

Data Access & Protection Manual

SOETWATER ENVIRONMENTAL EDUCATION CENTRE

This document is made publicly available in terms of **Section 51** of the Promotion of Access to Information Act, 2 of 2000, as amended by the Protection of Personal Information Act, 4 of 2013, and is part of the **Compliance Framework** compiled in terms of Regulation 4 of the Information Regulator Regulations 1383, 14 Dec 2018, relating to the Protection of Personal Information, under Section 112(2) of the Protection of Personal Information Act, 4 Of 2013.

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Sources & References

1. **Section 10** of the Promotion of Access to Information Act, 2 of 2000, as amended by Section 110 of the Protection of Personal Information, 4 of 2013 and its attached Schedule, with regards to the “Guide on how to use the Promotion of Access to Information Act 2 of 2000” initially published by the South African Human Rights Commission (“Section 10 Guide”) but now the responsibility of the Information Regulator.
2. **Section 51** of the Promotion of Access to Information Act, 2 of 2000, as amended by Section 110 of the Protection of Personal Information, 4 of 2013 and its attached Schedule, in particular with regards to the PAIA manual requirements and the added requirements in terms of the protection of personal information.
3. **Regulation 4(c)** of the Information Regulator Regulations 1383, 14 Dec 2018, relating to the Protection of Personal Information, under Section 112(2) of the Protection of Personal Information Act, 4 Of 2013 - “a manual is developed, monitored, maintained and made available as prescribed in sections 14 and 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)”
4. Any mention of “personal information” and “processing” throughout this document refers to the definitions stipulated in the Protection of Personal Information Act, 4 of 2013.

1. Introduction

1. Access to Information

In terms of your constitutional right of access to information and the **Promotion of Access to Information Act** (2 of 2000), you may request access to any information about us or held by us, subject to these conditions:

- 1.1. You need that information to exercise or protect your rights;
- 1.2. The legal grounds for refusal don't apply to your request;
- 1.3. You have duly completed **Form C** (justice.gov.za/forms/form_paia.htm) and sent to us by post, email or fax;
- 1.4. You have paid the prescribed fee(s).

2. Personal Information

In terms of your constitutional right to privacy and the **Protection of Personal Information Act** (4 of 2013), you may at any time, free of charge, request us to confirm whether or not we process personal information about you, and a full description of that information.

- 2.1. To object, use **Form 1** : Objection to the Processing of Personal Information
- 2.2. To request a correction or deletion, use **Form 2** : Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information

2. Section 51(1)(a) PAIA

AS AMENDED BY POPIA

2.1. Introduction

SOETWATER ENVIRONMENTAL EDUCATION CENTRE is a registered non-profit (NPO135-703) association incorporated under section 21 (2001/023049/08) South Africa.

2.2. Duly authorised persons

The PAIA and POPIA “Information Officer” for SOETWATER ENVIRONMENTAL EDUCATION CENTRE may be contacted at info@soetwater.org

2.3. Company contact details

| | |
|----------------------|--|
| COMPANY NAME | SOETWATER ENVIRONMENTAL EDUCATION CENTRE |
| COMPANY REGISTRATION | 012-593 NPO |
| POSTAL ADDRESS | PO Box 48253, Kommetjie, Cape Town, 7976 |
| STREET ADDRESS | <i>Available at request</i> |
| PHONE NUMBER | 021 783 0242 |
| E-MAIL ADDRESS | info@soetwater.org |

3. Section 51(1)(b) PAIA

AS AMENDED BY POPIA

- **Insofar as the Promotion of Access to Information Act is concerned:**

3.1. Section 51(1)(b)(i) PAIA

The South African Human Rights Commission has made available a “Guide on how to use the Promotion of Access to Information Act 2 of 2000” in terms of section 10 PAIA. The Guide can be downloaded at sahrc.org.za/home/21/files/Section%2010%20guide%202014.pdf or at gov.za/sites/default/files/gcis_documents/SAHRC-PAIA-guide2014.pdf. Since the amendment of PAIA by POPIA, the Section 10 is now the responsibility of the Information Regulator.

3.2. Section 51(1)(b)(ii) PAIA

Categories of record which are available (at www.soetwater.org) without a person having to request access in terms of PAIA:-

- 3.2.1. Website Terms of Use;
- 3.2.2. Data Privacy Statement;
- 3.2.3. Cookie-Use Policy;
- 3.2.4. Data Access & Protection Manual.

