



PAIA MANUAL

**Prepared in terms of section 14 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-----|--------------------|--|
| 1.1 | “DIO” | Deputy Information Officer; |
| 1.2 | “IO“ | Information Officer; |
| 1.3 | “Minister” | Minister of Justice and Correctional Services; |
| 1.4 | “MM” | Municipal Manager |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000(as Amended; |
| 1.6 | “PFMA” | Public Finance Management Act No.1 of 1999 as Amended; |
| 1.7 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.8 | “Regulator” | Information Regulator. |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

2.1 check the nature of the records which may already be available at Senqu Local Municipality, without the need for submitting a formal PAIA request;

2.2 have an understanding of how to make a request for access to a record of the Senqu Local Municipality;

2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;

2.4 know all the remedies available from the Senqu Local Municipality regarding request for access to the records, before approaching the Regulator or the Courts;

2.5 the description of the services available to members of the public from the Senqu Local Municipality and how to gain access to those services;

2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;

2.7 if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;

2.8 know if the Senqu Local Municipality has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and

2.9 know whether the Senqu Local Municipality has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE SENQU LOCAL MUNICIPALITY

Senqu Local Municipality was established in terms of Notice 67 of 2000 in terms of section 12 of the Local Government: Municipal Structures Act (Act 117 of 1998) Section 2(1)(c).

3.1. Objectives/Mandate

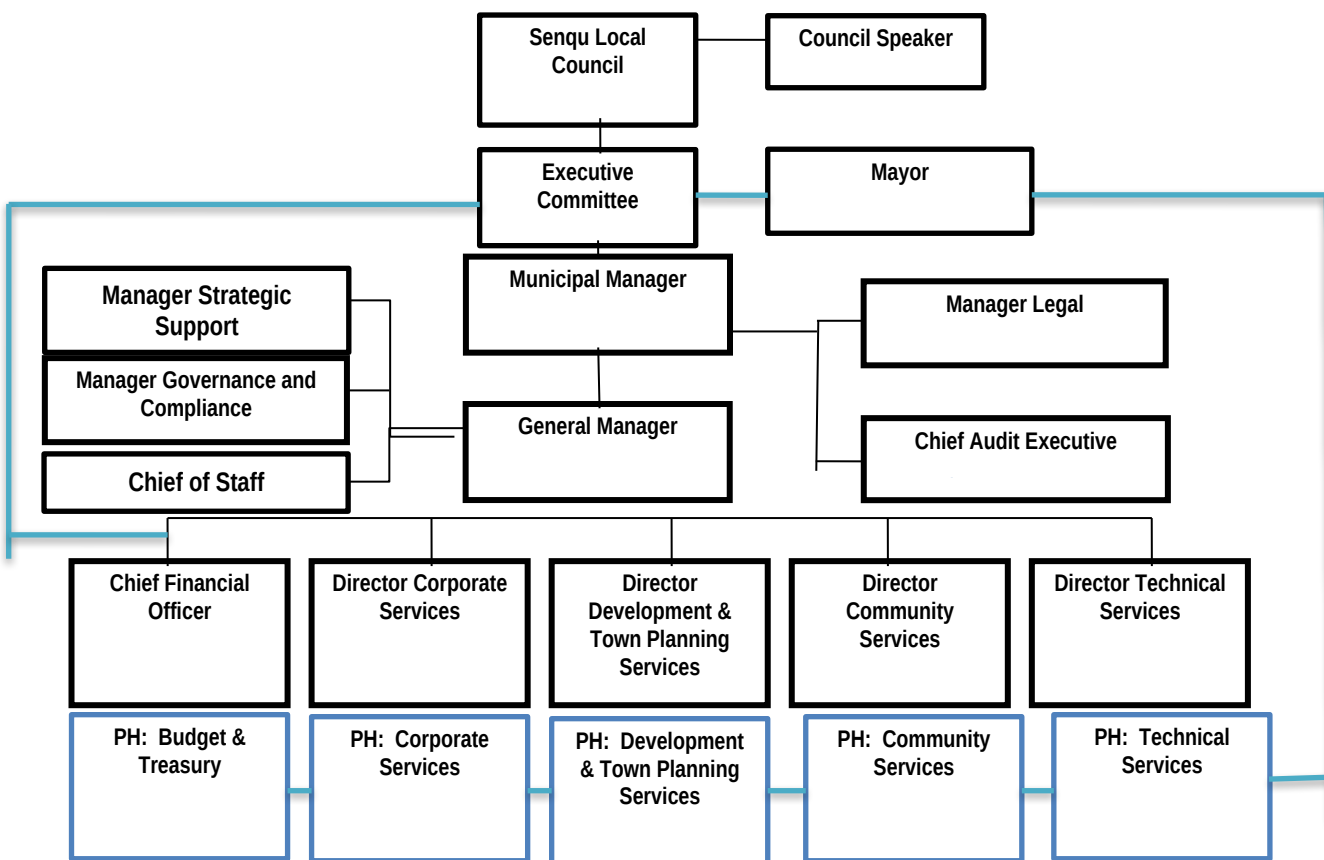
Section 24 of the LOCAL GOVERNMENT: MUNICIPAL DEMARCATION ACT 27 OF 1998 sets out the Municipal objectives to enable the municipality to fulfill its constitutional obligations, including-

