 3201 Telephone: +27 87 743 8884                   +27 87 743 8776</p> <p>email: <a href="mailto:tashini.naidoo@kznpremier.gov.za">tashini.naidoo@kznpremier.gov.za</a></p> <p style="text-align: center;">or</p> <p style="text-align: center;"><a href="mailto:thobekile.zulu@kznpremier.gov.za">thobekile.zulu@kznpremier.gov.za</a></p>



**Arrangement for public participation in policy formulation as contemplated in the Act [section 14(1)(g)]**

14.(1) The Office of the Premier is part of the executive branch of the KwaZulu-Natal Provincial Government. There is no direct mechanism for public participation in policy formulation; however, members of the public can indirectly influence policy formulation by –

- (a) participating in provincial elections;
- (b) communicating with their elected representatives;
- (c) involving themselves in the legislative and other public participatory processes of the KwaZulu-Natal Provincial Legislature ([www.kznlegislature.gov.za](http://www.kznlegislature.gov.za)) and its committees;
- (d) attending sessions of the KwaZulu-Natal Provincial Legislature; and
- (e) the media accessing the KwaZulu-Natal Provincial Legislature and its committees.

(2) In addition, the Office of the Premier may, from time to time, solicit public comment on draft legislation (Bills and Regulations) and other issues and the public are invited to provide their comments and input when these opportunities arise.

**Remedies available if the provisions of this Act are not complied with [section 14(1)(h)]**

15. Where a requester is not satisfied with any decision taken by the Information Officer/Deputy Information Officer in the Office of the Premier, a requester may appeal to the person (Appeal Structure) appointed by the Premier.

**Fees as prescribed under Part 11 of Notice 187 in the Government Gazette of 15 February 2002**

16.(1) The fee for a copy of the manual as contemplated in Regulation 5(c) is R0.60 for every photocopy of an A4-size page or part thereof.

(2) The fees for reproduction referred to in Regulation 7(1) are as follows –

DESCRIPTION	AMOUNT R
For every photocopy of an A4-size page or part thereof	• 0.60
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	• 0.40

For a copy in a computer-readable form on – (i) stiffy disc (ii) compact disc	<ul style="list-style-type: none"> <li>• 05.00</li> <li>• 40.00</li> </ul>
(i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	<ul style="list-style-type: none"> <li>• 22.00</li> <li>• 60.00</li> </ul>
(i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record	<ul style="list-style-type: none"> <li>• 12.00</li> <li>• 17.00</li> </ul>

(3) The request fee payable by every requester, other than a personal requester, referred to in Regulation 7(2) is R35.00.

(4) The access fees payable by a requester referred to in Regulation 7(3) are as follows –

DESCRIPTION	AMOUNT R
For every photocopy of an A4-size page or part thereof	<ul style="list-style-type: none"> <li>• 0.60</li> </ul>
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	<ul style="list-style-type: none"> <li>• 0.40</li> </ul>
For a copy in a computer-readable form on – (i) stiffy disc (ii) compact disc	<ul style="list-style-type: none"> <li>• 05.00</li> <li>• 40.00</li> </ul>
(i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	<ul style="list-style-type: none"> <li>• 22.00</li> <li>• 60.00</li> </ul>
(i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record	<ul style="list-style-type: none"> <li>• 12.00</li> <li>• 17.00</li> </ul>
To search for and prepare the record for disclosure, R15.00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	

(5) For purposes of section 22(2) of the Act, the following applies –

- (a) six hours as the hours to be exceeded before a deposit is payable; and
- (b) one third of the access fee is payable as a deposit by the requester.

(6) The actual postage is payable when a copy of a record must be posted to a requester.

### **Forms prescribed for access to records**

17. The following forms are prescribed for access to records:

- **Form 2** – REQUEST FOR ACCESS TO RECORD (page 19), Regulation 7
- **Form 4** – NOTICE OF INTERNAL APPEAL (page 25), Regulation 9

Please see **Forms 2** (on pages 23 to 25 of this manual) and **Form 4** (on pages 28 to 30 of this manual).

### **Processing of Personal Information and purpose for processing**

18. The Office of the Premier uses the Personal Information under its care in the following ways:

Rendering service to the public;

Staff administration;

Rendering a service to other provincial departments;

Executive functions;

Functions pertaining to management of career incidents of Heads of Departments;

Keeping of accounts and records;

Complying with tax laws;

Supply Chain Management practice;

Security;

Access to buildings;

Disciplinary processes;

Bursary processes;

Employment applications;

Legal processes;

Verification of applicant employees' information during recruitment process;

General matters relating to employees:

(a) Pension

(b) Medical aid

(c) Payroll

(d) Disciplinary action

(e) Training;

(f) Wellness; or

(g) Any other reasonably required purpose relating to the employment or possible employment relationship.