3.3. Section 51(1)(b)(iii) PAIA

Description of the records which may be available, if applicable, in accordance with any other legislation (source : SAICA Guide on the Retention of Records, May 2021)

| Non-Profit Organisations Act, 71 of 1997 | Retention Period |
|--|------------------|
| NPOs register voluntarily with the NPO Directorate, and submit annual reports. The Directorate, as a public office, holds information about registered NPOs for the public to access. This increases the transparency and accountability of the organisation beyond its immediate role-plays. This accountability and transparency improves the governance of an organisation as it is also expected that a registered NPO must comply with the requirements of the NPO Act. | |
| Every registered nonprofit organisation must preserve each of its books of account, supporting vouchers, records of subscriptions or levies paid by its members, income and expenditure statements, balance sheets and accounting officer's reports, in an original or reproduced form, for the prescribed period. (Department of Social Development webpage state that the documents should be retained for 5 years) | 5 years |

| Companies Act, 71 of 2008 | Retention Period |
|---|---|
| General rule for company records: Any documents, accounts, books, writing, records or other information that a company is required to keep in terms of the Act and other public regulation | 7 years or longer (as specified in other public regulation) |
| Notice of Incorporation (Registration certificate) | Indefinite |
| Memorandum of Incorporation and alterations or amendments Rules | Indefinite |
| Register of company secretary and auditors | Indefinite |
| Regulated companies (companies to which chapter 5, part B, C and Takeover Regulations apply) - Register of disclosures of person who holds beneficial interest equal to or in excess of 5% of the securities of that class issued | Indefinite |
| Notice and minutes of all shareholders meeting including resolutions adopted and documents made available to holders of securities | 7 years |
| Copies of reports presented at the annual general meeting of the company | 7 years |
| Copies of annual financial statements required by the Act Copies of accounting records as required by the Act | 7 years |
| Record of directors and past directors, after the director has retired from the company | 7 years |

| | |
|---|------------|
| Written communication to holders of securities | 7 years |
| Minutes and resolutions of directors' meetings, audit committee and directors' committees | 7 years |
| Securities register and uncertificated securities register | Indefinite |

| Electronic Communication and Transaction Act, 25 of 2002 | Retention Period |
|---|--|
| Personal information and the purpose for which the data was collected must be kept by the person who electronically requests, collects, collates, processes or stores the information | As long as information is used, and at least 1 year thereafter |
| A record of any third party to whom the information was disclosed must be kept for as long as the information is used | As long as information is used and at least 1 year thereafter |
| All personal data which has become obsolete | Destroy |

| Tax Administration Act, 28 of 2011 | Retention Period |
|--|---------------------------------|
| Records, books of account, tax returns or documents enable the person to observe the requirements of a Tax Act; are specifically required under a Tax Act or by the Commissioner by public notice; and will enable the South African Revenue Service (SARS) to be satisfied that the person has observed these requirements. In their original form in an orderly fashion at a safe place, in any other form (including electronic) as may be prescribed by the SARS Commissioner in a public notice, or in a form specifically authorised by a senior SARS official, at a place physically located in South Africa. | 5 years from date of submission |

| Income Tax Act, 58 of 1962 | Retention Period |
|--|---|
| In respect of each employee the employer shall keep a record showing (para 14(1)(a)-(d)): amount of remuneration paid or due by him to the employee, the amount of employees' tax deducted or withheld from the remuneration paid or due, the income tax reference number of that employee, and any further prescribed information | 5 years from the date of submission of the return |

| Value Added Tax Act, 89 of 1991 | Retention Period |
|---|---|
| lists of debtors and creditors showing the amounts owing by the debtors and owing to the creditors, record of all goods and services, imported goods, the charts and codes of account, the accounting, instruction manuals and the system and programme documentation which describes the accounting system used for each tax period in the supply of goods and services; | 5 years from date of submission of the return |

| Promotion Of Access To Information Act, 2 Of 2000 | Retention Period |
|--|------------------|
| POPIA/PAIA manual, schedule of requests in terms of PAIA | Indefinite |

| Protection of Personal Information Act, 4 of 2013 | Retention Period |
|--|------------------|
| Compliance Framework, Impact Assessment, POPIA & PAIA Manual, internal Request Procedures and Schedules, and internal employee awareness sessions. | Indefinite |