(i) the provision of democratic and accountable government for the local communities;

- (ii) the provision of services to the communities in an equitable and sustainable manner;
- (iii) the promotion of social and economic development;
- (iv) the promotion of a safe and healthy environment;
- (v) enable effective local governance;
- (vi) enable integrated development; and
- (vii) have a tax base as inclusive as possible of users of municipal services in the municipality.

4. STRUCTURE AND FUNCTIONS OF THE SENQU LOCAL MUNICIPALITY

4.1. Structure



4.2 Functions

The Senqu Local Municipality is a category B Municipality in the Joe Gqabi District. The powers and functions of the municipality are outlined in Schedules 4B and 5B of the Constitution. Section 83(1) of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998) further outlines the functions and powers of local municipalities.

Other functions and powers are determined by the MEC for Local Government & Traditional Affairs through adjustment of these between the District and the Local Municipality in terms of Section 85 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998).

In terms of the aforesaid statutes the powers and functions of Senqu Local Municipality includes, inter alia:

- a) Waste Management;
- b) Establishment, conduct and control of cemeteries;
- c) Pounds
- d) Community facilities
- e) Parks and open spaces
- f) Libraries
- g) Ensuring integrated development planning;
- i) Promotion of local tourism;
- j) Development and Town Planning
- k) Roads and Stormwater
- l) Electricity and Energy
- m) Receipt, allocation and distribution of grants made to the municipality;
- n) Projects
- n) Free Basic Service Provision
- o) Imposition and collection of taxes, levies and duties as related to the above functions or as may be assigned in terms of national legislation.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE SENQU LOCAL MUNICIPALITY

5.1. Chief Information Officer

Name:	Thembinkosi Mawonga
Tel:	051 603 1300/1308
Email:	mawongat@senqu.gov.za
Cellphone:	082 974 4703

5.2. Deputy Information Officer

Name: Tanya van Zyl
Tel: 051 603 1307
Email: vanzylt@senqu.gov.za
Cellphone: 082 804 1804

5.3 Access to information general contacts

Email: info@senqu.gov.za

5.4 Head Office

Postal Address: Private Bag X03, Lady Grey, 9755
Physical Address: 19 Murray Street, Lady Grey 9755
Telephone: 051 603 1300
Email: info@senqu.gov.za
Website: www.senqu.gov.za
Fax: 051 603 0445

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE SENQU LOCAL MUNICIPALITY

Remedies are available if the Senqu Local Municipality does not comply with the provisions of the Act. A requester may lodge an internal appeal with the Senqu Local Municipality against a decision of the information officer or deputy information officer if:

- i) A request for access is refused;
- ii) The fees charged are unacceptable;
- iii) The period within which a decision about access to a record must be made, is extended;
- iv) Access to a record is not provided in the form requested, e.g. electronic copy instead of a print copy.

A third party may lodge an internal appeal with the Senqu Local Municipality against a decision by the information officer or deputy information officer to disclose information relating to the third party.