General matters 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 Adept Advisory's regulatory and other obligations; and
- (e) Any other reasonably required purpose relating to the Officer of the Premiers functions.

### **Categories of Data Subjects and their Personal Information**

19. The Office of the Premier may possess records relating to suppliers, shareholders, contractors service providers, staff and clients:

<b>Entity Type</b>	<b>Personal Information Processed</b>
Clients – Juristic	Names of contact persons; Name of Legal Entity; Physical and Postal address and contact details; Financial information; Registration Number;
Persons / Entities	Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
Clients'	names; registration number; contact details; physical and postal addresses; tax related information; confidential correspondence;
Contracted Service Providers	Names of contact persons; Name of Legal Entity; physical and Postal address and contact details; Financial information; Registration Number; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners
Employees/ Heads of Department/	Name; Title, Gender, Pregnancy; Marital Status; Colour, Ethnic group; Age, contact numbers; email information; Language, Education information; Passport number; Physical and postal address; Contact details; Next of Kin details; Opinions, Criminal

records; Well-being; information regarding dependants; Pension details; Financial disclosure information; Information on donations and gifts; Biometrics; browsing habits and click patterns on Office of the Premier information technology tools or website;

Members of the Executive Council	Name; Title, Gender, Pregnancy; Marital Status; Colour, Ethnic group; Age, contact numbers; email information; Language, Education information; Passport number; Physical and postal address; Contact details; Next of Kin details; Opinions, Criminal records; Well-being; information regarding dependants; Pension details; Financial disclosure information; Information on donations and gifts; Biometrics; browsing habits and click patterns on Office of the Premier information technology tools or website.
----------------------------------	---

### **Categories of Recipients for Processing the Personal Information**

**20.** The Office of the Premier may supply the Personal Information to service providers or officials who render the following services –

Capturing and organising of data;

Storing of data;

Sending of emails and other correspondence to staff; service providers; other national or provincial departments or clients

Conducting due diligence checks which may *inter alia* be National Intelligence Agency; South African Security Agency; South African Qualifications Authority, South African Police Services; or South African Revenue Services;

Administration of discipline; or

Conducting of legal processes.

**General Description of Information Security Measures**

**21.** The Office of the Premier employs technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include -

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control;
- Secure setup of hardware and software making up the Information Technology infrastructure;
- Outsourced Service Providers who process Personal Information on behalf of the Office of the Premier are contracted to implement security controls.

## PAIA FORM 2

**REQUEST FOR ACCESS TO RECORD**  
**[Regulation 7]**

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests are made on behalf of another person, proof of such authorization, must be attached

TO: The Information Officer  
 Dr Nonhlanhla O. Mkhize  
 300 Langalibalele Street  
 Moses Mabhida Building  
 PIETERMARITZBURG  
 3201

Email address: [DG@kznpremier.gov.za](mailto:DG@kznpremier.gov.za)

**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 ( <i>when made on behalf of another person</i> )	
Postal address	
Street address	
Email address	
Contact numbers	Business telephone:
	Cellular telephone:
Full names of person on whose behalf request is made ( <i>if applicable</i> )	
Identity number	
Postal address	
Street address	
Email address	
Contact numbers	Business telephone:
	Cellular telephone:
PARTICULARS OF RECORD REQUESTED	
<i>Provide full particulars of the record to which access is requested, including reference number if that is known to you, to enable the record to be located. (If the provided space is adequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>	
Description of record or relevant part of the record:	

Reference number, if available	
Any further particulars of record	
<b>TYPE OF RECORD</b> (Mark the applicable box with an "X")	
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 held on a computer or in an electronic, or machine-readable form	
<b>FORM OF ACCESS</b> (Mark the applicable box with an "X")	
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	
<b>MANNER OF ACCESS</b> (Mark the applicable box with an "X")	
Personal inspection of record at registered address of the Office of the Premier ( <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 service to street address	
Courier service to street address	



Email information (including soundtracks if possible)	
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 record is available)</i>	
<b>FEES</b>	
(a) A request fee must be paid <u>before</u> the request will be considered. (b) You will be notified of the amount of the access fee to be paid (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record. (d) If you qualify for exemption of the payment of any fee, please state the reasons for the exemption	
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:

<b>Postal address</b>	<b>Electronic communication</b>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 202

\_\_\_\_\_  
Signature of Requester/person on whose behalf request is made

*FOR OFFICIAL USE ONLY*

Reference number	
Request received by: <i>(state Rank, name and surname of Information Officer)</i>	
Date Received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
Signature of Information Officer

**PAIA 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: The Information Officer  
Dr Nonhlanhla O. Mkhize  
300 Langalibalele Street  
Moses Mabhidla Building  
PIETERMARITZBURG  
3201

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body (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) 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.

