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#### 1. INTRODUCTION

- 1.1 This manual is published in compliance with section 14 of the Promotion of Access to Information Act (PAIA) No. 2 of 2000, a statute contemplated in section 32 of the Constitution of the Republic of South Africa, 1996, which requires that all public bodies compile a manual giving information to the public regarding the procedure to be followed in requesting information from a public body for the purposes of exercising or protecting rights. It further states that public bodies must provide details of records held by such public body to accommodate requests for information.
- 1.2 The purpose of PAIA is to foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information, and to actively promote a society in which people would have access to all information necessary for the full and proper exercise and protection of their rights.
- 1.3 This manual has been prepared by the ECDC to facilitate public access to records held by the ECDC and it contains inter alia the following information:
- a) A description of the structure and functions of the ECDC;
- b) The postal and street address, phone and fax number, electronic mail address of the information officer of the body and of the deputy information officer;
- c) A description of the Guide compiled by the South African Human Rights Commission and how to access it;
- d) Information to assist in facilitating access to a record held by the ECDC, as well as a description of the subjects on which the body holds records and the categories of records held on each subject;
- e) The categories of records of the body which are available without a person having to request access in terms of PAIA;
- f) The categories of records of the body which can be accessed through request in terms of PAIA;
- g) A description of the services available to members of the public from the ECDC and how to gain access to those services;
- h) A description of any arrangement or provision for a person to consult, make representations or otherwise, to participate in or influence the formulation of policy; or the exercise of powers or performance of duties by the ECDC;
- i) The actions to be taken if access to information has been refused.

#### 2. DEFINITIONS

For the purpose of this Manual, unless the context otherwise indicates:

- 2.1 "Access fee" means a fee prescribed for the purpose of reproduction and for search and reparation, and for time reasonably required in excess of the hours prescribed to search for and to prepare the record for disclosure;
- 2.2 "Constitution" means the Constitution of the Republic of South Africa, 1996
- 2.3 "Deputy Information Officer" means an official delegated by the Information Officer to fulfil responsibilities in terms of PAIA;
- 2.4 "ECDC" means the Eastern Cape Development Corporation;
- 2.5 "Information Officer" means the Chief Executive Officer of ECDC, or the person who is acting as such;
- 2.6 "PAIA" means the Promotion of Access to Information Act, No. 2 of 2000;
- 2.7 "POPI" means the Protection of Personal Information Act, No. 4 of 2013;
- 2.8 "Personal Requester" means a requester seeking access to a record containing personal information about the requester;
- 2.9 "Public Body" means

Any legislative, executive, judicial or administrative organ of state of South Africa, including statutory body, at the level of government and until provincial archival legislation takes effect also all provincial administrations and local authorities in terms of:

- (i) Any municipality in the local sphere
- (ii) Department of state or administration in the National or Provincial sphere of government
- (iii) Any other functionary or institution when:
- a. exercising a power or performing a duty in terms of the constitution of a provincial constitution;
- b. exercising a public power of performing a public function in terms of any other legislation.

- 2.10 "Record" means any recorded information, regardless of form or medium which is in the possession or under the control of ECDC, irrespective of whether it was created by ECDC or not and is evidence of a transaction, preserved for the evidential information it contains;
- 2.11 "Request" means a request for access to a record of ECDC;
- 2.12 "Requester" means the natural or juristic person requesting access to information or a record of ECDC and also refers to the person making a request on behalf of somebody else;
- 2.13 "SAHRC" means the South African Human Rights Commission;
- 2.14 "Third Party" means any natural or juristic person who is not the requester of the information, nor the body to whom the information request is made.

#### 3. MANDATE OF THE ECDC

- 3.1 The ECDC draws its mandate directly from the Eastern Cape Development Corporation Act 2 of 1997 ("the ECDC Act"). ECDC is led by the economic development priorities of the Eastern Cape provincial government, as detailed in the Eastern Cape Vision 2030, 2014, Provincial Development Plan; the Eastern Cape Provincial Industrial Development Strategy, 2010.
- 3.2 The ECDC Act states that the objectives of ECDC shall be to "plan, finance, coordinate, market, promote and implement development of the Eastern Cape Province and its people in the fields of industry, commerce, agriculture, transport and finance".
- 3.3 ECDC' vision is to be an innovative leader in promoting sustainable economic growth and development of the Eastern Cape Province.
- 3.4 The mission of the ECDC is to promote sustainable socio-economic development in the Eastern Cape through focused:
- 3.4.1 provision of innovative enterprise development finance;
- 3.4.2 leveraging of resources, strategic alliances, investment, and partnerships.
- 3.5 ECDC adopted these values:
  - a) Integrity
  - b) Professionalism
  - c) Accountability
  - d) Customer centric
  - e) Teamwork
  - f) Innovation

#### 4. GOVERNANCE AND ORGANISATIONAL STRUCTURE

- 4.1 STRUCTURE AND FUNCTIONS OF ECDC
- 4.1.1 Structure
- (a) The ECDC is a provincial entity which was established in terms of the Eastern Cape Development Corporation Act, 1997 (Act No. 2 of 1997).
- (b) The ECDC, in its current form, emerged due to the merger of the following development finance institutions:
- (i) The Transkei Development Corporation (TDC),
- (ii) Transkei Small Industries Development Organisation (TRANSIDO),
- (iii) Ciskei Small Business Corporation (BSBC), and
- (iv) Ciskei People's Development Bank (CPDB) into previous, Centre for Investment and Marketing in the Eastern Cape (CIMEC) in the year 2000.
- c) In 2001, ECDC was promulgated as a single legal entity with the enactment of the Provincial Proclamation 1 of 2001 and its enabling legislation, the ECDC Act. The ECDC is also a Schedule 3D Provincial Government Business Enterprise, with reference to its status in terms of the Public Finance Management Act, 1999 (Act No.1 of 1999).
- d) The ECDC endorses the code of corporate governance practices and conduct as contained in the King IV Report on Corporate Governance and affirms its commitment to comply in all material respects with the principles incorporated in this report. The ECDC further subscribes to the corporate governance principle set out in the Public Finance Management Act, 1999 (Act No. 1 of 1999), as amended (PFMA), and the Protocol on Corporate Governance in the Public Sector.

#### 4.1.2 The Shareholder

The ECDC is wholly owned by the Eastern Cape Provincial Government. A Shareholder Compact Agreement is concluded annually between the ECDC and the Shareholder, Eastern Cape Provincial Government, represented by the Member of the Executive Council responsible for Economic Development, Environmental Affairs and Tourism. The abovementioned Member of the Executive Council is the Executive Authority as contemplated in the PFMA. The Compact Agreement serves as an effective framework governing the relationship between the ECDC and the Shareholder. The Compact Agreement further secures transparency, accountability and sound management of the revenue, expenditure, assets, and liabilities of the ECDC.

#### 4.1.3 The Board of Directors

In terms of the ECDC Act, the affairs of the ECDC are managed by the Board of Directors. The ECDC has a unitary board appointed by the member of the Executive Council of the Eastern Cape responsible for Economic Development, Environmental Affairs and Tourism in the Province. The Board is the Accounting Authority of the ECDC as contemplated in the PFMA. The Board has absolute responsibility for the performance of the ECDC and is fully accountable to the shareholder for such performance. Furthermore, the Board provides strategic direction to the corporation and retains full and effective control of the ECDC. Consequently, the Board is largely responsible for oversight, risk management and strategic planning. Moreover, the Board monitors the management closely in implementing board plans and strategies.

#### 4.1.4 The Executive Management

The ECDC is led by the Chief Executive Officer with his executive management team in keeping with the Board's strategic direction. The executive management is largely responsible for implementing the board's plans and managing the daily activities of the ECDC. Furthermore, it ensures operational efficiency, financial reporting quality, and compliance with all applicable laws, regulations, rules, and standards.

#### 4.2 ECDC functions and operations

ECDC is made up of the following operating business units:

#### 4.2.1. Trade, Investment and Innovation

Its core mandate is to market Eastern Cape to domestic and international investors and to ensure that existing investors (particularly those outside the Special Economic Zones) are provided with support needed to grow their businesses to increase employment opportunities within the Eastern Cape. The business unit is further responsible for promoting trade to increase exports from the Eastern Cape and position ECDC as an implementing agent for government-to-government economic development initiatives.

#### 4.2.2. Properties

The ECDC manages a large industrial, retail, light industrial, residential and SMME portfolio. The corporation is one of the largest property portfolio holders in the Eastern Cape with footprint in the urban and industrial space. Through its substantial property portfolio holdings, the corporation is uniquely positioned to provide an eclectic service offering to the business community. The property business provides integrated property management services inclusive of:

- · Asset Management
- Leasehold Management
- · Debt Collection Management
- · Facilities Management; and
- · Projects Management.

The property business unit is responsible for fostering a culture of collaboration to support the delivery of maintenance solutions, value adding client experiences and quality facilities throughout the asset life cycle. The leaseholds unit generates income from rental and it markets all properties in the portfolio including vacant land. Asset Management assumes responsibility for the long-term strategies and financial planning so as to optimise property asset values and thereby realise returns and growth objectives. Facilities management is responsible for day to day repairs, planned maintenance, soft-services, security and cleaning. Project management and engineering services is responsible for implementation and delivery of infrastructure projects.

#### 4.2.3. Development Finance and Business Support

Through its development finance and business support functions, the ECDC extends credit lines to qualifying entrepreneurs who otherwise would be turned away by private commercial lenders. In essence, the ECDC provides empowering development finance to a high risk segment of the population in response to its development mandate. The extension of these credit lines to this sector of the market requires prudence through financial and non-financial support mechanisms which are aimed at improving the competitiveness and productivity of Small Medium and Micro Enterprises (SMMEs) to ensure growth, job creation as well as improving the ability of these businesses to honour their loan repayment obligations.