Process for internal appeal

An internal appeal must be lodged on the prescribed form B as per Annexure A:

- i) within a period of 60 (sixty) days;
- ii) if notice to a third party is required, within 30 (thirty) days after notice was given to the appellant of the decision appealed against or if notice to the appellant is not required, after the decision was taken.

The internal appeal:

- i) Must be delivered, posted, faxed, or sent by electronic mail to the information officer or deputy information officer.
- ii) Must identify the subject of the internal appeal and give reasons for the appeal.
- iii) Must state the manner in which the applicant wishes to be informed of the decision on the internal appeal, in addition to a written reply.
- iv) Must be accompanied by the prescribed appeal fee, if applicable.
- v) Must specify a postal address, fax number or e-mail address.
- vi) The information officer or deputy information officer must within 10 (ten) working days after receipt of an internal appeal submit it to the Appeal Authority, namely the Speaker, for consideration.
- vii) Late appeals may be allowed if good cause can be shown.
- viii) A requester or third party may only apply to a court if the internal appeal procedure against a decision of the information officer or deputy information officer has been exhausted.

Process for complaining to the Information Regulator

A requester or third party may only submit a complaint to the Regulator after that requester or third party has exhausted the internal appeal procedure against a decision of the Information Officer of a national, provincial, or local sphere of government. This means that one can only submit one's complaint, against a particular sphere of government to the Regulator if one is not happy with the decision of the appeal authority. The Regulator will reject the complaint if an appeal process to the relevant sphere of government has not been completed.

A complaint to the Regulator by a requester or third party must be lodged within 180 days of receipt of the decision from the body.

How does one complain to Regulator?

Complaint to the Regulator must be made in writing and a complaint form must be completed, either manually or online. A complaint form, Form 5, can be downloaded from the Regulator's website, <https://www.justice.gov.za/inforeg/>

Process for approaching the Court with jurisdiction for appropriate relief.

Requester or third party may only apply to a court for appropriate relief in terms of section 82 within 180 days.

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

7.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

7.2. The Guide is available in each of the official languages.

7.3. The aforesaid Guide contains the description of-

7.3.1. the objects of PAIA and POPIA;

7.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

7.3.2.1. the Information Officer of every public body, and

7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

7.3.3. the manner and form of a request for-

7.3.3.1. access to a record of a public body contemplated in section 11; and

7.3.3.2. access to a record of a private body contemplated in section 50;

7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;

7.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-

7.3.6.1. an internal appeal;

7.3.6.2. a complaint to the Regulator; and

7.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

7.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

7.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively; the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and the regulations made in terms of section 92.

7.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-

7.4.1. upon request to the Information Officer; from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

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

“Records” of Senqu Local Municipality refer to those records created or received in the course of official business, and which are kept as evidence of the Municipality’s functions, activities and transactions.

There are different forms of records, for example correspondence files, maps, plans, registers, agendas and minutes, which could be available in different media, e.g. paper, electronic, or on microfilm.

Subjects on which the body holds records	Categories of records held on each subject
LEGISLATION	Municipal By-Laws
ORGANISATION AND CONTROL	Internal audit Records control Customer relations management Complaints and enquiries Special Programmes
COUNCIL AND COUNCILLOR MATTERS	Composition of Council, EXCO, Standing committees and sub-committees Representation on bodies Meetings of Council, committees, and sub-committees Matters concerning councillors

	Public participation
PUBLICATIONS	<p>Press releases</p> <p>Newsletters and notices</p> <p>Own publications</p> <p>Public relations and communication</p> <p>Website</p>
GOVERNANCE & COMPLIANCE	<p>Municipal Strategic Plan</p> <p>Municipal Scorecard</p> <p>Annual Report</p> <p>Performance Management System</p> <p>Service delivery and budget implementation plans</p> <p>Enterprise Risk Register</p> <p>Fraud Prevention Plan</p>
STAFF	<p>Organisational structure</p> <p>Conditions of service</p> <p>Recruitment and appointments, Terminations</p> <p>Job evaluation and appeals</p> <p>Collective agreements</p> <p>Remuneration</p> <p>Staff benefits</p> <p>Labour relations</p> <p>Training and qualification statistics</p> <p>Occupational health and safety</p> <p>Employee Assistance</p> <p>Employment Equity records</p> <p>Internal policies & procedures</p> <p>Disciplinary records</p> <p>Employee performance contracts</p>
BUILDINGS AND PROPERTY TRANSACTIONS	Municipal properties

