



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
EDUCATION

PAIA MANUAL

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

DATE OF COMPILATION: 01/10/2019

DATE OF REVISION: 01/10/2021

1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	"PAIA"	Promotion of Access to Information Act No. 2 of 2000;
1.2	"DIO"	Deputy Information Officer;
1.3	"IO"	Information Officer;
1.4	"MEC"	Member of Executive Council
1.5	"LDoE"	Limpopo Department of Education;
1.6	"PFMA"	Public Finance Management Act No.1 of 1999 as Amended;
1.7	"POPIA"	Protection of Personal Information Act No.4 of 2013;
1.8	"IM"	Information Manager;
1.9	"MTEF"	Medium Term Expenditure Framework
1.10	"IR"	Information Regulator
1.11	"ICT"	Information Communication Technology
1.12	"ECD"	Early Childhood Development
1.13	"CSD"	Central Supplier Database
1.14	"SASA"	South African Schools Act
1.15	"SAQA"	South African Qualifications Authority
1.16	"SASAMS"	School Administration and Management system
1.17	"SCM"	Supply Chain Management
1.18	"SETA"	Sector Education and Training Authority
1.19	"SG"	Superintendent General
1.20	"SGB"	School Governing Body
1.21	"SITA"	State Information Technology Agency
1.22	"SSA"	State Security Agency
1.23	"HRM"	Human Resource Management
1.24	"RM"	Records Management

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1.** Check the nature of the records which may already be available at Limpopo Department of Education, without the need for submitting a formal PAIA request;
- 2.2.** Have an understanding of how to make a request for access to a record of the Limpopo Department of Education;
- 2.3.** Access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4.** Know all the remedies available from the Limpopo Department of Education regarding request for access to the records, before approaching the Regulator or the Courts;
- 2.5.** The description of the services available to members of the public from the Limpopo Department of Education, and how to gain access to those services;
- 2.6.** A description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7.** If the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8.** Know if the Limpopo Department of Education has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.9.** Know whether the Limpopo Department of Education has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE LIMPOPO DEPARTMENT OF EDUCATION

3.1. Objectives/Mandate

Legislation	Key Responsibilities arising from the Legislation
National Education Policy Act, 1996 (Act 27 of 1996)	<p>This provides for the determination of national policy for education. Section 29(1) guarantees access to basic education. This section also addresses matters of quality and standards.</p> <p>Section 29, read with Chapter 3 of the Constitution on cooperative governance.</p>
General and Further Education and Training Quality Assurance Act	This quality assures the external examination in the schooling system
South African Schools Act, 1996 (SASA);	SASA promotes access, quality, and democratic governance of schools, compulsory education, two types of schools as well as school funding norms for poverty reduction and redress.
Employment of Educators Act, 1998;	Regulates the employment and conditions of service for educators
Public Service Act, 1994;	Provides for the organisation and regulation of the public service
South African Council for Educators Act, 2000 (Act No. 31 of 2000);	Provides for the regulation of professional, moral and ethical responsibilities of educators
Employment Equity Act, 1998;	Provides for the protection of employees from unfair discrimination and provides criteria for implementing Affirmative Action.

Legislation	Key Responsibilities arising from the Legislation
Labour Relation Act, 1995	Aims for the advancement of economic development, social justice, labour peace and democracy in the workplace
Skills Development Act, 1998	Aims to develop and improve skills of the country's workforce.
Basic Conditions of Employment Act, 1997;	Regulates the conditions of service of the workforce, leave, working hours, pay slips and terminations
Public Finance Management Act, 1999	Provides for the broad issues of Financial Management and procurement of goods and services in line with Section 217 of the Constitution

3.2. Vision

Excellence in provisioning of innovative quality basic education

3.3. Mission

To provide quality and innovative education programmes for learners in Grades RR to 12