#### 4.2.4. Development Finance (financial)

The Development Finance unit manages ECDC's business finance product offering and assists small to large enterprises gain access to finance. Through both short term and long terms product offerings, ECDC has set itself apart as the financial service provider (including developmental financial services) of choice for initiatives that bring a meaningful development impact to the Eastern Cape economy. ECDC, through its Development Finance unit, facilitates financial viability and sustainability of these initiatives through the provision of financial resources at highly competitive rates. With an understanding of the historical lack of access of very small/micro, small to medium (SMMEs) enterprises to finance, ECDC uses adequate management capacity and business viability as key lending criteria.

#### 4.2.5. Business Support (non-financial)

Although financial assistance forms a critical component of SMME development, enterprises also require preparation in becoming market-ready and other capacity building related interventions to ensure survival and sustainability. Hence ECDC's Business Support unit ensures that when entrepreneurs receive finance, their enterprises are being well managed and are poised for long-term growth.

Offering ongoing support through mentorship, market access opportunities, as well as business and financial management, ECDC's non-financial support package is based on providing sophisticated solutions and best practice business support services aimed at building competitive enterprises and improving their performance. Business Support therefore offers both strategic and operational services to small businesses directed at equipping them to perform to their full potential. The envisaged impact has increased profitability and improved management processes that enhance the long-term viability of businesses.

The objective of the Business Support unit is to promote a culture of entrepreneurship, to improve competiveness, to facilitate access to market, and to provide education, capacity building and training to SMME's.

Furthermore, the ECDC administers the Eastern Cape Jobs Stimulus Fund and the Imvaba Co-operative Fund on behalf of its shareholder department, the Department of Economic Development, Environmental Affairs and Tourism (DEDEAT). The Jobs Fund provides support to companies in distress who are faced with the possibility of job losses. The fund acts as a buffer by offering an incentive to employers to save and/or retain existing jobs. The Imvaba Co-operative Fund provides high-value incentive support to co-operative enterprises by assisting with the acquisition of operational equipment and mechanisation to ensure improved revenue and income generation.

#### 5. INFORMATION OFFICERS AND CONTACT DETAILS

- 5.1 For purposes of PAIA and POPIA, the Chief Executive Officer (CEO) is the Information Officer.
- 5.1.1 Contact details

Name: Mr. Ayanda Wakaba

Physical address: ECDC House, Ocean Terrace Park

Moore Street, Quigney

East London

Postal address: P. O. Box 11197

Southernwood

5213

Telephone number: 043-704 5611 / 5612

Fax number: 086 679 8758

Email address: awakaba@ecdc.co.za

- 5.2 The Chief Executive Officer has, in terms of section 17(3) of the Act, delegated the powers and duties conferred and imposed on him to the ECDC officials mentioned below, who shall perform functions of deputy information officers for ECDC Business Units.
- 5.3 Details of ECDC Deputy Information Officers are listed below: -

5.3.1 Name: Dr. Lesley Govender

Capacity: Executive Manager: Corporate Services

Telephone number: 043-704 5754 Email address: lgovender@ecdc.co.za

5.3.2 Name: Mr. Mandla Mpikashe
Capacity: Executive Manager:
Legal Compliance & Governance
Telephone number: 043-704 5728
E-mail address: mmpikashe@ecdc.co.za

5.3.3 Name: Mr. Craig Thompson

Capacity: Executive Manager: Properties Management

Telephone number: 043-704 5722 E-mail address: cthompson@ecdc.co.za 5.3.4 Name: Mr. Eugene Jooste

Capacity: Executive Manager (Acting): Development

Finance and Business Support Telephone number: 043-704 5601 E-mail address: ejooste@ecdc.co.za

5.3.5 Name: Mr. Phakamisa George

Capacity: Executive Manager (Acting): Trade, Investment and Innovation Telephone number: 043-704 5703 E-mail address: pgeorge@ecdc.co.za

5.3.6 Name: Mr Nielesh Ravgee

Capacity: Chief Financial Officer (Interim) Telephone number: 043-704 5732 E-mail address: nravgee@ecdc.co.za

5.4 The Executive Manager: Corporate Services; Chief Financial Officer, Executive Manager: Properties Management; Executive Manager: Development Finance and Business Support; Executive Manager: Trade, Investment and Innovation; Executive Manager, Legal, Compliance and Governance have delegated powers to perform functions of Deputy Information Officers in respect of Requests directed to the ECDC. Such requests must be directed to the abovementioned Deputy Information Officers in the following address:-

5.4.1 Physical address:

ECDC House, Ocean Terrace Park

Moore Street, Quigney

East London

Postal address: P. O. Box 11197

Southernwood

5213

Physical Address:

Telephone Number:

Postal Address:

Telephone number: 043 704 5600/5601

Fax number: 043 704 5700 Email address: info@ecdc.co.za

5.5 The Chief Executive Officer is the internal appellate body for all contested decisions in PAIA/POPI matters. Internal appeals must be directed to the Information Officer at the details provided in 5.1

#### 5.6 CONTACT DETAILS OF THE ECDC OFFICES

East London/Head Office				
Physical Address:	Ocean Terrace Park, Moore Street, Quigney, East London			
Postal Address:	PO Box 11197, Southernwood, East London, 5213			
Telephone Number:	+27 43 704 5600/5601			
Fax:	+27 43 705 5700			
Website:	www.ecdc.co.za			
e-mail address:	info@ecdc.co.za			
Butterworth Region				
Physical Address:	ECDC Offices, 24 High Street, Butterworth			
Postal Address:	PO Box 117, Butterworth, 4960			
Telephone Number:	+27 47 401 2700			
Fax:	+27 47 491 0443			
Mthatha Region				
Physical Address:	No. 7 Sissons Street, Fort Gale, Mthatha, 5099			
Postal Address:	Private Bag X5028, Mthatha, 5099			
Telephone Number:	+27 47 501 2200			
Fax:	+27 47 532 3548			
Komani Region				

PO Box 80, Komani 5320

+27 45 838 1910

118 Cnr Ebden & Brewery Street, Komani, 5321

Fax:	+27 45 838 2176	
Gqeberha Region		
Physical Address:	Parkton Arcade, 329 Cape Road, Newton Park, Gqeberha, 6045	
Telephone Number:	+27 41 373 8260	
Fax:	+27 41 374 4447	

#### 6. DESCRIPTION OF THE SECTION 10 GUIDE OF THE ACT

- 6.1 In accordance with section 10 of PAIA, the South African Human Rights Commission (SAHRC) has compiled a guide on the use of PAIA.
- 6.2 The SAHRC guide is available from the SAHRC offices and their website: www.sahrc.org.za. Contact details are provided below:

The South African Human Rights Commission PAIA UNIT The Research and Documentation Department Private Bag 2700 HOUGHTON 2041

Telephone number: 011 877 3600

Fax: 011 403 0625

Email address: paia@sahrc.org.za

6.3 The Information Regulator

Physical address: JD House

27 Stiemens Street Braamfontein, Johannesburg

2001

Postal address: P.O Box 31533

Braamfontein Johannesburg

2017

Email: Complaints: complaints.IR@justice.gov.za General enquiries: inforeg@justice.gov.za

#### 7. RECORDS HELD BY THE ECDC

The inclusion of any subject or category of records should not be taken as an indication that records falling within those subjects and/ or categories will be made available under PAIA. Certain grounds of refusal as set out in PAIA and explained in the SAHRC Manual may be applicable to a request for such records.

In general, the ECDC maintains records of all its activities. Files which are no longer required by the users are transferred to the Eastern Cape Provincial Archives for safe keeping. Records which have reached their disposal date are destroyed according to retention schedules after obtaining the Disposal Authority from the Eastern Cape Provincial Archives. Records of lasting value, in terms of legal, social, historical or research value are retained permanently and/or transferred to the Eastern Cape Provincial Archives.

- 7.1 Information automatically available
- 7.1.1. The following information/records can be obtained without a formal request:-
- (i) Marketing brochures of the ECDC (Eastern Cape Development Corporation).
- (ii) The Eastern Cape Development Corporation Act.
- (iii) Current ECDC Tender opportunities.
- (iv) Current ECDC Employment opportunities.
- (v) Information relating to potential partnerships with Investors.
- (vi) Corporate Social Investment projects and how to get involved.
- (vii) ECDC Annual Report.
- NB: All the above records are available on request at the ECDC Head Office and the Regional Offices, and/or on the ECDC website at www.ecdc.co.za
- 7.2 Information Available in terms of other Legislation
- 7.2.2. Where applicable to our operations, information is also available in terms of certain provisions of the following statutes, as may be amended or revised:-