	Repairs & Maintenance
LEGAL MATTERS	<p>Legal opinions and court decisions</p> <p>Contraventions and complaints</p> <p>Internal appeal decisions</p>
FINANCE	<p>Financial statements</p> <p>Municipal Budget</p> <p>Interdepartmental recoveries and recharges</p> <p>Property valuations</p> <p>Property rates</p> <p>Loans</p> <p>Funding and subsidies received</p> <p>Own funds</p> <p>Tariffs, fees, charges, fines and deposits</p> <p>Credit facilities</p> <p>List of creditors and debtors</p> <p>Salary information</p> <p>Bank account information</p> <p>Fixed asset register</p> <p>Financial assistance</p> <p>Bookkeeping and banking</p> <p>Investments</p> <p>Transactional records</p> <p>Tax records</p> <p>Petty cash</p> <p>Value-added tax (VAT)</p> <p>Reports and returns</p> <p>Accounting records</p> <p>Levies</p> <p>Cashier's float</p>

	<p>Financial sustainability</p> <p>Implementation of MSCOA project</p> <p>Purchasing of electricity</p> <p>Asset control and management</p>
<p>PROCUREMENT SERVICES</p>	<p>Procurement policies</p> <p>Supplier list</p> <p>Supplier agreements and service level agreements</p> <p>Tenders and contracts</p> <p>Quotations</p> <p>Guarantees</p>
<p>HOUSING</p>	<p>Planning and provision</p> <p>Income of housing beneficiaries and prospective buyers</p> <p>Waiting list and allocations</p> <p>Housing for very poor and indigent</p> <p>Informal settlements</p> <p>Housing projects</p>
<p>PLANNING & BUILDING DEVELOPMENT MANAGEMENT</p>	<p>Zoning schemes</p> <p>Planning approvals</p> <p>Land use management and township control</p> <p>Naming of streets</p> <p>Building plan approval</p> <p>Control of advertising</p> <p>Enforcement: land use and building control</p> <p>Spatial planning</p> <p>Investigation into purchase of land</p> <p>Buildings</p> <p>Land</p> <p>Geographic information systems (GIS)</p> <p>Investment properties</p>

	<p>Property records</p> <p>Lease agreements</p>
ECONOMIC PLANNING AND DEVELOPMENT	<p>Statistics</p> <p>Main economic sectors</p> <p>Small, medium and micro enterprises (SMMEs)</p> <p>Local economic development</p> <p>LED strategy</p>
LICENCES AND PERMITS	<p>Licenses</p> <p>Permits, certificates and concessions</p> <p>Hawking and trading activities</p>
PARKS, GARDENS, PUBLIC OPEN SPACES AND HORTICULTURAL MATTERS	<p>Parks, public open spaces and gardens</p> <p>Nurseries, horticultural matters and landscaping</p> <p>Caravan parks, camping sites and braai areas</p> <p>Pavilions, tea rooms, kiosks and restaurants</p> <p>Public ablution facilities</p>
CEMETERIES	<p>Cemeteries</p>
CONTROLLING OF ANIMALS	<p>Pounds</p> <p>Liaison with animal rescue organisations</p> <p>Management of animals</p>
LIBRARY SERVICES	<p>Acquisition of library materials in different formats</p> <p>Interlibrary loans</p> <p>Maintenance of library buildings</p> <p>Usage of library buildings</p> <p>Security in respect of library material</p> <p>Provision of facilities in libraries</p> <p>Computerised library system</p> <p>Donations</p> <p>Operational hours</p>
TRAFFIC ENGINEERING AND TRANSPORTATION PLANNING	<p>Traffic management systems</p>

