



EASTERN CAPE DEVELOPMENT CORPORATION

A Schedule 30 Provincial Public Entity

PROMOTION OF ACCESS TO INFORMATION MANUAL

In compliance to Section 14 of the Promotion of Access to Information Act No.2 of 2000.

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PROTECTION OF PERSONAL INFORMATION MANUAL

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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 or 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 competitiveness, 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

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	
Physical Address:	118 Cnr Ebdon & Brewery Street, Komani, 5321
Postal Address:	PO Box 80, Komani 5320
Telephone Number:	+27 45 838 1910

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 <ul style="list-style-type: none"> • Own ECDC buildings • Rented/leased buildings • ECDC offices
		Minor maintenance and repairs project files <ul style="list-style-type: none"> • Own ECDC buildings • Rented/leased buildings • ECDC offices

7.3.2 Classified Information

The following information is deemed not automatically available 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

7.4 ACCESSIBLE ECDC RECORDS THROUGH PAIA REQUEST

No.	Subject	Description of Record
1.	Statutory and Regulatory Framework	<ul style="list-style-type: none"> • ECDC Act 2 of 1997 • Other Acts (South Africa) • Other Regulations (South Africa)
2.	Organisation and Control	<ul style="list-style-type: none"> • Delegation of authority • PAIA Manual
3.	Human Resources Management	<ul style="list-style-type: none"> • Recruitment, Selection & Appointment <ul style="list-style-type: none"> - Job advert - Job profile for recruitment
		<ul style="list-style-type: none"> - 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 style="list-style-type: none"> • Policies • Proof of payment • Annual financial statements • Asset registers • Funding agreements files • Grant funding files
5.	Supply Chain Management	<ul style="list-style-type: none"> • Policies • Procurement files • Supplier database files • Quotations • Purchase orders • Tender documents (new bid documents) • Empowerment incentives • Small Medium Micro Economic (SMME) Development • Targeted SMME's
6.	Facilities Management	<ul style="list-style-type: none"> • Policy and procedures • Furniture removal and transfer files
7.	Travel and Transport Services	<ul style="list-style-type: none"> • Policy • Trip arrangement and accommodation files • Trip authorisation records • Log sheets • Traffic fines incurred by the driver • Vehicle inspection reports • Vehicle license renewal • Maintenance and repairs to vehicle files • Reports on irregular use • Accident reports files • Insurance claims
8.	Records and Document Management	<ul style="list-style-type: none"> • Records management policy • File plan master copy • Register of destroyed records • Registry procedure manual • Incoming mail register • Outgoing mail register • Incoming courier service register • Outgoing courier service register • Returned mail register • Complaints courier service register • Inventory list of records at ECDC • List and register of retrieved files • PAIA requests file (requests, refusals, registers) • Disposal authority granted. • Transferred records to the ECPA • Courier service files

9.	Information Technology	<ul style="list-style-type: none"> • Policy • Information systems management files • Usage/statistic report • Installation and maintenance files (hardware, servers, software) • Issuing of equipment, flash disks, laptops, 3G cards reports. • Reports on disposal of equipment files • Access control files • Systems license management files • Software files • Information security management reports • Access rights reports • Incident reports • Security audits • Systems log report • Asset register
10.	Marketing and Communications	<ul style="list-style-type: none"> • Printed brochures • Marketing material • Stakeholder liaison files • Media liaison files • Press releases • Posters • Briefings • Newsletters • Branding files • Exhibitions files • Advertisements (vacancies, bursaries, nominations, tenders) • Events management files • Public outreach programme files • Corporate gifts • ECDC emblems and logos
11.	Development finance and Business Support	<ul style="list-style-type: none"> • Policy • Application forms for funding <ul style="list-style-type: none"> - 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 <ul style="list-style-type: none"> - SMME - Targeted SMME • Construction • Manufacturing
		<ul style="list-style-type: none"> • Imvaba Co-operatives Fund information • Job Stimulus Fund information • Business Support <ul style="list-style-type: none"> - Training - Mentoring - Loan rescue and workouts • Liaising with stakeholders
12.	Trade, Investment and Innovation	<ul style="list-style-type: none"> • 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 style="list-style-type: none"> • Rental/Leases of buildings application forms • Drawings and plans • Land and property sale