- (i) The South African Constitution of 1996
- (ii) National Archives and Records Services Act No. 43 of 1996
- (iii) Eastern Cape Provincial Archives and Records Service Act No. 7 of 2003
- (iv) Electronic Communications and Transactions Act No. 25 of 2002
- (v) Companies Act No. 71 of 2008 as amended
- (vi) Promotion of Access to Information Act No. 2 of 2000
- (vii) Promotion of Administrative Justice Act No. 3 of 2000
- (viii) Public Finance Management Act No. 1 of 1999
- (ix) Protection of Personal Information Act No. 4 of 2013
- (x) Basic Conditions of Employment Act No. 75 of 1997
- (xi) Broad-Based Black Economic Empowerment Act No. 53 of 2003
- (xii) Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- (xiii) Construction Industry Development Board Act No. 38 of 2000
- (xiv) Customs and Excise Act No. 91 of 1964
- (xv) Employment Equity Act No. 55 of 1998
- (xvi) Income Tax Act No. 58 of 1962
- (xvii) Labour Relations Act No. 66 of 1995
- (xviii) Manufacturing Development Act No. 187 of 1993
- (xix) National Environmental Management No. 85 of 1993
- (xx) Preferential Procurement Policy Framework Act No. 5 of 2000
- (xxi) Skills Development Act No. 97 of 1998
- (xxii) Skills Development Levies Act No. 9 of 1999
- (xxiii) Unemployment Insurance Contributions Act No. 4 of 2002
- (xxiv) Value Added Tax Act No. 89 of 1991

#### 7.3 Information Available by Category and Subject

Information at the ECDC is categorised as per an approved Records Management File Plan approved by the Eastern Cape Provincial Archives and Records Services and information pertaining to the categories appearing below will be subject to a formal request in terms of PAIA:-

#### 7.3.1 List of Files that are not accessible

No.	Function	File Description
1.	Human Resource Management	Employee case files
		Employees' performance contracts and reviews files
		Disciplinary cases files with ongoing cases
		Recruitment files
		Salary files
		Declaration of interest files
		Training and Development
		Skills development
		Scholarships and bursaries
		Internship programme
		Learnership programme
		Employee health and wellness
		Committee minutes
		Staff movement, relocation & transfers
		Staff relief arrangement
		Staff files regarding their health status
2.	Board & Committee Files	Appointment of Board Members and their personal information
		Board & Committees minute books, recordings, resolutions & packs
		Disclosure of Interests of the Board and Committees.
3.	Development Finance and Business Support	Loan files
		All application files with clients/customer personal information.
4.	Properties Files	All files with tenants' personal information
		Infrastructure project files

5.	SCM	Active bid/tender documents		
		Contract management files		
		Service Level Agreements (SLA)		
		Bidders personal information		
		Procurement committee minute files		
6.	Finance	Payroll files with personal information		
		Payment vouchers with clients' personal information		
7.	Internal Audit	All files under investigation		
8.	Legal	All legal files		
9.	Trade Promotion and Innovation	All files with personal information of stakeholders and clients/ customers.		
10.	Facilities Management	All project files		
		Major maintenance and repairs projects files     Own ECDC buildings     Rented/leased buildings     ECDC offices		
		Minor maintenance and repairs project files  Own ECDC buildings Rented/leased buildings ECDC offices		

#### 7.3.2 Classified Information

The following information is deemed not automatically availed to the public due to the Protection of Personal Information Act (POPI) of 2008 and the Promotion of Access to Information Act (PAIA). ECDC records are classified as follows:

#### 7.3.2.1 Top Secret Files

- (i) This is the highest security classified records, and these consist of unauthorised disclosure files which could cause great harm to the ECDC and the country, consisting the following:
- a) Files that consist of investigation by National and Provincial government, i.e. Hawks, etc.

#### 7.3.2.2 Secret Files

These files consist of:

- a) Investigation by Internal Audit, Auditor General South Africa.
- b) Fraud and corruption investigations case files.

#### 7.3.2.3 Confidential Files

Information that will damage ECDC when disclosed publicly without authorisation and consist of the following files:

- a) Files with personal information of employees, customers, clients and stakeholders.
- b) Disciplinary hearing files whilst the case is ongoing.
- c) Legal files
- d) Board & Committees matters files
- e) Employee files

No.	Subject	Description of Record
1.	Statutory and Regulatory Framework	<ul> <li>ECDC Act 2 of 1997</li> <li>Other Acts (South Africa)</li> <li>Other Regulations (South Africa)</li> </ul>
2.	Organisation and Control	Delegation of authority     PAIA Manual
3.	Human Resources Management	Recruitment, Selection & Appointment     Job advert     Job profile for recruitment
		- Job applications - Unsuccessful job applications - Unsuccessful CV's - Regret letters - Induction • Code of Conduct • Employee handbook • Skills development levy • Employment equity plan • Awards and honours • Occupational health and safety
4.	Financial Management	<ul> <li>Policies</li> <li>Proof of payment</li> <li>Annual financial statements</li> <li>Asset registers</li> <li>Funding agreements files</li> <li>Grant funding files</li> </ul>
5.	Supply Chain Management	<ul> <li>Policies</li> <li>Procurement files</li> <li>Supplier database files</li> <li>Quotations</li> <li>Purchase orders</li> <li>Tender documents (new bid documents)</li> <li>Empowerment incentives</li> <li>Small Medium Micro Economic (SMME) Development</li> <li>Targeted SMME's</li> </ul>
6.	Facilities Management	<ul><li>Policy and procedures</li><li>Furniture removal and transfer files</li></ul>
7.	Travel and Transport Services	<ul> <li>Policy</li> <li>Trip arrangement and accommodation files</li> <li>Trip authorisation records</li> <li>Log sheets</li> <li>Traffic fines incurred by the driver</li> <li>Vehicle inspection reports</li> <li>Vehicle license renewal</li> <li>Maintenance and repairs to vehicle files</li> <li>Reports on irregular use</li> <li>Accident reports files</li> <li>Insurance claims</li> </ul>
8.	Records and Document Management	<ul> <li>Records management policy</li> <li>File plan master copy</li> <li>Register of destroyed records</li> <li>Registry procedure manual</li> <li>Incoming mail register</li> <li>Outgoing mail register</li> <li>Incoming courier service register</li> <li>Outgoing courier service register</li> <li>Returned mail register</li> <li>Complaints courier service register</li> <li>Inventory list of records at ECDC</li> <li>List and register of retrieved files</li> <li>PAIA requests file (requests, refusals, registers)</li> <li>Disposal authority granted.</li> <li>Transferred records to the ECPA</li> <li>Courier service files</li> </ul>

9.	Information Technology	Policy     Information systems management files
		<ul> <li>Usage/statistic report</li> <li>Installation and maintenance files (hardware, servers, software)</li> <li>Issuing of equipment, flash disks, laptops, 3G cards reports.</li> <li>Reports on disposal of equipment files</li> <li>Access control files</li> <li>Systems license management files</li> <li>Software files</li> <li>Information security management reports</li> </ul>
		Access rights reports     Incident reports     Security audits     Systems log report     Asset register
10.	Marketing and Communications	<ul> <li>Printed brochures</li> <li>Marketing material</li> <li>Stakeholder liaison files</li> <li>Media liaison files</li> <li>Press releases</li> <li>Posters</li> <li>Briefings</li> <li>Newsletters</li> <li>Branding files</li> <li>Exhibitions files</li> <li>Advertisements (vacancies, bursaries, nominations, tenders)</li> <li>Events management files</li> <li>Public outreach programme files</li> <li>Corporate gifts</li> <li>ECDC emblems and logos</li> </ul>
11.	Development finance and Business Support	Policy Application forms for funding Equity Term loans (long-term) Powerplus loans Term cap loans Commercial and industrial property loans Trade finance loans (short-term) Construction loans Micro loans Enterprise development SMME Targeted SMME Construction Manufacturing
		Imvaba Co-operatives Fund information Job Stimulus Fund information Business Support Training Mentoring Loan rescue and workouts Liaising with stakeholders
12.	Trade, Investment and Innovation	Investment facilitation and promotion Export promotion Investor development information Investor support services information Aftercare service management information Innovation Sector development information
13.	Property Investment Management	<ul> <li>Rental/Leases of buildings application forms</li> <li>Drawings and plans</li> <li>Land and property sale</li> </ul>

<ul> <li>Strategic Projects</li> <li>Information on new projects</li> <li>Designs, Maps and Drawings</li> <li>Site handover documents <ul> <li>Certificates</li> <li>Lab test results</li> <li>Site test results</li> <li>Practical completion certificate</li> <li>Works completion certificate</li> <li>Final completion certificate</li> </ul> </li> <li>Social infrastructure development projects</li> <li>School projects</li> <li>Socio-economic infrastructure projects</li> <li>Integrated development plan support programme</li> <li>Project Reports</li> </ul>	vings ts  n certificate tertificate rificate elopment projects ucture projects
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#### 8. PROCEDURE TO ACCESS RECORDS

- 8.1 The PAIA request must be made on the correct prescribed ECDC request Form A and addressed to the Information Officer or Deputy Information Officer (see contact details in paragraph 5 herein above in this manual) or to the Chief Executive Officer of the ECDC.
- 8.2 The request form (FORM A) is available in all ECDC regional offices and website: www.ecdc.co.za
- 8.3 The request form must be completed in full and hand delivered, posted, faxed or submitted via email.
- 8.4 Supervised access is provided at the reception under supervision of ECDC staff member who can provide guidance on the retrieval of information in records and archives.
- 8.5 Certain records which are free of charge may be accessed directly on the Internet from ECDC's official website at: www.ecdc. co.za and requesters are encouraged to first consider checking if the records are available on the official website before submitting a request.

#### 9. How to Complete a PAIA Request Form (Annexure B)

No.	Information Required	Description
1.	Details of the requester	Information to identify the requester including contact details, postal and email address, fax and telephone number in South Africa.
2.	Details of the requested records	Information to be able to identify the record. Additional paper may be used to detail the request, and each additional page must be signed, i.e. invoice, etc.
3.	Manner of access to the record	A description of the form or manner in which the record should be provided or made accessible, i.e. printed, soft copy, audio, etc.
4.	Manner in which to inform the requester of access to the record.	Manner in which to inform the requester about the decision to grant or deny the request. This can be via email, post, etc.
5.	Preferred language	Preferred language in which to receive the record provided, i.e. English, IsiXhosa, etc.
6.	Capacity of authorised person making request.	When a request is made on behalf of someone else, proof of the capacity in which the persona is making the request must be provided, i.e. lawyer, etc.
7.	Rights concerned	When a request is made, the requester must state the right that is implicated and explain why the record is required for the exercise or protection of that specific right, litigation, etc.