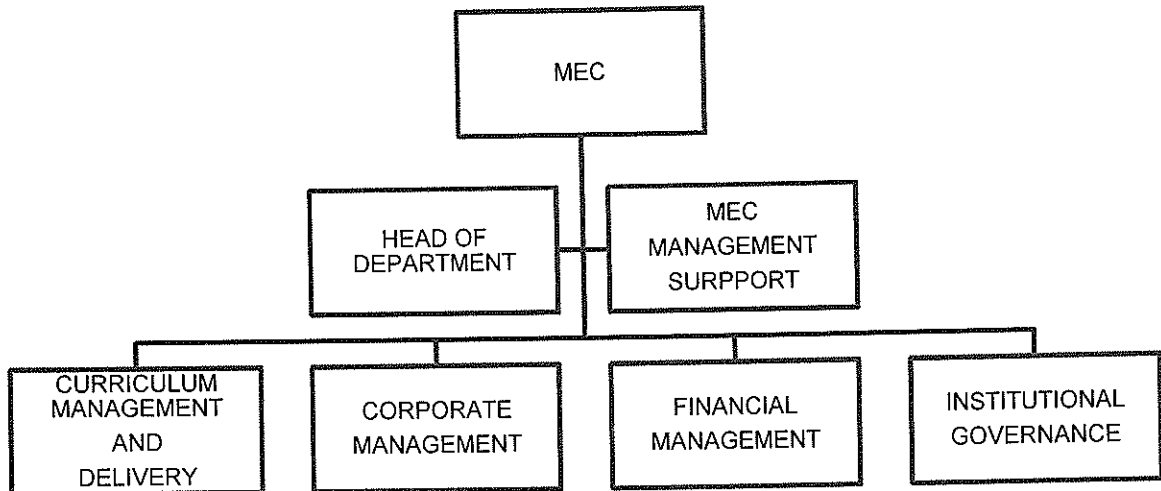
3.4. Values

Services to Clients will be delivered in line with the following:

- **Excellence:** To be result oriented, cost effective, ensure superior performance and strive for client/stakeholder satisfaction
- **Professionalism:** carry out work with respect for others' rights as enshrined in the Constitution, accountability to authority and responsibility to clients
- **Innovative:** introducing or using new ideas or methods in carrying out one's responsibilities
- **Integrity:** uncompromising adherence to moral and ethical principles which leads to doing the right thing in all circumstances, even when no one is watching.

4. STRUCTURE OF THE LIMPOPO DEPARTMENT OF EDUCATION AND FUNCTIONS

4.1. Structure



4.2. Functions

- a) To provide overall management of the education system in accordance with the National Education Policy Act., the Public Finance Management Act, and other policies.
- b) To provide public ordinary education from Grades R to 12, in accordance with all relevant policy framework
- c) To support independent schools in accordance with the South African Schools Act.
- d) To provide compulsory public education in special schools in accordance with the South African Schools Act and White Paper 6 on inclusive education Including E-learning and inclusive education
- e) To provide Early Childhood Education (ECD) at the Grade R and pre-grade R in accordance with White Paper 5.
- f) To provide and maintain infrastructure facilities for schools and non-schools
- g) To provide the education institutions as a whole with examination and education related services.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE LIMPOPO DEPARTMENT OF EDUCATION

5.1. Chief Information Officer

Name: Dederen K.O
Tel: 015 290 7702
Email: DederenKO@edu.limpopo.gov.za
Fax number: 086 218 0560

5.2. Deputy Information Officer

Name: Modipane C.M
Tel: 015 290 9381/072 528 5777
Email: ModipaneCM@edu.limpopo
Fax Number: 086 218 0560

5.3. Access to information general contacts

Email: *records@edu.limpopo.gov.za*

5.4. Head Office

Postal Address: Limpopo Department of Education
Private Bag x9489
POLOKWANE
0700

Physical Address: Department of Education
113 Biccard & excelsior Street
Polokwane
0700

Telephone: 015 290 7702
Email: records@edu.limpopo.gov.za
Website: <https://www.edu.limpopo.gov.za>

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE LIMPOPO DEPARTMENT OF EDUCATION