	<p>Road accidents</p> <p>Traffic signs and road markings</p> <p>Parking</p>
ENVIRONMENTAL MANAGEMENT	<p>Sustainable environment</p> <p>Environmental education and awareness</p> <p>Environmental communication and promotion</p> <p>Matters affecting the environment</p> <p>Conservation of built environment</p> <p>Cultural and heritage studies</p>
CLEANSING SERVICES RENDERED	<p>Refuse removals</p> <p>Supply of refuse bins, bags and tidy tips</p> <p>Street and area cleansing</p> <p>Cleaning of storm water drains</p> <p>Refuse disposal</p> <p>Recycling</p>
ROADS	<p>Road maintenance</p> <p>Storm water repairs</p> <p>Management of roads</p> <p>Footways, sidewalks and kerbs</p> <p>Access driveways maintenance</p> <p>wayleaves</p> <p>Servitudes</p>
ELECTRICITY	<p>Purchase of electricity</p> <p>Metering</p> <p>Service connections</p> <p>Distribution of electricity (MV & LV)</p> <p>Installation of electricity</p> <p>Street lighting</p> <p>Compliance with NRS</p>

PROJECT MANAGEMENT	Municipal infrastructure grant Project management Road construction Storm Water construction Bridges, subways and level crossings Intersections Infrastructure INEP EPWP
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9. CATEGORIES OF RECORDS OF THE SENQU LOCAL MUNICIPALITY WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category	Document Type	Available on Website	Available upon request
Tender document	<ul style="list-style-type: none"> - Advertised tender - Opening registers - Name of successful bidder 	X	
Legislation /Regulations	<ul style="list-style-type: none"> - Municipal Bylaws 		
Strategic Documents (Plans and Report)	<ul style="list-style-type: none"> - Organisational Structure - Annual and oversight Reports; - Integrated Development Plan - Municipal Budget - Monthly Financial statements - Municipal Finance Policies - Municipal Valuation Roll - Spatial Development Framework - Delegation Framework - Service delivery and budget 	X	

	implementation plan - Performance Agreements - LED Strategy - Spatial Development Framework		
Newsletters	- Newsletters - Media Release		
Recruitment	- Adverts		

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE SENQU LOCAL MUNICIPALITY

The following functions and associated services are performed by the Senqu Local Municipality:

Budget & Treasury Office

Acting Chief Financial Officer – Sebe Skampula

- Income and revenue management
- Expenditure management and control
- Budget and budgetary matters
- Supply chain management
- Information and Communication Technology
- eNatis

Telephone: (051) 603 1319

Cellphone: 078 995 6982

Email Address: skampulas@senqu.gov.za

Corporate and Support Services

Director Corporate Services – Zimasa Koyana

- Human resources management including skills development, personnel administration, organisational design, employee relations, individual performance management system, employee wellness and occupational health and safety services

- Administration services including council secretariat, registry and archives services and maintenance of office buildings
- Legal services
- International, National and Intergovernmental relations
- Special programs

Telephone: (051) 603 131316

Cellphone: 079 381 3674

Email Address: koyanaz@senqu.gov.za

Development & Town Planning Services

Director Development & Town Planning Services – Sandile Kenneth Chaphi

- Integrated development planning
- Local economic development
- Tourism
- Housing and land use management
- Spatial planning

Telephone: (051) 603 13469

Cellphone: 076 455 3404

Email Address: chaphis@senqu.gov.za

Community Services

Director Community Services - Nokulunga Nyezi

- Environmental Care (cleansing)
- Libraries
- Cemeteries
- Pounds and impounding
- Traffic Services

- Waste Management
- Sport fields
- Maintenance of parks and open spaces
- Community Halls

Telephone: (051) 603 1397

Cellphone: 082 552 5619

Email Address: nyezin@senqu.gov.za

Technical Services

Director Technical Services - Ranko Ruiters

- Roads and Stormwater Maintenance and Public Works
- Electricity distribution and street lighting
- Infrastructure Project management
- Fleet Management

Telephone: (051) 603 1468

Cellphone: 078 531 7163

Email Address: ruitersr@senqu.gov.za

11. ACCESS TO RECORDS HELD BY THE SENQU LOCAL MUNICIPALITY

11.1 REQUEST PROCEDURE

The request must be made in writing on the prescribed form A, as attached as Annexure B and forwarded to:

The Information Officer or the Deputy Information Officer

Private Bag X03

Lady Grey

9755

Tel: 051 603 1300/1308

Fax: 051 603 0445

Email: mawongat@senqu.gov.za or vanzylt@senqu.gov.za

- The application should clearly state what information is required and if the request is for a copy of a record or whether the requester would like to view the record at the office of Senqu Local Municipality.
- The application form must be accompanied by the prescribed request fee (see fees payable).
- If a person requests access in a particular form, the requester should be given access in the required manner, unless doing so would interfere unreasonably with the running of the office, would damage the record, or infringe a copyright.
- If the requester wishes to be informed of the decision regarding the request in any other manner, e.g. by telephone/fax/e-mail, in addition to a written reply, it must be indicated as such.
- In a case where the requester is asking for information on behalf of somebody else, the capacity in which the request is being made should be indicated.
- When a requester is unable to read or write or has a disability, the request may be made orally. In such a case, the information officer/deputy information officer must complete the form on behalf of the requester.

Fees payable

- In terms of the Act, two types of fees must be paid, namely a request fee and an access fee.
- A requester who seeks access to a record containing personal information about that requester, is not required to pay a request fee. All other requesters must pay the relevant request fee.
- The information officer / deputy information officer will advise the requester on paying the prescribed fee before further processing the request.
- The request fee payable is R35 (thirty-five rand). The requester may lodge an internal appeal or an application to the court against payment of the request fee.

Decision and notice

- The requester will be notified within 30 (thirty) days of receipt of the request of the information officer / deputy information officer's decision in this respect, unless the period for dealing with the request has been extended.

- According to Section 26 the Information Officer may extend the period of 30 days by a further period not exceeding 30 days if –
 - o The request is for a large number of records or requires a search through a large number of records;
 - o The request requires a search for records located in a different office of the municipality (Sterkspruit, Barkly East, Rhodes, Rossouw) or in the other buildings of the municipality;
 - o Consultation between the departments and offices of the municipality or with another public body such as the district municipality or a provincial or national department;
 - o More than one of the circumstances contemplated above, making compliance with the original period not reasonable possible; or
 - o The requestor consents in writing to the extension
- If the request is granted, a further access fee must be paid for the search, preparation, and reproduction of the record where applicable. See Annexure C for Fees Payable
- The requester will be given the required information, if available, within a reasonable time upon receipt of the application form and prescribed fee.

Transfer of requests

- If a request for access is made in respect of information which is not in the possession of Senqu Local Municipality, or if the information is more closely connected to another public body, the request will be transferred within 14 (fourteen) days upon receipt of the request to the other body/institution/organisation who could provide the information.

Records not found / do not exist

- In cases where records cannot be found or do not exist and all reasonable steps have been taken to find the requested record, the information officer will by means of an affidavit/affirmation inform the requester accordingly, providing full reasons.

Deferral of access

- Requests may be deferred until information becomes available. The requester will be notified accordingly and requested to make representations within 30 (thirty) days as to why the information is required prior to it becoming public.

Refusal of access to records

- The information officer / deputy information officers may refuse access to records under the circumstances as provided for in part 2, chapter 4, of the Act.

A third party may lodge an internal appeal with the Senqu Local Municipality against a decision by the information officer or deputy information officer to disclose information relating to the third party.

12. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE SENQU LOCAL MUNICIPALITY

Public participation in a local government context is governed by the Local Government Municipal Systems Act, 2000 (Act 32 of 2000) and the Municipal Structures Act, 1998 (Act 117 Of 1998). The purpose of the public participation process is to ensure that the Senqu Local Municipality as well as the broader community co-owns the public participation process and the end product.

Segments of the public engaged in public participation are e.g., individuals, sporting/social groups, religious organisations, small, medium, and micro enterprises (SMMEs), community-based organisations (CBOs), non-governmental organisations (NGOs), sector-based forums, area-based forums, businesses, civic/ratepayer associations.