#### 10. PAYMENT PROCEDURE

#### 10.1 COST OF REQUEST FEES

- 10.1.1 A person who submits a request on behalf of someone (i.e lawyers, etc) must pay the standard required request fee. The Deputy Information Officer will notify the requester of the requirements to pay the prescribed fee (if any) before processing the request as in Section 22(1) of the Act.
- 10.1.2 Requester who is requesting access to their personal information (own) are exempted from paying the request fee but will pay for the access fees.
- 10.1.3 The request fee payable to ECDC is R35.00 per record, which is the amount stipulated in the Act.
- 10.1.4 Payable on submission of each application.
- 10.1.5 This amount is non-refundable.
- 10.1.6 Requesters who earn less than R14 712.00 per annum if single and R27 192 per annum if married or in a life partnership do not have to pay access fees.

#### **10.2 COST OF ACCESS FEES**

- 10.2.1 Requesters are required to pay fees for accessing public records.
- 10.2.2 The fee covers the searching and copying costs of the record.
- 10.2.3 An access fee is determined by the amount of records requested and the way access is required.
- 10.2.4 Postage fees are paid by the requester for the delivery of their requested records.
- 10.2.5 Request and access fees are listed in Annexure B, as prescribed by Gazette 45057 of 27 August 2021, Government Notice No. R757.

#### **10.3 NOTIFICATION OF FEES**

- 10.3.1 Should the request fee of R100.00 not accompany a request received by ECDC, the Deputy Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the request fee (R100.00) before further processing the request.
- 10.3.2 Once the Deputy Information Officer has made a decision on the request the requester will be notified of such a decision in the manner in which the requester wanted to be notified in.
- 10.3.3 If a search for the record has been made and the preparation of the record for disclosure, including arrangements to make it available in the requested form requires more than the hours prescribed in the regulations, the Deputy Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee, which would be payable if the request is granted. The Deputy Information Officer shall withhold the record until the requester has paid the relevant fees.
- 10.3.4 If the request is granted, then a further access fee must be paid for the search, preparation and reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure including making arrangements to make it available in the requested form.
- 10.3.5 If the deposit has been paid in respect of a request for access, which is refused, then the Deputy Information Officer will repay the deposit to the requester.

#### 10.4 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

- 10.4.1.1 The Deputy Information Officer may, and in some circumstances, must refuse a request for information if that information relates to the following:
- (i) Protection of Personal Information Act (POPI) of 2000;
- (ii) Unreasonable disclosure of personal information about a third party, including a deceased individual;
- (iii) Protection of certain records of the ECDC (Paragraph 7.3.2);
- (iv) Protection of the commercial information of a third party [Section 36(1)];
- (v) Protection of the confidential information of third parties, supplied in confidence or protected in terms of an agreement [Section 37(1)];
- (vi) Protection of the safety of individuals and property [Section 38(1)];
- (vii) Protection of records privileged from production in legal proceedings [Section 40(1)];
- (viii) Protection of records reasonably expected to cause prejudice to the defense, security and international relations of the Republic of South Africa [Section 41(1)];
- (ix) Protection of records relating to the economic interests and the financial welfare of the Republic of South Africa and the commercial interests of public bodies and ECDC [Section 42(1)];
- (x) Protection of research information of a third party, including a public body and ECDC [Section 43(1)];
- (xi) Protection of the operations of public bodies and ECDC [Section 44(1)]; and
- (xii) Manifestly frivolous or vexations requests or those that would result in a substantial and unreasonable diversion of resources [Section 45(1)].

#### **10.5 REMEDIES AVAILABLE**

- 10.5.1 A requester (or a third party, if applicable) may seek relief from any court, with appropriate jurisdiction, in respect of the following decisions of the Information Officer or the Deputy Information Officer:
- (i) Refusal or partial refusal of the request for access;
- (ii) The amount of fees required to be paid;
- (iii) The extension for the period within which to deal with the request; or
- (iv) The form of access in which the information will be furnished.
- (v) All legal processes must be served on the Chief Information Officer or the Deputy Information Officer who dealt with the request within 30 days from the date of the decision.

#### 11. PROTECTION OF PERSONAL INFORMATION

#### 11.1.INTRODUCTION

- 11.1.1. Chapter 3 of POPIA provides for the minimum conditions for lawful "processing" of "personal information" by a "responsible party" (as such terms are defined under POPIA). These conditions may not be derogated form unless specific exclusions apply as outlined in POPIA.
- 11.1.2. ECDC requires personal information relating to both natural and legal persons in order to carry out its business and organisation functions. The manner in which this information is processed and the purpose for which it is processed is determined by ECDC. Accordingly, ECDC is a responsible party for the purposes of POPIA and will ensure that the personal information of a "data subject" (as defined in POPIA), amongst other things as prescribed by POPIA:
- a) Is processed lawfully, fairly and transparently. This includes the provision of appropriate information to data subjects when their data is collected by ECDC, in the form of privacy or data collection notices. ECDC must also have a legal basis (for example, but not limited to, consent) to process personal information:
- b) Is processed only for the purposes for which it was collected;
- c) Will not be processed for a secondary purpose unless that processing is compatible with the original purpose;
- d) Is adequate, relevant and not excessive for the purposes for which it was collected;
- e) Is accurate and kept up to date;
- f) Will not be kept for longer than necessary;
- g) Is processed in accordance with integrity and confidentiality principles this includes physical and organisational measures to ensure that personal information, in both physical and electronic form, is subject to an appropriate level of security when stored, used and communicated by ECDC in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;
- h) Is processed in accordance with the rights of data subjects, where applicable

#### 11.2. DATA SUBJECT RIGHTS

- 11.2.1. Data Subjects have the right to:
- a) Be notified that their personal information is being collected by ECDC. The data subject also has the right to be notified in the event of a data breach;
- b) Know whether ECDC holds personal information about them and to access that information. Any request for information must be handled in accordance with provisions of this PAIA Manual;
- c) Request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;
- d) Object to ECDC use of their personal information and request the deletion of such personal information (deletion would be subject to ECDC record keeping requirements);
- e) Object to the processing of personal information for purposes of direct marketing by means of unsolicited electronic communications; and
- f) Complain to the information Regulator regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged non- compliance with the protection of his, her or its personal information.

#### 11.3. PURPOSE OF THE PROCESSING OF PERSONAL INFORMATION BY ECDC

11.3.1. As noted above, personal information held by ECDC can only be processed for a specific purpose. The purpose for which ECDC processes or will process personal information is set out in Section A of Annexure C to this Manual, provided however that this is not an exhaustive list,

#### 11.4. CATEGORIES OF DATA SUBJECTS AND PERSONAL INFORMATION RELATING THERETO

11.4.1. In terms of section 1 of POPIA, a data subject may either be a natural or a juristic person. The various categories of Data Subjects that ECDC processes personal information in respect of the types of personal information relating thereto includes but is not limited to those detailed in Section B of Annexure C to this Manual.

#### 11.5. SHARING OF PERSONAL INFORMATION

11.5.1. ECDC may share a data subject's Personal Information in accordance with Section C of Annexure C to this Manual.

#### 11.6. CROSS- BORDER FLOWS OF PERSONAL INFORMATION

- 11.6.1. Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the:
- (a) Recipient country can offer such data an "adequate level" of protection. This means that its data privacy laws must be substantially similar to the Conditions of Lawful Processing as contained in POPIA; or
- (b) Data subjects consent to the transfer of their personal information; or
- (c) Transfer is necessary for the performance of a contractual obligation between that data subject and the responsible party; or
- (d) Transfer is necessary for the performance of a contractual obligation between the responsible party and a third party, in the interests of the subject; or
- (e) The transfer is for the benefit of the data subject, and it is not reasonably practicable to obtain the consent of the data subject, and if it were, the data subject, would in all likelihood provide such consent.
- 11.6.2. Planned cross- border transfers of personal information and the justifications therefor includes but is not limited to those detailed in Section D of Annexure B to this Manual.

#### 11.7. DESCRIPTION OF INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY ECDC

11.7.1. Section E of Annexure C to this Manual sets out the types of security measures to be implemented by ECDC in order to ensure that personal information is respected and protected. This is not an exhaustive list and is subject to change. A preliminary assessment of the suitability of the information security measures implemented or to be implemented by ECDC may be conducted in order to ensure that the personal information that is processed by ECDC is safeguarded and processed in accordance with the Conditions for Lawful Processing under POPIA.

#### 11.8. OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION BY A DATA SUBJECT

11.8.1. Section 11(3) of POPIA and regulation 2 of the POPIA Regulations provides that a Data Subject may, at any time object to the processing of his/her/its personal information in the prescribed form attached to this manual as Annexure D subject to exceptions contained in POPIA.

#### 11.9. REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

11.9.1. Section 24 of POPIA and regulation 3 of the POPIA Regulations provided that a data subject may request for their personal information to be corrected/deleted in the prescribed form attached as Annexure E

#### 12. UPDATING MANUAL

The manual will be updated annually or whenever changes to the information contained in the manual require an update.