**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	
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			
• If provided to the requestor	R60.00		
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	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			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**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 bank account provided to you by the Information of designated deputy information office of the Office of the Premier.

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 202

\_\_\_\_\_  
**Dr Nonhlanhla O. Mkhize**  
 Information Officer

## PAIA FORM 4

**INTERNAL APPEAL FORM**  
[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	Cellular number:
	Business number:
Email address	
Is the internal appeal lodged	<input type="checkbox"/> YES
	<input type="checkbox"/> NO
If the 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	
Full Names	
Identity Number	
Postal Address	
Contact Numbers	Cellular number:
	Business number:
Email 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.	

**GROUNDS FOR APPEAL**

*(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)*

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 of your internal appeal. Please indicate your preferred manner of notification:

Postal address	Electronic communication

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 202

\_\_\_\_\_  
Signature of Appellant/Third party

**FOR OFFICIAL USE ONLY  
 OFFICIAL RECORD OF AN INTERNAL APPEAL**

Request received by: <i>(state Rank, name and surname of Information Officer)</i>			
Date Received:			
Appeal accompanied by reasons for the information officer's decision and, where applicable, the particulars of any third	YES		
	NO		

party to whom or which the record relates, submitted by the information officer:			
OUTCOME OF APPEAL			
Refusal of request for access. Confirmed	Yes		New decision (if not confirmed)
	No		
Fees (Sec 2) Confirmed	Yes		New decision (if not confirmed)
	No		
Extension (Sec 26(1)) Confirmed	Yes		New decision (if not confirmed)
	No		
Access (Sec 29(3)) Confirmed	Yes		New decision (if not confirmed)
	No		
Request for access granted. Confirmed?	Yes		New decision (if not confirmed)
	No		

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 202

\_\_\_\_\_  
Signature of Information Officer

**POPIA FORM 1**

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 2(1)]**  
**NOTE:**

1. Affidavits or other documentary evidence in support of the objection must 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.

Reference No.

A.	DETAILS OF DATA SUBJECT
	Name and surname of data subject:
	Residential, postal or business address:
	Code:
	Contact number(s):
	Email address:
B	DETAILS OF RESPONSIBLE PARTY
	Name and Surname of responsible party <i>(if responsible party is a natural)</i> :
	Residential, postal or business address:
	Code:
	Contact number(s):
	Email address:
	Name of public or private body <i>(if the responsible party is not a natural person)</i> :
	Business address:
	Contact number(s)
	Email address
C	REASONS FOR OBJECTION (Please provide detail reasons for the objection. Another sheet may be annexed if the space is insufficient)

Signed at .....this .....day of.....20

\_\_\_\_\_  
 Signature of data subject (applicant)

**POPIA FORM 2****REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.4 OF 2013)****REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 3(2)]  
NOTE:**

1. Affidavits or other documentary evidence in support of the request must 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.

Reference Number:

Mark the appropriate box with an "x".

Request for:

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

A. DETAILS OF DATA SUBJECT	
Name and surname of data subject:	
Residential, postal or business address:	
	Code:
Contact number(s):	
Email address:	
B. DETAILS OF RESPONSIBLE PARTY	
Name and Surname of responsible party (if responsible party is a natural):	
Residential, postal or business address:	
	Code:
Contact number(s):	
Email address:	
Name of public or private body (if the responsible party is not a natural person):	
Business address:	
Contact number(s)	
Email address	
C. REASONS FOR CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY (Please provide detail reasons for the request. Another sheet may be annexed if the space is insufficient)	




- Delete whichever is not applicable

Signed at .....this .....day of.....20

\_\_\_\_\_  
Signature of data subject (applicant)

**POPIA FORM 5****COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.4 OF 2013)****REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 7]****NOTE:**

1. Affidavits or other documentary evidence in support of the request must 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.

Reference Number:

Mark the appropriate box with an "x".

Request for:

- Alleged interference with the protection of personal information.
- If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

<b>PART 1</b>	<b>ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION (Section 74 of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013))</b>
<b>A.</b>	<b>PARTICULARS OF COMPLAINANT</b>
Surname of complainant:	
Full names of complainant:	
Identity number of complainant:	
Residential, postal or business address:	
	Code:
Contact number(s):	
Email address:	
<b>B</b>	<b>PARTICULARS OF BODY/RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION</b>
Full names and surname of person interfering with the personal information ( <i>if responsible party is a natural</i> ):	
Name of public or private body ( <i>if not a natural person</i> ):	
Residential address (if applicable, postal or business address):	
	Code:
Contact number(s):	
Email address:	
<b>C</b>	<b>REASONS FOR COMPLAINT (Please provide detailed reasons for the complaint)</b>