6.1. Internal appeal

A requester or a third party may lodge an internal appeal against a decision of the Information Officer or Deputy Information Officer. The appeal may be lodged with the MEC of the department, or the person designated in writing by the MEC, on any of the following grounds:

- a refusal to grant access; or
- The tender or payment of the request fee in terms of section 22(1) of PAIA; or
- the access fee to be paid is too excessive; or
- the tender or payment of a deposit in terms of section 22(2) of PAIA; or
- the decision of the Information Officer to grant a request for access; or
- an extension of period in terms of section 26(1) of PAIA; or
- refusal to grant access to records in a particular form requested, in terms section 29 (3) of PAIA;
- failure to disclose records; or
- refusal to grant request to waive the fees.
- A decision taken in terms of section 22; 26(1) or 29(3)

Part 4, Chapter 1 of the Act provides procedures to be followed on internal appeals against decisions of information officer or deputy information officer of certain public bodies.

6.2. Process for complaining to the Information Regulator (IR) or any regulatory body; and/or

Chapter 10, section 74 and 75 of the POPI Act provides procedures to be followed when lodging/submitting a complain to the Information Regulator or any regulatory body against any interference with the protection of the personal information of a data subject by information officer or deputy information officer of certain public bodies. Section 74 outlines that: -

- a) Any person may submit a complaint to the Regulator in the prescribed manner and form alleging interference with the protection of the personal information of a data subject;
- b) A responsible party or data subject may, in terms of section 63(3), submit a complaint to the Regulator in the prescribed manner and form if he, she or it is aggrieved by the determination of an adjudicator.

6.3. Process for approaching the Court with jurisdiction for appropriate relief.

A requester or third party referred to in section 74(1) and (2) may only apply to a court for appropriate relief in terms of section 82 after that requester or third party has exhausted the internal appeal procedure against a decision of the Information Officer of Limpopo Department of Education as provided for in section 74.

Part 4, Chapter 2 of the Act provides procedures to be followed on process for approaching the Court with jurisdiction for appropriate relief appeals against decisions of Information Officer or Deputy Information Officer of certain public bodies

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

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

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

7.3. The aforesaid Guide contains the description of-

7.3.1. the objects of PAIA and POPIA;

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

7.3.2.1. the Information Officer of every public body, and

7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

- 7.3.3.** the manner and form of a request for-
- 7.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 7.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 7.3.4.** the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 7.3.5.** the assistance available from the Regulator in terms of PAIA and POPIA;
- 7.3.6.** all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
- 7.3.6.1. an internal appeal;
 - 7.3.6.2. a complaint to the Regulator; and
 - 7.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 7.3.7.** the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 7.3.8.** the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

7.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

7.3.9.1. the regulations made in terms of section 92¹¹.

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

7.4.1. upon request to the Information Officer;

7.4.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

7.5. Request procedure

Any existing recorded information in the possession of the Department of Education may be requested. However, in terms of section 22(1) of the Act, a requester who seeks access to a record containing personal information about the requester is not required to pay the request fee.

a) Process

In order to process a request for information in terms of the Act, the Department has implemented the following process:

Step 1: Application process

To request information the requester should complete the request form (see Appendix: Form A) and submit it using any of the following options:

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

By hand:

Information Officer of the Department of Education, Cnr 113 Biccard & Excelsior Street,
Polokwane, 0700

By post:

Information Officer of the Department of Education, Private Bag X 9489, Polokwane, 0700

OR By email:

ModipaneCM@edu.limpopo.gov.za / MphahleleRE@edu.limpopo.gov.za

As prescribed by the Act an amount of R100, 00 must accompany the request for information. This is payable by cheque, made out to Department of Education marked not negotiable and non-transferable; postal order or deposited into the Department's bank account (proof of deposit must accompany the request form):

Account details:

Name of Account Holder: Limpopo Provincial Government PMG Education

Account Number: 061835099

Account Type: Business Current Account

Branch: Polokwane Square

Branch Code: 052548

Branch Code for Electronic payment: 051001

Step 2: Validation and acknowledgement

The Information Officer of the Department receives and validates the request to see whether the required information is available in the Department. The request is accepted, rejected or transferred to the relevant designated Deputy Information Officer. An acknowledgement correspondence is forwarded by the Information Officer to the requester to confirm the status of the request.