#### 13. AVAILABILITY OF THIS MANUAL

This manual can be accessed as follows:

- 13.1. ECDC website at www.ecdc.co.za
- 13.2. Requesting a copy by email from the relevant Information Officer as provided for in paragraph 5 above.
- 13.3. INFORSHARE
- 13.4. South African Human Rights Commission.
- 13.5. Office of the Premier Eastern Cape Province.

#### 14. ANNEXURES

#### ANNEXURE A FORMS REGULATIONS RELATING TO THE PROMOTION OF ACCESS TO INFORMATION, 2021

Form1 - Request for a copy of the guide

Form 2 - Request for Access to Records

Form 3 - Outcome of request and Fees Payable

Form 4 – Lodging of an internal appeal

Form 5 – Lodging of Complaint

Form 6 – Acknowledgement of Receipt of Complaint

Form 7 – Notification to Information Officer

Form 8 - Development and Outcome of Investigation

Form 9 - Settlement Meeting

Form 10 - Settlement Certificate

Form 11 – Conciliation of Matter

Form 12 - Conciliation Certificate

Form 13 - Request for Assessment

Form 14 - Notice of Request / Information on Regulator's own decision to do an Assessment

Form 15 – Decision with regards to conducting an Assessment

Form 16 - Decision with regards to Assessment

ANNEXURE B FEES

ANNEXURE C PURPOSE OF PROCESSING OF PERSONAL INFORMATION BY ECDC ANNEXURE D OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

ANNEXURE E REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DELETION OF RECORD

OF PERSONAL INFORMATION

Information Officer:

Ayanda Wakaba (ECDC CEO)

# FORM 1 REQUEST FOR A COPY OF THE GUIDE [Regulations 2 and 3]



TO:						
*The information of	fficer*					
I,						
Full names:						
In my capacity as (mark with "x")	Information of	officer		other		
Name of *public/private				•	•	
Body (if applicable)						
Postal Address:						
Street address:						
E-mail Address:						
Facsimile:		1			1	
Contact numbers:	Tel. (B):			Cellular:		
hereby request the following	g copy(ies)of the					
Language (mark with "X")		No of copies	Language	(mark with "X")		No of Copies
Sepedi				Sesotho		
Setswana				siSwati		
Tshivenda				Xitsonga		
Afrikaans				English		
isiNdebele				isiXhosa		
isiZulu						
Signed at	this	day of		20		
				<u></u>		
Signature of requester						
*Delete whichever is not app	plicable					

#### FORM 2

#### REQUEST FOR ACCESS TO RECORD



[Regulation 7]

Note			
Proof of identity must be attached be	by the requester.		
2. If requests made on behalf of anoth	If requests made on behalf of another person, proof of such authorisation, must be attached to this form		
TO: The information officer			
(Address)			
Email address:	<u> </u>		
Fax number:	_		
Mark with an "X"			
Request is made in my own name	Request is made on behalf of another person.		
<b>5</b> H	PERSONAL INFORMATION		
Full names:			
Identity number:  Capacity in which request is made (when			
made on behalf of another person):			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:			
Full names of person on whose behalf request is made (if applicable)			
Identity number:			
Postal Address:			
Street Address:			
E-mail address:			
Contact number			
Provide full particulars of the record to which	PARTICULARS OF RECORD REQUESTED ch access is requested, including the reference number if that is known to you, to eneed space is inadequate, please continue on a separate page and attach it to this form.		
Description of record or relevant part of the record			
Reference number, if available:			

Any further particulars on record:					
	TYPE OF RECORD  (Mark the applicable box with an "X")				
Record is in written or printed form					
Record comprises virtual images (this incluimages, sketches, etc)	udes photographs, slides, video recordings, computer- generated				
Record consists of recorded words or info	rmation which can be reproduced in sound				
Record is held on a computer or in an elec	ctronic, or machine- readable form				
	FORM OF ACCESS				
	(Mark the applicable box with an "X")				
Printed copy of record (including copies of puter or in an electronic or machine- reada	any virtual images, transcriptions and information held on com-				
Written or printed transcription of virtual imputer- generated images, sketches, etc)	nages (this includes photographs, slides, video recordings, com-				
Transcription or soundtrack (written or prin	ited document)				
Copy or record on flash drive (including vir	tual images and soundtracks				
Copy of record on compact disc drive (including virtual images and soundtracks)					
Copy of records saved on cloud storage server					
	MANINED OF ACCESS				
	MANNER OF ACCESS (Mark the applicable box with an "X")				
	d address of public/private body (including listening to recorded ed in sound, or information held on computer or in an electronic				
Postal services to postal address					
Postal service to street address					
Courier service to street address					
Facsimile of information in written or printe	ed format (including transcriptions)				
E-mail of information (including soundtrack					
Cloud share/ file transfer					
Preferred language: (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)					
		<u> </u>			
PARTICULARS OF RIGHT TO BE EXERCIFIED If the provided space is inadequate, please additional pages.	CISED OR PROTECTED e continue on a spate page and attach it to this Form. The request	er must sign all the			
Indicate which right is to be					
exercised or protected:					

Explain why the record requested is required for the exercise	1		
THE THEOLOGICAL TOTAL AVAILABLE			
or protection of the aforemen-			
tioned right:			
		FEES	
A request feet must be paid by	oforo thou		
<ul><li>A request fees must be paid be</li><li>You will be notified of the amount</li></ul>	unt of the	access fees to be paid.	
The fee payable for access to	record de	pends in the form in which access is require	
	the paym	ent of any fee, please state the reason for ex	kemption
Reason:			
You will be notified in writing wheth	ner vour re	equest has been approved or denied and if a	nnroved the costs relating to your request if
any. Please indicate your preferred			pproved the costs relating to your request, in
		·	
Postal address		Facsimile	Electronic communication
			(Please specify)
Signed at	thie	day of 20	
cigned at		day 0120	<del></del>
Signature of requester/person on v	whose bel	nalf the request is made	
Signature of requester/person on v	whose be	nalf the request is made	
Signature of requester/person on v	whose be	nalf the request is made	
Signature of requester/person on v	whose be	nalf the request is made	
Signature of requester/person on v	whose be	nalf the request is made	
Signature of requester/person on v	whose bel	nalf the request is made	
Signature of requester/person on v	whose bel	nalf the request is made	
Signature of requester/person on v	whose bel		
Signature of requester/person on v	whose bel		
Reference number:			
	, name		
Reference number: Request received by: (state rank.)	, name		
Reference number: Request received by: (state rank and surname of information office	, name		
Reference number: Request received by: (state rank and surname of information office Date received:	, name		
Reference number: Request received by: (state rank and surname of information office Date received: Access fees:	, name		
Reference number: Request received by: (state rank and surname of information office Date received: Access fees:	, name		
Reference number: Request received by: (state rank and surname of information office Date received: Access fees:	, name		
Reference number: Request received by: (state rank and surname of information office Date received: Access fees:	, name		
Reference number: Request received by: (state rank and surname of information office Date received: Access fees:	, name		
Reference number: Request received by: (state rank and surname of information office Date received: Access fees:	, name		

#### 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:							
10.							
	<del></del>						
Your rec	quest dated, refers.						
	requested:						
	nal inspection of information at registered address of pub ed words, information which can be reproduced in sound,						
an elec	ctronic or machine- readable form) is free of charge. You	are required to make an appointment					
	inspection of the information and to bring this Form with						
reprod	uction of the information, you will be liable for the fees pre	Scribed III Armexure B					
		_					
	(	DR .					
	request:						
	d copies of the information (including copies of any virtual eld on computer or in an electronic or machine- readable for						
	n or printed transcription of virtual images (this includes ph	· ·					
compu	iter- generated images, sketches, etc)						
	cription of soundtrack (written or printed document)						
	of information on flash drive (including virtual images and						
	nformation on compact disc drive (including virtual images	and soundtracks					
Сору с	of record saved on cloud storage server						
	e submitted:						
_	service to postal						
	service to street address						
transcr	nile of information in written or printed format (including ription)						
	of information (including soundtracks if possible)						
	share/file transfer						
(Note t	red language: that is the record is not available in the language you pre- cess may be granted in the language in which the record						

is available

Kindly note that y	our request has been:				
	Approved				
	Denied, for the following reasons:				
4. Fees payable	with regards to your request:				
Item			er A4- size page or ereof/item	Number of pages/ items	Total
Photocopy					
Printed copy					
	computer- readable form on:				
<ul><li>i. Flash drive</li><li>•To be provided</li></ul>	d by requestor	R40.00	0		
ii. Compact disc		D40.00	2		
<ul><li>If provided by</li><li>If provided to</li></ul>	y requestor o the requestor	R40.00			
For a transcription	on of visual images per A4- size page		e to be outsourced.		
Copy of visual in	nages		pend on the quotation service provider		
Transcription of	an audio record, per A4-size	R24.00			
Copy of an audio					
i. Flash Drive	ed by requestor	R40.00	n		
ii. Compact disc					
If provided by     If provided to	y requestor o the requestor	R40.00			
· ·	or any other electronic	110010			
TOTAL:					
		•		•	•
5. Deposit payab	le (if search exceeds six hours):				
Yes			No		
Hours of search			Amount of deposit (	<b>■</b>	
			on one third of total per request	amount	
			The square		
The amount must	be paid into the following Bank accou	ınt:			
Account Name E0		_			
Account Type PU Account Number	BLIC SECTOR MANAGED ACCOUN <sup>-</sup> 52130078514	I			
Branch Code 210	121 Branch Name EAST LONDON 21	12			
SWIIT Code FIRN2	ZAJJ Date Opened 1996-01-30				
Deference No.					
Reference Nr: Submit proof of pa	ayment to:	_			
Signed at		/ of		20	
Information office	r				