Senqu Local Municipality may use the following methods to engage in public participation:

- Distribution of documents in public places for comment
- Surveys
- Newspaper advertisements
- Formal public hearings
- Public meetings
- Development of a public participation structure

13. PROCESSING OF PERSONAL INFORMATION

13.1 Purpose of Processing

The Municipality process/collect personal information for various reasons to fulfil its statutory obligations under PAIA and POPIA. The residents are obliged to share their personal information with the municipality as the withholding/refusal of personal information may impact on the municipality’s ability to render effective services.

Employees are also obliged to share their personal information with the municipality as it is needed for Human Resource Managements.

The municipality collects information for the following purposes:

- Staff administration and Job applications;
- Keeping of accounts and records;
- Procurement process;
- Visiting of premises
- Receiving and investigation of complaints;
- Complying with other relevant legislations, such as PFMA, Regulations under it and National Treasury Instruction Notes.

13.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto:

Categories of Data Subjects	Personal Information that may be Processed
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal, or business address; Unique Identifier/Identity Number and confidential correspondence, bidders’ information, declaration of interest, ownership, or rental information.
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific, or technical information and trade secrets.
Employees	Gender, pregnancy; marital status; Race, age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, remuneration

	details, biometric and geographic information, vehicle details, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture.
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13.3 The recipients or categories of recipients to whom the personal information may be supplied.

The Municipality may supply the personal information of data subject to the Employees of the Municipality, as part of executing its statutory mandate. The Municipality may supply the personal information of data subject to the Service Providers who render the following services –

- 13.3.1 Capturing, organising and storing of personal information;
- 13.3.2 Sending of emails and other correspondence to the public;
- 13.3.3 Conducting due diligence checks;
- 13.3.4 Conducting criminal checks;
- 13.3.5 Conducting qualification verifications;
- 13.3.6 Forensic investigation and any other investigation relating to the activities of the Municipality;
- 13.3.7 Auditing;
- 13.3.8 Administration of the Provident, Pension Funds and medical aids; and
- 13.3.9 ICT Infrastructure.

The Municipality may also supply the personal information of data subjects to law enforcement agencies, such as the National Prosecuting Authority or South African Police Service, for criminal investigation; and to Courts, in respect of any matter taken on judicial review.

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority

Credit and payment history, for credit information	Credit Bureaus
Identity number and names, remuneration	SARS
Identity number and names, remuneration	Financial institutions for payments or remuneration

13.4 Planned transborder flows of personal information.

The Municipality has not planned Transborder flows of personal information. However, should it become necessary to transfer personal information to another country for any lawful purposes, the Municipality will ensure that anyone to whom it pass personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection, and the third party agrees to treat that personal information with the same level of protection as the Municipality is obliged under POPIA.

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

The municipality is committed to protect personal information from misuse, loss, theft, unauthorized access, modification, or disclosure by:

- using electronic and physical defences; and
- contractually requiring that third parties to whom personal information is disclosed to do the same.

Due to the insecurity and security breaches of online channels, the municipality cannot fully guarantee the security or interception from external sources of any personal information that are being submitted or posted online.

The municipality have robust security controls and further threat detection solutions in place.

Measures taken by the Municipality includes, amongst others -

Access Control;

Data Encryption;

Defensive Measures;

Robust Monitoring, Auditing and Reporting capabilities;

Data Backups;

Anti-virus and Anti-malware Solutions;

Awareness and Vigilance; and

Agreements are concluded with Operators to implement security controls.

14. AVAILABILITY OF THE MANUAL

14.1 This Manual is made available in the following four official languages-

14.1.1 English;

14.1.2 Afrikaans

14.1.3 Xhosa

14.1.4 Sesotho

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

14.2.1 on www.senqu.gov.za

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

14.2.3 to any person upon request and upon the payment of a reasonable prescribed fee.

14.3 A fee for a copy of the Manual, as contemplated in annexure C of the Regulations, shall be payable per each A4-size photocopy made.

15. UPDATING OF THE MANUAL

The Senqu Local Municipality will, if necessary, update and publish this Manual annually.