Step 3: Information processing

If the request is accepted, the Department will gather and prepare the information and calculate the relevant cost involved.

Step 4: Final notification

The requester will be informed of the finalisation of the request as well as the outstanding fees payable to the Department.

Step 5: Payment and delivery

Once the payment stipulated in Step 4 has been received (following the same payment process as stipulated in Step 1), the information will be released to the requester.

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE LIMPOPO DEPARTMENT OF EDUCATION

The Limpopo Department of Education holds records on the following subjects and categories:

Subjects on which the body holds records	Categories of records held on each subject
Strategic Documents (Plans and Report)	<ul style="list-style-type: none">- Departmental Calendar of Activities- Strategic Plan- Annual Performance Plan- Operational Plan- Reports- Performance Reviews- Risk Management & Implementation plans- Service delivery improvement Plans- Service Standards- Citizens Reports
Financial Administration	<ul style="list-style-type: none">- Budget estimates compilation- Budget speech- Adjustment budget- Conditional Grants- Rollover funds- Surrendered funds- Payments of revenue- Donations- Revenue- Treasury Authority/Approval- SCOPA matters- Annual Financial statement- Audit Report

Subjects on which the body holds records	Categories of records held on each subject
	<ul style="list-style-type: none"> - Internal Audit
Human Resources	<ul style="list-style-type: none"> - HR policies and procedures; - Advertised posts; - Employees records; - Learning and development e.g.: skills development and training plans; - Youth Development and Talent Management records; - Employment equity plan and statistics; - Applications for employment forms; - Human Resource strategic plan; - Labour saving devices and telecommunication records; - Leave plans and records; - Records for Information technology equipment and users; - Labour Relations records; - Staff recruitment and utilisation records; - Security and MISS inspection reports - Employee Assistance Programme (EAP) records. - HIV- AIDS reports - Organisational Structure - Staff movement; - Employee Financial Matters records; - Employees Travelling and Transport records; - Staff establishment and Job evaluation records; - Compensation of Occupational Injury on duty records; - Exit interviews records;
Curriculum and Governance	<ul style="list-style-type: none"> - Curriculum plans & Strategies - Acquisition & Development of support material - Research - Assessment & Progression - Teacher development - Learner Performance

Subjects on which the body holds records	Categories of records held on each subject
	<ul style="list-style-type: none"> - Management of Professional Services - Full Service School - Learner admission - Annual National Assessment - Senior Certificate old Syllabus - Adult Basic Education Training Centres - Institutional Governance & Coordination Support Services Youth sport Recreation & safety programmes - Career guidance services - Integrated School Health Programmes - HIV & AIDS & Life skills empowerment - Best School Awards - School Governing Body - Curriculum Policy Statement - National Curriculum Statement Exams - School Calendar - School registration - School Fees - Combination Time Table - Previous Question Papers - Radio Lesson schedule - National Teacher Awards - ABET Centre - Registered Exam Centres - Independent Schools - School Governing Bodies - Learner Teacher Support Material - Learner Transport - School Infrastructure - Special Schools - Bursary Application Forms - Home Education - Matric Support Centre - Teacher Development

Subjects on which the body holds records	Categories of records held on each subject
	<ul style="list-style-type: none"> - Quality Learning and Teaching Campaign - School Furniture - Education Information Systems - Expanded Public Works Programme - School Safety - In School Sports, Arts and Culture - Merging of Schools - Norms and Standards for School Funding - National School Nutrition Programme - E-Learning - Monitoring of schools - School Post Establishment - Combination of results - Statement of results - Certificate - Teacher Laptop Initiatives - Information statistics