14.	Strategic Projects	<ul style="list-style-type: none"> • Information on new projects • Designs, Maps and Drawings • Site handover documents <ul style="list-style-type: none"> - Certificates - Lab test results - Site test results - Practical completion certificate - Works completion certificate - Final completion certificate • Social infrastructure development projects • School projects • Socio-economic infrastructure projects • Integrated development plan support programme • Project Reports
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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 vexatious 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 from 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

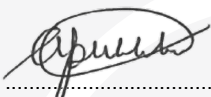
- Form 1 - Request for a copy of the guide
- Form 2 - Request for Access to Records
- Form 3 - Outcome of request and Fees Payable
- Form 4 – Lodging of an internal appeal
- Form 5 – Lodging of Complaint
- Form 6 – Acknowledgement of Receipt of Complaint
- Form 7 – Notification to Information Officer
- 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 officer

I,

Full names:				
In my capacity as (mark with "x")	Information officer		other	
Name of *public/private				
Body (if applicable)				
Postal Address:				
Street address:				
E-mail Address:				
Facsimile:				
Contact numbers:	Tel. (B):		Cellular:	

hereby request the following copy(ies)of the guide

Language (mark with "X")	No of copies	Language (mark with "X")	No of Copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Signed at _____ this _____ day of _____ 20____

Signature of requester

*Delete whichever is not applicable

FORM 2
REQUEST FOR ACCESS TO RECORD
[Regulation 7]



Note

1. Proof of identity must be attached by the requester.
2. 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: _____

Fax number: _____

Mark with an "X"

- Request is made in my own name Request is made on behalf of another person.

PERSONAL INFORMATION	
Full names:	
Identity number:	
Capacity in which request is made (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	
PARTICULARS OF RECORD REQUESTED	
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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)	
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 includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS
(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription or soundtrack (written or printed document)	
Copy or record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of records saved on cloud storage server	

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal service to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
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)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED
If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected:	

Explain why the record request is required for the exercise or protection of the aforementioned right:	

FEES

- A request fees must be paid before the request will be considered
- You will be notified of the amount of the access fees to be paid.
- The fee payable for access to record depends in the form in which access is required to search for and prepare a record
- If you qualify for exemption of the payment of any fee, please state the reason for exemption

Reason:	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner or correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20_____

Signature of requester/person on whose behalf the request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (state rank, name and surname of information officer)	
Date received:	
Access fees:	
Deposit (if any)	

Signature of information officer

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: _____

Your request dated _____, refers.

1. Your requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine- readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B	
--	--

OR

2. You request:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine- readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer- generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal service to postal	
Postal service to street address	
Facsimile of information in written or printed format (including transcription)	
Email of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that is the record is not available in the language you prefer, access may be granted in the language in which the record is available	

Kindly note that your request has been:

- Approved
 Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4- size page or part thereof/item	Number of pages/ items	Total
Photocopy			
Printed copy			
For a copy in a computer- readable form on:			
i. Flash drive • To be provided by requestor	R40.00		
ii. Compact disc • If provided by requestor • If provided to the requestor	R40.00 R60.00		
For a transcription of visual images per A4- size page	Service to be outsourced.		
Copy of visual images	Will depend on the quotation of the service provider		
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
i. Flash Drive • To be provided by requestor	R40.00		
ii. Compact disc • If provided by requestor • If provided to the requestor	R40.00 R60.00		
Postage, e-mail or any other electronic			
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes	No
Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Account Name ECDC MAIN ACC
 Account Type PUBLIC SECTOR MANAGED ACCOUNT
 Account Number 52130078514
 Branch Code 210121 Branch Name EAST LONDON 212
 Swift Code FIRNZAJJ Date Opened 1996-01-30

Reference Nr: _____
 Submit proof of payment to: _____
 Signed at _____ this _____ day of _____ 20_____

Information officer _____

FORM 4
 LODGING OF AN INTERNAL APPEAL
 [Regulation 9]



Reference number _____

PARTICULARS OF PUBLIC BODY

Name of public body:	
Name and surname of information officer:	

PARTICULARS OF COMPLAINT WHO LODGES THE INTERNAL APPEAL

Full names:			
Identity number:			
Postal address:	Tel. (B):	Facsimile:	
Contact numbers:	Cellular:		
E-mail Address:			
Is the internal appeal lodged on behalf of another person?			
If the answer is "yes", capacity in which an internal appeal on behalf of another person is lodged : (Proof of the capacity in which appeal is lodged, if applicable, must be attached.)			

PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (If lodged by third party)

Full names:			
Identity number			
Postal address:			
Contact numbers:	Tel. (B):	Facsimile	
	Cellular:		
E-mail address:			

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED
 (mark the appropriate box with an "X")

GROUNDS FOR APPEAL

(If the provided space is inadequate, please continue on a separate page and attach it to this form, all the additional pages must be signed.)

State the grounds on which the internal appeal is based			
State any other information that may be relevant in considering the appeal:			

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20_____

Signature of appellant/Third party

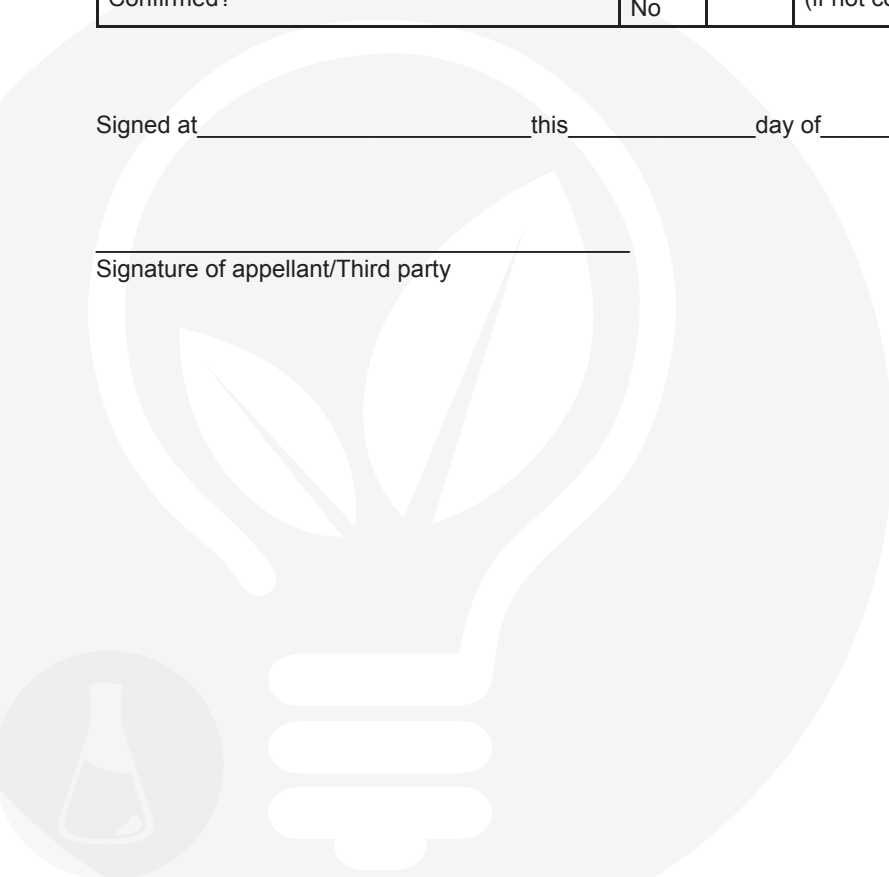
Appeal received by: (state rank, name and surname of information officer)		
Date received:		
Appeal accompanied by the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer	Yes	
	No	
OUTCOME OF APPEAL		

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Refusal of request for access. Confirmed?	Yes		New decision (if not confirmed)	
	No			
Fees (Sec 22). Confirmed	Yes		New decision (if not confirmed)	
	No			
Extension (Sec 26(1)). Confirmed?	Yes		New decision (if not confirmed)	
	No			
Access (Sec 29(3)). Confirmed?	Yes		New decision (if not confirmed)	
	No			
Request for access granted. Confirmed?	Yes		New decision (if not confirmed)	
	No			

Signed at _____ this _____ day of _____ 20_____

Signature of appellant/Third party



FORM 5
 LODGING OF COMPLAINT
 [Regulation 10]



Note:

1. This form is designed to assist the Requester (hereinafter referred to as “the Complainant”) 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 complaint 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.