3.4. Section 51(1)(b)(iv) PAIA

3.4.1. SUFFICIENT DETAIL TO FACILITATE A REQUEST FOR ACCESS TO A RECORD HELD BY US

See below: “Requests”

3.4.2. DESCRIPTION OF THE SUBJECTS ON WHICH WE (MAY) HOLD RECORDS:

Our core day-to-day business operations necessitate us to hold records, for purposes related to this website, on:

3.4.2.1. **Website visitors** - Our website uses cookies to record users’ interaction with our website, which helps us to optimise its functionality and to remember users' preferences. Users of our website have the option to consent to our collection and use of cookie information, to disable specific cookies, or disable all cookies. We never use this information to build an identifiable profile about the website users, or to link this information with other identifiable information. Records, collected via cookies with users’ consent, may include the (anonymised) IP address a device uses to connect to the Internet, device and browser type and version, time zone setting, operating system, page interaction and navigation;

- 3.4.2.2. **People contacting us via the website** - Records may include first and last name, email address, and other identifiers that people voluntarily share with us.
- 3.4.2.3. **Mailing list subscribers** - Records may include first name, last name and email address.

- **Insofar as the Protection of Personal Information Act is concerned:**

3.5. Section 51(1)(c)(i) PAIA

3.5.1. The purpose of the processing:-

SOETWATER ENVIRONMENTAL EDUCATION CENTRE processes personal information in the normal operation of its business(es) to:-

- 3.5.1.1. to help us identify data subjects when they contact us;
- 3.5.1.2. to reply to (personal) requests made via the website;
- 3.5.1.3. to facilitate the management, payment and delivery of services and products to our clients;
- 3.5.1.4. to personalise the services and products we offer;
- 3.5.1.5. to analyse website usage to better understand how our website is accessed and used;
- 3.5.1.6. to carry out analysis of website visitor and potential client profiling;
- 3.5.1.7. for general administration, financial and tax purposes;
- 3.5.1.8. for legal or contractual purposes;
- 3.5.1.9. to inform our existing customers of the products and services we offer.

3.5.2. Legal basis for processing personal information:-

3.5.2.1. Section 11(1)(a) POPIA

The data subject consents to the processing (and only for as long as this consent has not been withdrawn or objected to in terms of Section 11(2) (b) and Section 11(3) POPIA);

3.5.2.2. Section 11(1)(b) POPIA

Processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is party;

3.5.2.3. Section 11(1)(c) of POPIA

Processing is imposed on us by law;

3.5.2.4. Section 11(1)(d) POPIA

Processing protects a legitimate interest of the data subject;

3.5.2.5. Section 11(1)(e) POPIA

Processing is necessary for the proper performance of a public law duty by a public body; or

3.5.2.6. Section 11(1)(f) POPIA

Processing is necessary for pursuing our legitimate interests or those of a third party to whom the information is supplied;

3.6. Section 51(1)(c)(ii) PAIA

A description of the categories of data subjects and of the information or categories of information relating thereto: *please refer to our summary under Section 51(1)(b)(iv) PAIA above.*

3.7. Section 51(1)(c)(iii) PAIA

The recipients or categories of recipients to whom the personal information may be supplied:

- 3.7.1. From time to time, SOETWATER ENVIRONMENTAL EDUCATION CENTRE staff, accountants, auditors or government officials may request access to information that has been collected via our website for administrative, tax and company regulation purposes;
- 3.7.2. “Online Brand Ambassadors” are “operators” as defined by sections 1, 20 and 21 of POPIA, and manage website and email hosting for www.soetwater.org. Online Brand Ambassadors may not process personal information they manage on our behalf for their own purposes, and must manage any personal information they manage on our behalf only after our prior authorisation and under conditions of confidentiality.
- 3.7.3. Receiving personal information from third parties: When SOETWATER ENVIRONMENTAL EDUCATION CENTRE receives personal information from any third party on behalf of a data subject, we require confirmation that such a third party has written consent from the data subject indicating that the data subject is aware of and consents with the transfer of their personal information, the purpose for which it may be

used, and does not have expressed any objection to our processing their personal information accordingly.