9. CATEGORIES OF RECORDS OF THE LIMPOPO DEPARTMENT OF EDUCATION WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category	Document Type	Available on Website	Available upon request
Supply Chain Management	- Supply Chain Management Notices	X	
	- Bid advertisement	X	
	- Closed and received bids	X	
	- Awarded Bids	X	

Category	Document Type	Available on Website	Available upon request
	- Tender Documents		X
Legislation /Regulations	Treasury Regulations	X	
	South African Schools Act	X	
	Education Circulars	X	
	Education Policies	X	
Strategic Documents (Plans and Report)	- Organisational profile (Overview, Objectives, Functions, Annual Reports;	X	
	- MEC speech	X	
	- Publications	X	
	- Strategic Plan;	X	
	- Annual Performance Plan;	X	
	- Quarterly Performance Report	X	
Financial Administration	- Budget speech	X	
	- Financial Statement	X	
	- Payment and receipts		X
	- Budget statements and Budget and expenditure review	X	
	- Budget Policy Statements	X	
	- Financial Delegation	X	
Human Resources	- Organisational Structure	X	
	- Departmental contact numbers	X	
	- Application Forms for employment		X
	- Departmental Policies	X	
	- Procedure /Process Manuals		X
	- Citizen's report.		X
	- Service standards.	X	

Category	Document Type	Available on Website	Available upon request
	- Service delivery charter.		X
	- Newsflash		x
	- Batho-Pele principle pamphlets		x
	- Citizen guide		X
	- Advertisement for Employment	X	
	- Transversal Circular	X	
	- Departmental Events Calendar	X	
Curriculum and Governance	- Curriculum Policy Statement	X	
	- National Curriculum Statement Exams	X	
	- School Calendar	X	
	- School Fees	X	
	- Combination Time Table	X	
	- Previous Question Papers	X	
	- Radio Lesson schedule	X	
	- National Teacher Awards	X	
	- ABET Centre	X	
	- Registered Exam Centres	X	
	- Independent Schools	X	
	- School Governing Bodies	X	
	- Learner Admission and registration	X	
	- Learner Performance Report	X	
	- Learner Teacher Support Material	X	

Category	Document Type	Available on Website	Available upon request
	- Learner Transport		X
	- School Infrastructure	X	
	- Special Schools	X	
	- Bursary Application Forms	x	
	- Home Education	x	
	- Matric Support Centre	X	
	- Teacher Development	X	
	- Quality Learning and Teaching Campaign	x	
	- School Furniture		X
	- Education Information Systems	X	
	- Expanded Public Works Programme		x
	- School Safety		X
	- In School Sports, Arts and Culture	X	
	- Merging of Schools	X	
	- Norms and Standards for School Funding	X	
	- National School Nutrition Programme		X
	- E-Learning		X
	- Monitoring of schools		x
	- School Post Establishment		X
	- Combination of results		x
	- Statement of results		X
	- Certificate		X
	- Teacher Laptop Initiatives	x	

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE LIMPOPO DEPARTMENT OF EDUCATION AND HOW TO GAIN ACCESS TO THOSE SERVICES

10.1 Powers, duties and function

Services rendered by the Western Cape Education Department	How of Access the Services	
	Landline	Mobile Wats app only
Personnel Services	015 284 6500	082 044 8222
Finance Services	015 290 7600	079 888 4527
Curriculum Services	015 2907601	082 550 6271
Governance Services	015 290 7802	082 903 7144
	015 290 9315	082 451 4145
Rentmester	015 291 2706	

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY LIMPOPO DEPARTMENT OF EDUCATION

In most instances, legislation prescribes the following procedures for making matters known and for public participation:

- Notification in the media, such as the Provincial Gazette, provincial newspapers and local/community newspapers
- Workshops with concerned and affected groups
- Notification on the Department's website
- Manuals and guideline documents (sometimes)

12. PROCESSING OF PERSONAL INFORMATION

12.1. Purpose of Processing

Personal Information is processed to comply with the Public Body's constitutional and legislative mandates as set out in its Annual Strategic, Business and Performance Plans available at www.edu.limpopo.gov.za

12.2. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Personal Information is used for:

- a) Human resources and employment purposes such as (1) recruitment, selection and placement; (2) administration of compensation and benefits; (3) performance management and training; and (4) government reporting (5) parent data (6) learner data.
- b) Risk management which includes physical and electronic security and access control;
- c) Planning;
- d) Procurement of goods and services; and
- e) Rendering of services.