#### FORM 4 LODGING OF AN INTERNAL APPEAL [Regulation 9]



Reference number\_\_\_\_\_

	F	PARTICULARS C	F PUBLIC BOD	PΥ		
Name of public body:						
Name and surname of informati	on officer:					
PAR	TICULARS OF (	COMPLAINT WH	O LODGES THI	E INTERNAL API	PEAL	
Full names:						
Identity number:						
Postal address:	Tel. (B):			Facsimile:		
Contact numbers:	Cellular:			•		
E-mail Address:						
Is the internal appeal lodged on	behalf of anothe	er person?				
If the answer is "yes", capacity i appeal is lodged, if applicable, r	n which an interi nust be attached	nal appeal on bel d.)	nalf of another p	erson is lodged :	(Proof of the cap	pacity in which
PARTICULARS OF PER	SON ON WHOS	E BEHALF THE	INTERNAL APF	PEAL IS LODGE	O (If lodged by th	ird party)
Full names:						
Identity number						
Postal address:						
Contact numbers:	Tel. (B):			Facsimile		
	Cellular:			•		
E-mail address:						
D	ECISION AGAIN	NST WHICH THE	INTERNAL AP	PEAL IS LODGE	.D	
	(m	nark the appropri	ate box with an '	'X")		
(If the provided space is inadeque be signed.)	uate, please con		OR APPEAL ate page and at	tach it to this forn	n, all the addition	al pages must
State the grounds on which						
the internal appeal is based						
State any other information that						
may be relevant in considering						
the appeal:						

Postal address	Facsimile		Electronic communication (Please specify)		
signed at	this	_day of	20		
ignature of appellant/Third party					
Appeal received by:					
	tormation officer				
	TOTTICATION OTHER				
Date received:		nd where applicable the	particulars of any third	Yes	$\overline{}$
Date received: Appeal accompanied by the informa	tion officer's decision a		particulars of any third	Yes No	
Date received: Appeal accompanied by the informa	tion officer's decision a elates, submitted by the		particulars of any third		
(state rank, name and surname of in Date received: Appeal accompanied by the informa party to whom or which the record re	tion officer's decision a elates, submitted by the OUTC	information officer			
Date received:  Appeal accompanied by the informa party to whom or which the record re	tion officer's decision a elates, submitted by the OUTC	OME OF APPEAL  OFFICIAL USE RD OF INTERNAL APPE			
Date received:  Appeal accompanied by the informa party to whom or which the record re	tion officer's decision a elates, submitted by the OUTC FOR OFFICIAL RECO	OME OF APPEAL  OFFICIAL USE RD OF INTERNAL APPE			
Pate received: Appeal accompanied by the information of the record research to whom or which the record research to which the record research to whom or which the record research to whom or which	tion officer's decision a elates, submitted by the OUTC FOR OFFICIAL RECO	OFFICIAL USE RD OF INTERNAL APPE  New decision (if not confirmed)  New decision			
Pate received: Appeal accompanied by the information of the record research to whom or which the record research to which the record research to whom or which the record research to whom or which	FOR OFFICIAL RECO	OFFICIAL USE RD OF INTERNAL APPE  New decision (if not confirmed)  New decision (if not confirmed)			
Pate received: Appeal accompanied by the information of the record research to whom or which the record research to which the record research to whom or which the record research to whom or which	tion officer's decision a elates, submitted by the OUTCO  FOR OFFICIAL RECO  Yes  No  Yes  No  Yes  No  Yes	OFFICIAL USE RD OF INTERNAL APPE  New decision (if not confirmed)  New decision (if not confirmed)  New decision (if not confirmed)			
Date received: Appeal accompanied by the information party to whom or which the record received and th	FOR OFFICIAL RECO  Yes  No  Yes  No  Yes  No  Yes  No  Yes  No  Yes  No	OFFICIAL USE RD OF INTERNAL APPE  New decision (if not confirmed)  New decision (if not confirmed)  New decision (if not confirmed)			
Date received: Appeal accompanied by the information party to whom or which the record received received and the record receiv	rion officer's decision a elates, submitted by the OUTCO  OFFICIAL RECO  Yes  No  Yes	OFFICIAL USE RD OF INTERNAL APPE  New decision (if not confirmed)  New decision (if not confirmed)			
Date received:  Appeal accompanied by the information or which the record research to whom or which the record research to w	FOR OFFICIAL RECO  Yes  No  Yes  No  Yes  No  Yes  No  Yes  No  Yes  No	OFFICIAL USE RD OF INTERNAL APPE  New decision (if not confirmed)  New decision (if not confirmed)  New decision (if not confirmed)			

Signature of appellant/Third party

#### FORM 5 LODGING OF COMPLAINT [Regulation 10]



#### Note:

TO: ECDC

The Information Officer

- 1. This form is designed to assist the Requester (hereinafter referred to as "the Complaint") in requesting a review of a public or private body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the information Regulator or complete the online complaint form available at https://www.justice.gov.za/inforeg/.
- 2. PAIA gives a member of the public a right to file a complaint with the information Regulator about any of the nature of complaints detailed in part E of this complaint form.
- 3. It is the policy of the information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed PAIA form and submit it to the Body.
- 4. A copy of this form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
- 5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
- 6. Please attach copies of the following documents, if you have them:
- · Copy of the form to the Body requesting access to records;
- The Body's response to your complaint or access request;
- Any other correspondence between you and the Body regarding your request;
- · Copy of the appeal form, if your compliant relate to a public body;
- The Body's response to your appeal;
- Any other correspondence between you and the Body regarding your appeal;
- Documentation authorizing you to act on behalf of another person (if applicable);
- · Court Order or court documents relevant to your complaint, if any.
- 7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

PO Box 11197	
Southernwood, East London	
5213	
E-mail address: info@ecdc.co.za	
Tel number: 043 704 5600/ 50601	
Fax number: 043 704 5700	
	(Mark with an "X")
Complaint personally	,
Representative of complaint	
Third party	

PREREQUISITES			
Did you submit request (PAIA form) for access to record of a public/private body?	Yes	No	
Has 30 days lapsed from the date on which you submitted your PAIA F form?	Yes	No	
Did you exhaust all the internal appeal procedure against a decision of a public body?	Yes	No	
Have you applied to court for appropriate relief regarding this matter?	Yes	No	

FOR INFORMATION REGULATOR'S USE ONLY					
Received by: (Full names)					
Position:					
Signature					
Complaint accepted	Ye	No			
Reference number					
Date stamp					

Postal address	acsimile	Other electronic communication (Please specify)

	PEI	PART A RSONAL INFORMATION OF COMPLAINANT
Full Names		
Identity Number		
Postal Address		
Street Address		
E-Mail Address		
Contact numbers Tel. (B):		Facsimile
Cellular:		·
(Complete only if you will be re	epresented	PART B REPRESENTATIVE INFORMATION A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)
Full Names of Representative		
Nature of representation		
Identity Number / Registration Number		
Postal Address		
Street Address		
E-mail Address		
Contact Numbers	Tel:	Facsimile
	Cellular:	
		PART C THIRD PARTY INFORMATION (Please attach letter of authorisation)
Type of Body:	Private	Public
Name of Public / Private Body		
Registration Number (if any)		
Name, Surname and Title of person authorised to lodge a complaint		
Postal Address		
Street Address		
E-mail Address		
Contact numbers	Tel (B)	Facsimile
	Cellular	
	BODY	PART D AGAINST WHICH THE COMPLAINT IS LODGED
Tel (B)	Private	Public
Name of Public / Private Body		
Registration Number (if any)		
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information		
Postal Address		
Street Address		
E-mail Address		
Contact numbers	Tel (B)	Facsimile
	Cellular	
Reference Number given (if anv)	553131	

PART E  COMPLAINT  Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution; there are limited exceptions)					
		·			
Date on which request for access to record	ls submitted				
Please specify the nature of the right(s) to protected, if a compliant is against private by					
Have you attempted to resolve the matter v	with the organisation?		Yes	No	
If yes, when did you receive it? (Please atta application)	ach the letter to this				
Did you appeal against a decision of the inf	formation officer of the	e public body	Yes	No	
If yes, when did you lodge an appeal?					
Have you applied to Court for appropriate r			Yes	No	
If yes, please indicate when was the matter Court Order, if there is any. PAR					
	ETAILED TYPE OF A	RT F CCESS TO RECORD		ustica Decideta)	
(Please select one or more Unsuccessful appeal (Section 77A(2)(a)		inst the decision of the		nation Regulator)	
or section 77A(3)(a) of PAIA)	body and the appeal		public		
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)		inst the decision of the docinion of the docin			
Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A (3) (b) of PAIA		o information held by a s refused or partially re			
The body requires me to pay a fee and I	Tender or payment o	f the prescribed reque	st fee.		
feel it is excessive (Sections 22 or 54 of PAIA)	eel it is excessive (Sections 22 or 54 of The tender or payment of a deposit.				
Repayment of the deposit (Section 22(4) of PAIA)		er refused to repay a c equest for access whic			
Disagree with time extension (Sections 26 or 57 of PAIA)  The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond					
Form of access denied (Section 29(3) or 60(a) of PAIA)		n a particular and reas of access was refused			
Deemed refusal (Section 27 or 58 of PAIA)	It is more than 30 da I have not received a	ys since I made my re a decision.	quest and		
	Extension period has received.	s expired and no respo	nse was		
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)		bject to the grounds fo propriately/unreasona			
No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)	adequate reasons fo	es is refused, and no von the refusal, were given this Act which were re	en, includ-		
Partial access to record (Section 28(2) or 59(2) of PAIA)		of the requested record that more of the reco sclosed.			