3.8. Section 51(1)(c)(iv) PAIA

(Planned) Transborder flows of personal information: all personal information is processed either *physically* at the SOETWATER ENVIRONMENTAL EDUCATION CENTRE main office, or *digitally* on servers hosted in South Africa. We do not transfer personal information to third parties outside of South Africa.

3.9. Section 51(1)(c)(v) PAIA

A general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information which is to be processed:

We have established the following internal procedures and adequate measures to keep the personal information we process secure:-

- 3.9.1. POPIA / PAIA compliance assessments, compliance framework and ongoing monitoring and support by the appointed Information Officer;
- 3.9.2. Staff training, awareness sessions and ongoing legal support;
- 3.9.3. We only contract reputable and compliant suppliers and contractors with a track record of privacy compliance;
- 3.9.4. Physical safeguards: controlled access, office anti-burglar security, computer master password, anti-virus software;

3.9.5. Digital safeguards:

- 3.9.5.1. The Operator for www.soetwater.org and email is onlinebrandambassadors.com, who are bound by sections 20 and 21 of POPIA, and who maintain software updates, and perform regular manual checks;
 - 3.9.5.2. Specialised automated security software scans our website for intrusions, malicious software or attacks;
 - 3.9.5.3. Only ‘operators’ (as defined in POPIA) with whom we have written contracts may process personal information on our behalf, on condition of confidentiality and only with our prior knowledge and authorisation;
 - 3.9.5.4. Your connection to www.soetwater.org is secured by Hypertext Transfer Protocol Secure (HTTPS), a protocol used for secure communication over a computer network by encrypting communication using Transport Layer Security (TLS) or, formerly, Secure Sockets Layer (SSL). The protocol is therefore also referred to as HTTP over TLS, or HTTP over SSL. HTTPS’ bidirectional encryption of communications between a client and server authenticates the accessed website, and protects the privacy and integrity of the exchanged data while in transit against man-in-the-middle attacks, eavesdropping and tampering;
 - 3.9.5.5. Our office computers run updated versions of anti-virus software and are access-protected by master passwords.
- 3.9.6. Should there be reasonable grounds for believing that personal information has been accessed by an unauthorised person, we will notify the Information Regulator as soon as reasonably possible after the

discovery of the compromise, and we will notify you by e-mail if your information is affected, or place a notification in a prominent position on www.soetwater.org, unless this notification would compromise the investigation into the data breach.

3.10. Section 51(1)(c)(f) PAIA

In general such other information as may be prescribed.

3.11. Section 51(3) PAIA

This manual is made available as prescribed:-

- (a) on our website at www.soetwater.org;
- (b) at the principal place of business of SOETWATER ENVIRONMENTAL EDUCATION CENTRE for public inspection during normal business hours;
- (c) to any person upon request and upon the payment of a reasonable amount; and
- (d) to the Information Regulator upon request.

4. Section 52 PAIA

AS AMENDED BY POPIA

We have voluntarily chosen to make the following information readily available without a person having to request access in terms of PAIA ('section 52 notice' or a 'voluntary disclosure notice'), subject to a prescribed fee for reproduction as per section 52(3) PAIA:-

- 4.1. Website Terms of Use for www.soetwater.org;
- 4.2. Data Privacy and Cookie Statement - set out how we process personal information and our compliance procedures with POPIA and PAIA;
- 4.3. Data Access & Protection Manual - sets out how requests may be submitted in terms of the right to access to information or in terms of the right to (informational) privacy.

5. Requests

CHAPTER 3 PAIA AS AMENDED BY POPIA

- **Insofar as the Promotion of Access to Information Act is concerned:**

5.1. PAIA Requests

“PAIA requests” are requests for access to any information held by us, whether that information is “personal information” in terms of POPIA or not. Access to information is not a right in itself, but may only be requested if that information is required for the exercise or protection of other rights (section 50 PAIA).

5.2. Form of request

A request to access to a record held by SOETWATER ENVIRONMENTAL EDUCATION CENTRE must be made by means of a duly completed **Form C** (which may be downloaded here: justice.gov.za/forms/form_paia.htm) and sent to us by post, email or fax (section 53 PAIA).