TO: ECDC
 The Information Officer
 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	Facsimile	Other electronic communication (Please specify)

**PART A
PERSONAL INFORMATION OF COMPLAINANT**

Full Names			
Identity Number			
Postal Address			
Street Address			
E-Mail Address			
Contact numbers	Tel. (B):		Facsimile
	Cellular:		

**PART B
REPRESENTATIVE INFORMATION**

(Complete only if you will be represented. 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			

**PART D
BODY 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 any)				

**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 records submitted			
Please specify the nature of the right(s) to be exercised or protected, if a complainant is against private body:			
Have you attempted to resolve the matter with the organisation?	Yes		No
If yes, when did you receive it? (Please attach the letter to this application)			
Did you appeal against a decision of the information officer of the public body	Yes		No
If yes, when did you lodge an appeal?			
Have you applied to Court for appropriate relief regarding this matter?	Yes		No
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any. PAR			

**PART F
DETAILED TYPE OF ACCESS TO RECORDS**

(Please select one or more of the following to describe your complaint to the Information Regulator)

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(2)(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 (Sections 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 (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)	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/unreasonably 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) or 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.	
Frivolous or vexatious request (Section 45 of PAIA)		
PART G EXPECTED OUTCOME		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.

The information in this Complaint Form is true to the best of my knowledge and belief.

I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20_____

Complainant/Representative/Authorised person of Third party

FORM 6

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



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

Reference number: _____

TO: _____

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/unreasonably 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 given, 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



NOTIFICATION TO INFORMATION OFFICER
[Regulation 11 (2)]



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

Reference number: _____

TO: _____

RE: COMPLAINT RECEIVED AND INTENTION TO INVESTIGATE

The following complaint was received from _____,
identity number _____, 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 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	
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/unreasonably 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: _____

Reference number: _____

RE: COMPLAINT LODGED WITH REGARDS TO _____

Kindly note that:

The investigation is ongoing

The following decision is taken:

Signed at _____ this _____ day of _____ 20_____

Information Officer



FORM 9
SETTLEMENT MEETING
[Regulation 12(2)]



TO: _____

Reference number: _____

RE: COMPLAINT LODGED WITH REGARDS TO _____
Kindly note that:

- a) It appears from the nature of the complaint and the response made in relation to the complaint, that it may be possible to secure a settlement between the parties concerned
- b) The Information Regulator has decided to act a facilitator in the matter.

YOU ARE HEREBY INVITED
to attend a conciliation meeting at (place) _____ on the _____ day of _____
20_____, at _____ (time) and on any subsequent date that may be required, regarding the above- mentioned matter.

Kindly confirm your attendance with the Information Regulator on/before _____

Signed at _____ this _____ day of _____ 20_____

Information Officer



FORM 10
SETTLEMENT CERTIFICATE
[Regulation 12(4)]



Reference number: _____

IN THE MATTER BETWEEN

Full names	
Identity number	

Full names	
Identity number	

Full names	
Identity number	

Full names	
Identity number	

Name of public/ private body	
Name of information officer	

I, _____ in my capacity as facilitator in the matter between the above- mentioned parties,

HEREBY CERTIFY THAT:

The matter has been resolved, and the following settlement reached

The matter has been resolved, and will be referred back to the Information Regulator to be dealt with in terms of section 77C of the Act.

Signed at _____ this _____ day of _____ 20_____

Information Officer

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



TO: _____

Reference number: _____

RE: COMPLAINT LODGED WITH REGARDS TO _____

Kindly note that:

- a) It appears for the nature of the complaint and the response made in relation to the complaint that it may be possible to secure a settlement between that parties concerned.
- b) The information Regulator has decided to act as a conciliator in the matter.

YOU ARE HEREBY INVITED
to attend a conciliation meeting at (place) _____ on the _____ day of _____
20____, at _____ (time) and on any subsequent date that may be required, regarding the above- mentioned matter.

Kindly confirm your attendance with the Information Regulator on/before _____

Signed at _____ this _____ day of _____ 20_____

Information Officer



FORM 12
CONCILIATION CERTIFICATE
[Regulation 13(5)]



Reference number: _____

IN THE MATTER BETWEEN

Full names	
Identity number	

Full names	
Identity number	

Full names	
Identity number	

Full names	
Identity number	

Name of public/ private body	
Name of information officer	

I, _____ in my capacity as facilitator in the matter between the above- mentioned parties,

HEREBY CERTIFY THAT:

The matter has been resolved, and the following settlement reached

The matter has been resolved, and will be referred back to the Information Regulator to be dealt with in terms of section 77C of the Act.