12.3. Description of the categories of Data Subjects, information processed and recipients thereof

Data Subjects	Information	Recipients
Prospective employees, current employees, consultants, interns and volunteers	Name, identification number, biographical information; - Contact details; - Educational, employment and criminal history; - Biometric and health information; - Psychometric assessments; and - References, background checks.	Relevant Provincial and National Government Departments and their agents.
Current employees, consultants, interns	Account information; - Performance reports; and - Skills/training reports.	Relevant Provincial and National Government Departments and their agents
Prospective and current suppliers, service providers, contractors, sub, contractors and business partners	Name, identification number/company registration number; - Relevant registration number; - Contact details; - Financial history; - References, background checks; - Account information; and - Performance reports	Relevant Provincial and National Government: - Departments; - Public Entities; - Business Enterprises; and their agents.
Service users (clients / customers) and visitors.	Name, identification number, biographical information - Contact details - Compliments or complaints	Relevant Provincial and National Government: - Departments - Public Entities; Public Enterprises; and their agents.

Data Subjects	Information	Recipients
Prospective parents and current parents	Name, identification number, biographical information; • Contact details;	Only for internal departmental use. No sharing of information
Prospective and current learners	Name, identification number, biographical information; • Contact details; • Academic History	Relevant Provincial and National Government Departments and their agents.
Volunteers and Partners	Name, identification number, biographical information • Contact details;	

12.4. Planned transborder flows of personal information

Transfers of personal information outside the Republic

The Limpopo Department of Education shall not transfer personal information about a data subject to a third party who is in a foreign country unless—

- a) The third party who is the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection that—
 - i. effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural or juristic person; and
 - ii. includes provisions relating to the further transfer of personal information from the recipient to third parties who are in a foreign country;
- b) The data subject consents to the transfer;
- c) The transfer is necessary for the performance of a contract between the data subject and the Limpopo Department of Education, or for the implementation of precontractual measures taken in response to the data subject's request;
- d) The transfer is necessary for the conclusion of performance of a contract between the Limpopo Department of Education and a third party; or
- e) The transfer is for the benefit of the data subject, and—
 - i. it is not reasonably practicable to obtain the consent of the data subject to that transfer; and
 - ii. if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

12.5. General Description of Information Security Measures to be implemented by the Limpopo Department of Education to ensure the confidentiality, integrity and availability of the information

12.5.1. The integrity and confidentiality of personal information is protected against anticipated threats and unauthorised access by employing security safeguards that are reasonable and appropriate to the identified risks and the sensitivity of the information. These safeguards include the following:

12.5.2. Organisational measures:

- a. The Head of Department takes overall responsibility for the security of all Departmental information.
- b. The Departmental Security Manager manages this security function on behalf of the DG supported by a Security Committee.
- c. The Chief Information Officer (CIO) ensures that appropriate measures are in place to safeguard ICT infrastructure, networks and systems. This includes taking

responsibility for third parties that develop, access or use Limpopo Department of Education infrastructure, networks and systems.

- d. A Chief Information Security Officer (CISO) assesses and documents enterprise information risk and manages the risk in respect of ICT infrastructure, networks and systems

12.5.3. Physical measures:

- a. Access to facilities and equipment is controlled and auditable.
- b. Access points are limited with provision for physical security controls, such as window bars, grilles, shutters and security doors. Where required access points are enhanced by the use of intruder detection systems, guard services and/or closed-circuit television surveillance.
- c. Access is controlled and monitored through a combination of manned guarding, electronic access control systems, ID access cards, visitor management systems, biometric activation doors, turnstiles and entry & egress searching.