Your request must be accompanied by:-

- (a) sufficient particulars to enable us to identify- (i) the record(s) requested; and (ii) the requester;
- (b) an indication of which form of access is required;
- (c) your postal address or fax number in South Africa, or any other manner you wish to be informed of the decision on the request;
- (d) the identification of the right you are seeking to exercise or protect;
- (e) an explanation of why the requested record is required for the exercise or protection of that right; and
- (f) if the request is made on behalf of a person, proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the head.

5.3. Fees

Anyone, other than a personal requester (this is a requester seeking access to a record containing *personal information* about the requester), who makes a request for access will be required to pay the prescribed request fee (if any) before the request is further processed. A deposit of one third of the access fee may be required from a requester, other than a personal requester, if the search and preparation of the requested record requires more than the hours prescribed for this purpose.

5.4. Refusal

We may refuse access to a record held by us in terms of Chapter 4 of the Promotion of Access to Information Act, including when access would involve the unreasonable disclosure of personal information about a third party (including deceased persons) (section 63), or when access would be in contravention of our mandatory protection of commercial information of a third party as specified in section 68 (section 64), of our mandatory protection of certain confidential information of third party (section 65), of our mandatory protection of safety of individuals, and protection of property (section 66), of our mandatory protection of records privileged from production in legal proceedings (section 67) or of our mandatory protection of research information of third party, and protection of research information of private body (section 69).

5.5. Appeal

A requester may lodge an internal appeal against our decision in terms of Part 4, Chapter 1 of the Promotion of Access to Information Act.

- **Insofar as the Protection of Personal Information Act is concerned:**

5.6. POPIA requests

“POPIA requests” are requests made by data subjects about personal information we may or may not process about them. Data subjects do not need to show that they need access to their personal information in the

exercise or protection of another right; POPIA establishes access to personal information about yourself as a right in itself.

Data subjects may request confirmation about whether or not we process personal information about them, access to that information, objection, amendments or destruction of the information.

5.7. Form of request

Section 25 POPIA stipulates that all data subject requests must be made compliant with section 53 PAIA. This implies that all requests must contain at least:

- (a) sufficient particulars to enable us to identify- (i) the record(s) requested; and (ii) the requester;
- (b) an indication of which form of access is required;
- (c) your postal address or fax number in South Africa, or any other manner you wish to be informed of the decision on the request;
- (d) the identification of the right you are seeking to exercise or protect;
- (e) an explanation of why the requested record is required for the exercise or protection of that right; and
- (f) if the request is made on behalf of a person, proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the head.

5.8. Request for correction

Form 2 : Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information
Section 24(1) of the Protection of Personal Information Act, 4 of 2013,
Regulation 3 : Regulations relating to the Protection of Personal Information, 2018 ☺ onlinebrandambassadors.com/popia/

5.9. Objection

Form 1 : Objection to the Processing of Personal Information
Section 11(3) of the Protection of Personal Information Act, 4 of 2013,
Regulation 2 : Regulations relating to the Protection of Personal Information, 2018 ☺ onlinebrandambassadors.com/popia/

5.10. Request for deletion

Form 2 : Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information
Section 24(1) of the Protection of Personal Information Act, 4 of 2013,
Regulation 3 : Regulations relating to the Protection of Personal Information, 2018 ☺ onlinebrandambassadors.com/popia/

6. Complaints

- **Insofar as the Promotion of Access to Information Act is concerned:**

You may within 180 days of our decision in relation to your access to a record held by us, submit a complaint to the Information Regulator in the prescribed manner and form for appropriate relief. You may only submit a complaint to the Information Regulator after you have exhausted our internal appeal procedure. (section 77A PAIA as amended by POPIA)

- **Insofar as the Protection of Personal Information Act is concerned:**

In terms of section 74 POPIA, any person may submit a complaint to the Information Regulator in writing, in the prescribed manner and form (download **Form 5** from www.onlinebrandambassadors.com/popia/), alleging interference with the protection of your (or someone else's) personal information. "Interference" means any breach of the conditions for the lawful processing of personal information as referred to in Chapter 3 of POPIA, non-compliance with sections 22, 54, 69, 70, 71 or 72 POPIA; or a breach of the provisions of a code of conduct issued in terms of section 60 POPIA. In terms of section 99 POPIA, you, or at your request, the Information Regulator, may institute a civil action for damages for breach of any provision of POPIA as referred to in section 73, whether or not there is intent or negligence on our part.