Signed at _____ this _____ day of _____ 20_____

Conciliator

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



TO: The Information Regulator Officer
P.O Box 31533
Braamfontein
2017
E-mail address: infoereg@justice.gov.za
Tel number: 010 023 5200

I,

Full Names				
Identity Number				
Postal Address				
Street Address				
E-Mail Address				
Contact numbers	Tel. (B):		Facsimile	
	Cellular:			

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 policies and implementation procedures are concerned.

Name of public / private body				
Postal Address				
Street Address				
E-mail Address				
Contact numbers:	Tel (B)		Facsimile	
	Cellular:			

PARTICULARS OF INFORMATION TO BE ASSESSED

PERSONS AFFECTED BY THE RELEVANT INFORMATION PRACTICE/S

THE REASON WHT AN ASSESSMENTIS REQUESTED

SPECIFIC ASPECTS OF THE INFORMATION THAT THE ASSESSMENT SHOULD ADDRESS

Signed at _____ this _____ day of _____ 20_____

Conciliator



You are hereby invited to submit a written response, together with substantiated proof with regards to the *request/the Information Regulator's own initiative to conduct an assessment on/before _____

Signed at _____ this _____ day of _____ 20_____

Information Regulator



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



TO: _____

Reference number: _____

The Information Regulator *was requested to conduct an assessment/ has on its own initiative decided to conduct an assessment, in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), and has, after taking all the relevant information into consideration, to:

processed with an assessment; or
not to proceed with an assessment.

Signed at _____ this _____ day of _____ 20_____

Information Regulator



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



TO: _____

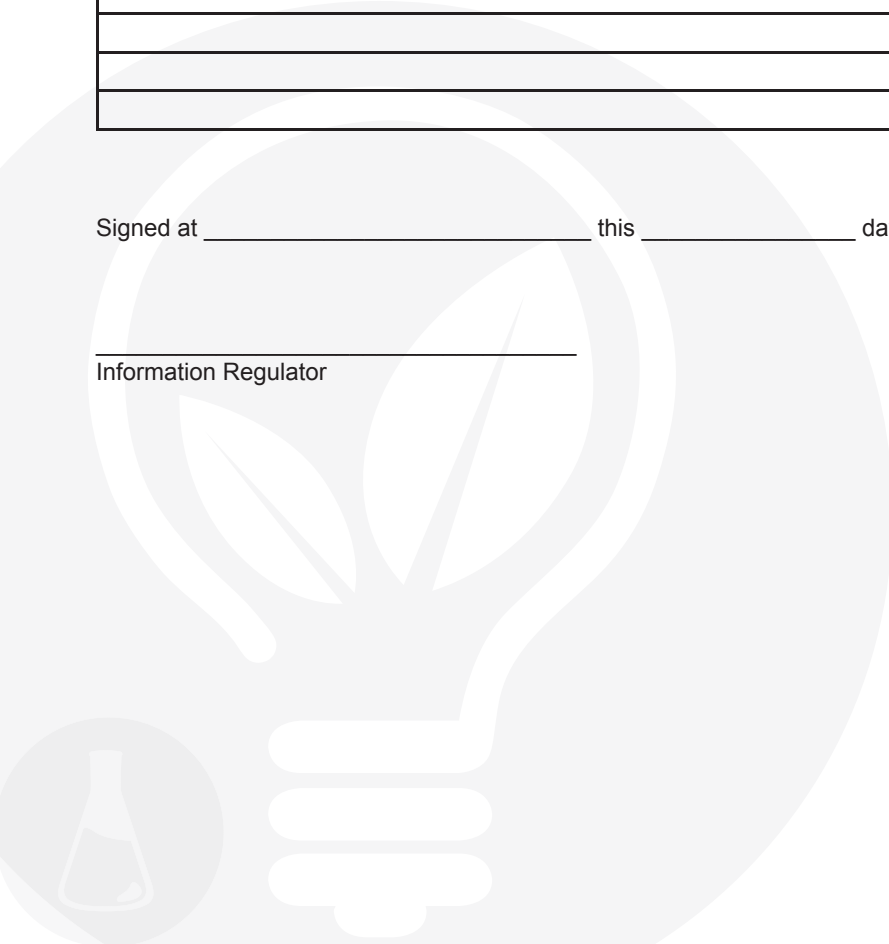
Reference number: _____

The Information Regulator *was requested to conduct an assessment/ has on its own initiative decided to conduct an assessment, in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), and has, after taking all the relevant information into consideration, formed the undermentioned views:

The information Regulator hereby wishes to confirm that it wishes take to take no further action in this regard.
The Information Regulator hereby wishes to confirm that it take the following action in this 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 R300.00
10	Deposit: if search exceeds 6 hours	One third of amount per request 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 R300.00
10	Deposit: if search exceeds 6 hours	One third of amount per request Calculated in terms of item 2 to 8.
11	Postage, e- mail or any other electronic transfer	Actual expense, if any.