Fee waiver (Section 22(8) or 54(8) of PAIA)	I am exempt from paying any fee and my requivalve the fees was refused.	uest to			
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	The Body indicated that some or all of the requested records, but I have not received them.				
Failure to disclose records	The Body decided to grant me access to the requested records, but I have not received them.				
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	The Body indicated that the requested records are excluded from PAIA and I disagree.				
Frivolous or vexatious request (Section 45 of PAIA)	The Body indicated that my request is manifestly frivolous or vexatious and I disagree.				
Frivolous or vexatious request (Section 45 of PAIA)					
	PART G EXPECTED OUTCOME				
How do you think the Information	on Regulator can assist you? Describe the resu	ılt or outcome that you seek.			
	PART H				
	AGREEMENTS				
the Information Regulator to process your co I agree that the Information Regulator may uthe the promotion of the right of access to information Regulator will never include	is is explained in the Privacy Notice on how to formplaint, you need to check each one of the information provided in my complaint to mation as well as the protection of the right to mation as well as the protection of the right to mation as well as the protection of the right to mation as well as the protection of the right to mation as well as the protection of the right to mation as well as the protection of the check each one of the check each each one of the check each one of the check each each each each each each each each	eckboxes below to show your agreement:  assist it in researching issues relating to privacy in South Africa. I understand that any public report, and that my personal			
The information in this Complaint Form is tru	ue to the best of my knowledge and belief.				
	ct my personal complaint information (such as t complaint relating to the right of access to infor				
it with the Information Regulator. The Inform	ervice provider, witness) who has information nation Regulator can obtain this information by nplaint, these records could include personnel fin.	talking to witnesses or asking for written			
If any of my contact information changes d otherwise my complaint could experience a	uring the complaint process, it is my responsible delay or even be closed.	oility to inform the Information Regulator;			
Signed atthis	sday of	20			
Complainant/Representative/Authorised per	son of Third party				

#### FORM 6

## ACKNOWLEDGEMENT OF RECEIPT OF COMPLAINT [Regulation 11 (1)]



Note: Please use the undermentioned reference number in all future correspondence.

TO:	Reference number:
	 -
	-

COMPLAINT LODGED  Receipt of your complaint, regarding						
Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA	I have appealed against the decision of the public body and the appeal is unsuccessful					
Unsuccessful application for condonation: (Sections 77A(2)(b) and 75(2) of PAIA	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed					
Refusal of a request for access: (Section 77A (2) (c) (i)or 77A(3)(b) of PAIA	I requested access to information held by a body and that request was refused or partially refused					
The body requires me to pay a fee and I feel it is excessive (Section 22 or 54 of PAIA	Tender or payment of the prescribed request fee.  The tender or payment of a deposit					
Repayment of the deposit (section 22(4) of PAIA	The information officer refused to repay a deposit paid in respect of a request for access which is refused.					
Disagree with time extension (Section 26 or 57 of PAIA)	The body decided to extend the time limit for responding to my request, and I disagree with the Requested time limit extension or a time extension taken to respond to my access request.					
Form of access denied: (Section 29 (3) or 60(a) of PAIA)	I requested access in a particular and reasonable form and such form of access was refused.					
Deemed refusal: (Section 27 or 58 of PAIA)	It is more than 30 days since I made my request and I have not received a decision.					
	Extension period has expired and no response was received.					
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.					
No adequate reasons for the refusal of access: (Section 28(2) or 59(2) of PAIA)	My request for access is refused, and no valid or adequate reasons for the refusal, were give, including the provisions of this Act which were relied upon for the refusal					
Partial access to record: (Section 28(2) or 59(2) of PAIA)	Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.					
Fee waiver: (Section 22(8) or 54(8) of PAIA)	I am exempt from paying any fee and my request to waive the fees was refused.					
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.					
Failure to disclose records:	The Body decided to grant me access to the requested documents, but I have not received them.					
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	The Body indicated that the requested records are excluded from PAIA and I disagree.					
Frivolous or vexatious request: (Section 45 of PAIA)	The Body indicated that my request is manifestly frivolous or vexatious and I disagree.					

Is hereby acknowledged. Kindly note that the complaint will be dealt with as follows:

The information Regulator will investigate the complaint further.

The complaint will be referred to the Enforcement Committee.

Signed at	_this	_day of	_20
Information Officer			

#### FORM 7

## NOTIFICATION TO INFORMATION OFFICER [Regulation 11 (2)]



Note: Please use the undermentioned reference number in all future correspondence.

TO:	Reference number:
RE: COMPLAINT RECEIVED AND INTENTION TO INV	ESTIGATE
The following complaint was received from, on,	,

COMPLAINT LODGED	
Unsuccessful appeal: (Section 77A(2)(a) or 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful.
Unsuccessful application for condonation: (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.
Refusal of a request for access: (Section 77A(2)(i) or 77A (d) (i) or 77A(3)(b) of PAIA	I requested access to information held by a body and that request was refused or partially refused.
The body requires me to pay a fee and I feel it is excessive: (Section 22 or 54 of	Tender or payment of the prescribed request fee.
PAIA)	The tender or payment of a deposit.
Repayment of the deposit: (Section 22(4) of PAIA)	The information officer refused to repay a deposit paid in respect of a request for access which is refused.
Disagree with time extension: (Section 26 or 57 of PAIA)	The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond
Form of access denied: (Section 29(3) or sections 60(a) of PAIA)	I requested access in a particular and reasonable form and such form of access was refused.
Deemed refusal: (Section 27 or 58 of PAIA)	It is more than 30 days since I made my request and I have not received a decision.
	Extension period has expired and no response was received.
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.
No adequate reasons for the refusal of access: (Section 56(3)(a) of PAIA)	My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.
Partial access to record: (Section 28(2) of 59(2) of PAIA)	Access to only part of the requested records was granted and I believe that more of the records should have been disclosed.
Fee waiver: (Section 22(8) or 54(8) of PAIA)	I am exempt from paying any fee and my request to waive the fees was refused.

Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	The Body indicated that some or all of the requested records, but I have not received them.	
Failure to disclose records:	The Body decided to grant me access to the requested records, but I have not received them.	
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	The Body indicated that the requested records are excluded from PAIA and I disagree.	
Frivolous or vexatious request: (Section 45 of PAIA)	The Body indicated that my request is manifestly frivolous or vexatious and I disagree.	
Other: (Please explain):		

You are hereby notified that the Information Officer intends to investigate the matter. You are hereby requested to respond to the complaint and produce to the Information Officer any information, item or document, on which your decision is based, within 20 working days after receipt of this notification.

Signed at	this	day of	20
Information Officer			

## FORM 8 DEVELOPMENT AND OUTCOME OF INVESTIGATION [Regulation 11(5)]



TO:		<u> </u>	oer:	
RE: COMPLAINT LODGED Kindly note that: The investigation i The following deci	s ongoing			
Signed at	this	day of	20	
Information Officer				

#### FORM 9 SETTLEMENT MEETING [Regulation 12(2)]



TO:		_	number:	
		_ _		
RE: COMPLAINT LODGED WITH REC	GARDS TO			
a) It appears from the nature of the cor a settlement between the parties conce b) The Information Regulator has decid	erned	·	on to the complaint, that it may be p	possible to secure
YOU ARE HEREBY INVITED to attend a conciliation meeting at (place 20, at (time) a	ce) nd on any subs	on the equent date that may be	day of required, regarding the above- me	entioned matter.
Kindly confirm your attendance with the	e Information Re	egulator on/before		
Signed at	this	day of	20	
Information Officer				

#### FORM 10 SETTLEMET CERTIFICATE [Regulation 12(4)]



Reference number:

		IN THE	MATTER B	ETWEEN			
Full names							
Identity number							
	•						
Full names							
Identity number							
Full names							
Identity number							
Full names							
Identity number							
Name of public/ private be	ody						
Name of information offic	er						
I,HEREBY CERTIFY THAT: The matter has be		apacity as facilitator			e above- men	tioned parties,	
77C of the Act.	een resolved,	and will be referred					ns of section
Signed at		this		_ day of		20	

Information Officer

#### FORM 11 CONCILIATION OF MATTER [Regulation 13(2)]



TO:		Reference number:	
RE: COMPLAINT LODGED WITH REGAR Kindly note that:	DS TO		
a) It appears for the nature of the complain settlement between that parties concerned b)     The information Regulator has decomplain.		•	that it may be possible to secure a
YOU ARE HEREBY INVITED to attend a conciliation meeting at (place) _ 20, at (time) and on	any subsequent d	ate that may be required, regardin	ng the above- mentioned matter.
Kindly confirm your attendance with the Info	ormation Regulator	r on/belore	
Signed at	this	day of	20
Information Officer			

# FORM 12 CONCILIATION CERTIFICATE [Regulation 13(5)]



Reference number:

		IN THE	MALIER BI	=IWEEN				
Full names								
Identity number								
Full names								
Identity number								
T								
Full names								
Identity number								
Full names								
Identity number								
raditaty riambor								
Name of public/ private bo	ody							
Name of information office	er							
I,HEREBY CERTIFY THAT:  The matter has be		apacity as facilitator			e above- m	entioned pa	arties,	
The matter has be 77C of the Act. Signed at		and will be referred						of section
Conciliator								

# FORM 13 REQUEST FOR ASSESSMENT [Regulation 14(1)



TO: The Information Regulator Officer P.O Box 31533 Braamfontein 2017

E-mail address: inforeg@justice.gov.za

Tel number: 010 023 5200

1

hereby in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), request that the Information Officers assess whether the undermentioned public or private body generally complies with the provision of the Act insofar as its polices and implementation procedures are concerned.