ANNEXURE A

FORM 4 **NOTICE OF INTERNAL APPEAL**

(Section 75 of the Promotion of Access to Information Act 2000 (*Act No. 2 of 2000*))

[Regulation 9]

STATE YOUR REFERENCE NUMBER:
A. Particulars of public body

The Information Officer/Deputy Information Officer:

Senqu Main Building

19 Murray Street

Lady Grey

9755

vanzylt@senqu.gov.za

B. Particulars of requester/third party who lodges the internal appeal

- (a) *The particulars of the person who lodge the internal appeal must be given below.*
- (b) *Proof of the capacity in which appeal is lodged, if applicable, must be attached.*
- (c) *If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.*

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which an internal appeal on behalf of another person is lodged:

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.

Full names and surname:

Identity number:

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an X in the appropriate box:

	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
	Decision in terms of section 29(3) of the Act to refuse access in the form requested by
	Decision to grant request for access

E. Grounds for appeal

If the provided space is inadequate, please continue on a separate folio and attach it to this form. You must sign all the additional folios.

State the grounds on which the internal appeal is based:

State any other information that may be relevant in considering the appeal:

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. *If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

State the manner:

Particulars of manner:

Signed at.....thisday of 20

SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL

*Appeal received on
 (date) by (state rank, name and surname of information officer/deputy information officer).*

Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy information officer on (date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER CONFIRMED/NEW
DECISION SUBSTITUTED

NEW DECISION:

.....DATE

RELEVANT AUTHORITY

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE RELEVANT
AUTHORITY ON (date):

ANNEXURE B

FORM 2

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY
(Section 18(1) of the Promotion of Access to Information Act, 2000)

(Act No. 2 of 2000)

[Regulation 6]

FOR DEPARTMENTAL USE

Reference number:

Request received by
name and surname of information officer/deputy information officer on
(date) at (place)

Request fee (if any): R.....

Deposit (if any): R

Access fee: R.....

.....Signature of information officer/deputy Information Officer

A Particulars of public body

The Information Officer/Deputy Information Officer:

Senqu Main Building

19 Murray Street

Lady Grey

9755

vanzylt@senqu.gov.za

B Particulars of person requesting access to the record

- | | |
|-----|---|
| (a) | <i>The particulars of the person who requests access to the record must be given below.</i> |
| (b) | <i>The address and/or fax number in the Republic to which the information is to be sent, must be given.</i> |
| (c) | <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i> |

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

D. Particulars of record

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
 (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.

- 1 Description of record or relevant part of the record:
- 2 Reference number, if available:
- 3 Any further particulars of record:

E. Fees

(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
 (b) You will be notified of the amount required to be paid as the request fee.
 (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 reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

<u>Disability:</u>	Form in which record is required:
Mark the appropriate box with an X. NOTES: (a) Compliance with your request for access in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.	
1. If the record is in written or printed form:	
<input type="checkbox"/> copy of record*	<input type="checkbox"/> inspection of record

2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc:			
view the images		copy of the images*	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form:			
printed copy of record'		printed copy of information derived from the record*	copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.			YES NO
Note that <i>if</i> the record is not available in the language you prefer, access may <i>be granted</i> in the language in <i>which</i> the record is available.			
In which language would you prefer the record?			

G. Notice of decision regarding request for access

You will be notified whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at thisday of..... 20

SIGNATURE OF REQUESTER 1 PERSON ON
WHOSE BEHALF REQUEST IS MADE

ANNEXURE C

FEES PAYABLE
(In terms of Regulation 187 dated 15 February 2002)

NO.	CONTENT	FEE
1.	Request fee payable by every requester	R100,00
2.	Photocopy or reproduction of an A4 size page or part thereof	R 1,50
3.	Printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	R 1,50
4.	Copy in a computer-readable form on: Flash Drive (to be provided by the requester) Compact disc (if provided by the requester) Compact disc (if provided to the requester)	R40,00 R40,00 R60,00
5.	Transcription of visual images for an A4 size page or part thereof	Service to be outsourced.
6.	Copy of visual images	Will depend on quotation from Service provider
7.	Transcription of an audio record, for an A4 size page or part thereof	R24,00
8.	Copy of an audio record on: Flash drive (to be provided by requestor) Compact disc (if provided by the requester) Compact disc (if provided to the requester)	R40,00 R40,00 R60,00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R100,00 R300,00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.