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



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

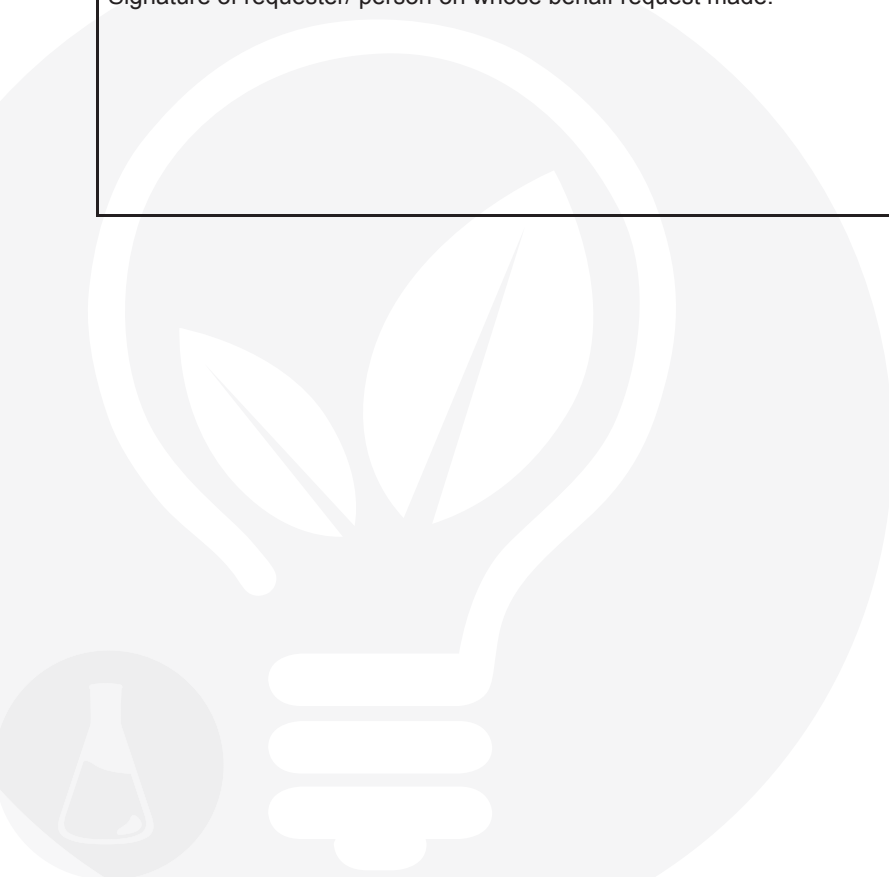
Regulations relating to the Protection of Personal Information, 2018

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 Number	
Residential, postal or business address	
Contact number(s)	
Fax number/ email address	
B. DETAILS OF RESPONSIBLE PARTY	
Names(s) and surname/ registered name	
Residential, postal or business address	
Contact number(s)	
Fax number/ email address	
C. REASONS FOR OBJECTION IN TERMS OF SECTION 11(D) TO (F) (Please provide detailed reasons for the objection)	

Signed at:		
Day:	Month:	Year:
Signature of requester/ person on whose behalf request made:		



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 TERMS OF SECTION 11(d) TO (f) (Please provide detailed reasons for the objection)	
D. Reasons for correction or deletion of the Personal Information about the Data Subject in terms of Section 24 (1)(a) which is in possession or under the control of the Responsible Party; and or reasons for destruction or deletion of a record of Personal Information about the Data Subject in terms of Section 24(1)(b) which the Responsible Party is no longer authorised to retain (please provide detailed reasons for the request)	



ECDC HOUSE,
OCEAN TERRACE PARK
MOORE STREET, QUIGNEY
EAST LONDON, 5201

Tel: 043 704 5601/5646

Fax: 043 704 5700

Email: info@ecdc.co.za

www.ecdc.co.za