Name of public / private body					
Postal Address					
Street Address					
E-mail Address					
Contact numbers:	Tel (B)			Facsimile	
	Cellular:				
PA PA	RTICULAR	S OF INFORMATION	ON TO BE ASS	ESSED	
PERSONS	AFFECTED	BY THE RELEVAN	IT INFORMATION	ON PRACTICE	E/S
TH	E REASON	WHT AN ASSESS	MENTIS REQU	JESTED	

	SPECIFIC ASPECTS OF	THE INFORMATION T	HAT THE ASSESSME	NT SHOULD ADDRESS	
Signed at		this	day of	20	
Conciliator		_			

# FORM 14 NOTICE OF REQUEST/INFORMATION REGULATOR'S OWN DECISION TO DO AN ASSESSMENT [Regulation 14(2)]



TO:	
You are hereby notified that the information Regulator	
was requested to conduct as assessment	
has its own initiative decided to conduct as asse	ssment
That its own initiative decided to conduct as asse	Someth,
in terms of section 77H of the Promotion of Access to Info	rmation Act, 2000 (Act No. 2 of 2000).
PARTICULARS OF	INFORMATION TO BE ASSESSED
PERSONS AFFECTED BY T	HE RELEVANT INFORMATION PRACTICE/S
THE REASON WHT	AN ASSESSMENTIS REQUESTED
SPECIFIC ASPECTS OF THE INFORM	MATION THAT THE ASSESSMENT SHOULD ADDRESS

You are hereby invited to submi Regulator's own initiative to cor	•		oroof with regards to the *request/the I 	nformation
Signed at	this	day of	20	
Information Regulator				

# FORM 15 DECISION WITH REGARDS TO CONDUCTING AN ASSESSMENT [Regulation 14(3)]



TO:		Reference number: _		
	assessment; or			
Signed at	this	day of	20	
Information Regulator				

# FORM 16 DECISION WITH REGARDS TO ASSESSMENT [Regulation 14(5)]



		Reference number	er:	
TO:				
_				
in terms of section 77H of the	as requested to conduct an ass Promotion of Access to Informa , formed the undermentioned vi	ation Act, 2000 (Act No. 2	n initiative decided to cor decided to cord of 2000), and has, after	nduct an assessment taking all the relevan
The Information Reg	ulator hereby wishes to confirm ulator hereby wishes to confirm	that it wishes take to take that it take the following	e no further action in this action in this regard	regard.
Signed at	this	day of	20	
Information Regulator				

## ANNEXURE B

## **FEES**



# Fees in Respect of Public Bodies

Item	Description	Amount	
1	The request fee payable by every requester	R100.00	
2	Photocopy of A4-size page	R1.50 per page or part thereof	
3	Printed copy of A4- size page	R1.50 per page or part thereof	
4	For a copy in a computer- readable form on: Flash drive (to be provided by requestor Compact disc If provided by requestor If provided to the requestor	R40.00 R40.00 R60.00	
5	For a transcription of visual images per A4-size page	Service to be outsourced.	
6	Copy of visual images	Will depend on quotation from Service provider	
7	Transcription of an audio record, per A4- size page	R24.00	
8	Copy of an audio record on: Flash drive (to be provided by requestor Compact disc If provided by requestor If provided to the requestor	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	
10		One third of amount per request	
10	Deposit: if search exceeds 6 hours	Calculated in terms of item 2 to 8.	
11	Postage, e- mail or any other electronic transfer	Actual expense, if any.	

## Fees in Respect of Private Bodies

Item	Description	Amount
1	The request fee payable by every requester	R100.00
2	Photocopy of A4-size page	R1.50 per page or part thereof
3	Printed copy of A4- size page	R1.50 per page or part thereof
4	For a copy in a computer- readable form on:  (v) Flash drive (to be provided by requestor  (vi) Compact disc  If provided by requestor  If provided to the requestor	R40.00 R40.00 R60.00
5	For a transcription of visual images per A4-size page	Service to be outsourced.
6	Copy of visual images	Will depend on quotation from service provider
7	Transcription of an audio record, per A4- size page	R24.00
8	Copy of an audio record on:  (vii) Flash drive (to be provided by requestor  (viii) Compact disc  If provided by requestor  If provided to the requestor	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.  Do not exceed a total cost of	R100.00
10		One third of amount per request
10	Deposit: if search exceeds 6 hours	Calculated in terms of item 2 to 8.
11	Postage, e- mail or any other electronic transfer	Actual expense, if any.

#### ANNEXURE C



#### A. Purpose of Processing of Personal Information by ECDC

The purposes for which ECDC processes personal information includes but is not limited to:

- a) Rendering of services to our clients;
- b) Employee administration
- c) Transacting with our suppliers and third party service providers
- d) Maintaining records;
- e) Recruitment
- f) General administration
- g) Financial requirements
- h) Compliance with legal and regulatory requirements; and
- i) Facilities management

#### B. Categories of data subjects and associated personal information

Data Subject	Personal Information processed
Employees	ID number, contact details, physical and post address, date of birth, age, marital status, race, employment history, criminal/background checks, fingerprints, CVs, education history, banking details, Income tax reference number, remuneration and benefit information (including medical aid, pension/ provident fund information), details related to employee performance, disciplinary procedures, employee disability information, employee pension and provident fund information, employee contracts, employee performance records, CCTV records, health and safety records, training records, employment history, time and attendance records.
Clients	Natural persons: ID number, information required for FICA compliance, contact details, physical and postal address. Legal persons: Entity name, registration number, VAT number, contact details for representative persons, FICA documentation
Suppliers and service providers	Entity name, registration number, income tax number, tax information, contact details for representative persons, FICA documentation, BBBE- EE certificates, invoices, agreements
Directors and shareholders	Name, surname, ID numbers, other information as required for reporting purposes
Job applicants	Name, surname, address, contact details, email address, telephone number, details of qualifications, skills, experience and employment history, current remuneration
Website visitors	Name, email address, company name, job title and telephone number
Visitors	Physical access records, electronic access records and CCTV records

#### C. Sharing of personal information

ECDC may share personal information with:

- a) Other companies forming part of ECDC's group of companies located outside of South Africa;
- b) Service providers who perform services on behalf of ECDC; and
- c) Third party suppliers

#### D. Cross border transfers of personal information

ECDC may from time to time need to transfer personal information to its group companies, service providers and other third parties located in a country outside of South Africa, including for the purposes of rendering services to clients or for ECDC administration purposes (including employee administration).

Where personal information is transferred outside of South Africa, ECDC will take steps to ensure that such transfer is subject to laws, binding corporate rules of binding agreements to provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information in terms of POPIA.

#### E. Information Security Measures

ECDC implements and maintains reasonable technical and organisational measures to protect personal information, including be way of the implementation of policies, procedures and controls aimed at preventing unauthorised access to, loss or destruction of personal information. ECDC has a wide range of security measures designed to mitigate data security breaches, accidental loss or destruction of, or damage to, personal information. These include the storage of personal information relating to clients and employees in locked cabinets within the ECDC offices; IT systems such as encryption software, password protection software. Restricted access, levels of authority, and separation of duties are in place for dealing with all personal information.

ECDC has and will continue to take steps to ensure that third party providers who process personal information on behalf of ECDC apply appropriate safeguards in compliance with POPIA

#### ANNEXURE D

Objection to the Processing of Personal Information in terms of Section 11(3) of POPIA by a Data Subject



Regulations relating to the Protection of Personal Information, 2018

#### Note:

- 1. Affidavits or other documentary evidence as applicable in support to the objection may 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.
- 3. Complete as is applicable.

Names(s) and surname/	registered name					
Unique identifier/ Identify						
Residential, postal or bus						
Contact number(s)						
Fax number/ email addre	SS					
B. DETAILS OF RESPO	NSIBLE PARTY					
Names(s) and surname/	registered name					
Residential, postal or bus	iness address					
Contact number(s)						
Fax number/ email addre	SS					
	C. REASONS FOR OBJECTION IN TEMS OF SECTION 11(D) TO (F) (Please provide detailed reasons for the objection)					
[a: , ,						
Signed at:	I s.au.		l v			
Day: Year:						
Signature of requester/ person on whose behalf request made:						
				Į.		

#### ANNEXURE E

Request for correction or deletion of Personal Information or destroying or deletion of record of Personal Information in terms of Section 24(1) of POPIA



Regulations relating to the protection of Personal Information, 2018

#### Note:

- 1. Affidavits or other documentary evidence as applicable in support of the request may 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.
- 3. Complete as is applicable.

Request for: (Mark the appropriate box with an "X".)

- 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 authorised to retain the record of information

A. DETAILS OF DATA SUBJECT	
Name(s) and surname/ registered name	
Unique identifier/ Identify Number	
Residential, postal or business address	
Contact number(s)	
Fax number/ email address	
B. DETAILS OF RESPONSIBLE PARTY	
Name(s) and surname/ registered name	
Residential, postal or business address	
Contact number(s)	
Fax number/ email address	
C. REASONS FOR OBJECTION IN TEMS	OF SECTION 11(d) TO (f) (Please provide detailed reasons for the objection
or under the control of the Responsible Party; a	sonal Information about the Data Subject in terms of Section 24 (1)(a) which is in possession and or reasons for destruction or deletion of a record of Personal Information about the Data Responsible Party is no longer authorised to retain (please provide detailed reasons for the