12.5.4. Technical measures

- a. The Information Security standards issued for the public service is adhered to.
- b. Agreements concluded with third parties include the protection of the integrity and confidentiality of information by the third parties.
- c. Risks are assessed during the development of new applications and systems, when changing existing systems, when changing business processes and when areas of concern are identified.
- d. Risk to the ICT infrastructure, networks and systems is managed through vulnerability and threat testing and awareness, audit controls, incident management and security awareness training.
- e. 12.4.6 Similar safeguards are required from service providers, suppliers and business partners who receive personal information from or on behalf the Limpopo Department of Education.

13. AVAILABILITY OF THE MANUAL

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

13.1.1. On www.edu.limpopo.gov.za, if any, of the public body;

13.1.2. at the head office of the public body for public inspection during normal business hours;

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

13.1.4. to the Information Regulator upon request.

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

14. PRESCRIBED FEES

14.1. Section 22(1) of PAIA states that fees payable for access to records of the Regulator are to be prescribed. The prescribed fees are as set out in annexure B, attached hereto.

14.2. A requester who seeks access to any record may be required to pay a fee, unless an exempted, as referred to in paragraph 14.3 and 14.4 below.

14.3. The requester does not need to pay an access fee to a public body if he or she is a single person whose annual income, after permissible deductions, such as PAYE and UIF, is less than R14 712 a year; or

14.4. He or she is married and the joint income with his or her partner, after permissible deductions, such as PAYE and UIF, is less than R27 192 per year.

15. RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

15.1. Requesters have the right to receive a response in the form of an affidavit or affirmation where records cannot reasonably be located, but to which a requester would have had access had the record been available.

15.2. Requesters also have the right to receive a response in the form of a affidavit or affirmation where requested records do not exist.

16. DISPOSAL OF RECORDS

16.1. The Information Officer will reserve the right to lawfully dispose of certain records in terms of authorities obtained from the National Archives and Records Service.

16.2. 16.2. Requesters will be advised whether a particular record has been disposed of where this is relevant to the records requested.

16.3. 16.3. In accordance with section 24(1) of **POPIA**, the Information Officer may, upon receipt of the request from a data subject,

16.3.1. correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or

16.3.2. destroy or delete a record of personal information about the data subject that the Regulator is no longer authorised to retain in terms of section 14 of **POPIA**.

17. UPDATING OF THE MANUAL

The Department (LDoE) will, if necessary, update and publish its Manual annually.

Issued by



Dederen KO

Head of Department

29/12/2021



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF EDUCATION

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

Email:

.....

Fax:.....

.....

.....

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person

PERSONAL INFORMATION

Full names						
Identity number						
Capacity in which request is made <i>(when made on behalf of another person)</i>						
Postal Address						
Street Address						
E-mail address						
Contact numbers	Tel (W)		Facsimile		Cell	
Full names of person on whose behalf request is made <i>(if applicable)</i>						
Identity number						

Postal Address					
Street Address					
E-mail address					
Contact numbers	Tel (W)		Facsimile		Cell

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 of 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 of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	

Copy of record on compact disc drive (including virtual images and soundtracks)

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 services 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)

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 requested is required for the exercise or protection of the aforementioned right

FEES

- a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- b) You will be notified of the amount required to be paid as the request fee.
- c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption

Reason

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

Postal address	Facsimile	Electronic Communication <i>(Please specify)</i>

Signed at this day of 20

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

FOR OFFICAL USE

Reference number:	
Request received by: <i>(State Rank, Name and Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

.....
Signature of Information Officer



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF EDUCATION

FORM 4 LODGING OF AN INTERNAL APPEAL [Regulation 9]

Reference No.

PERSONAL INFORMATION

PARTICULARS OF PUBLIC BODY					
Name of Public Body					
Name and Surname of Information Officer					
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL					
Full names					
Identity number					
Postal Address					
Contact numbers	Tel (W)		Facsimile		Cell
Is the internal appeal lodged on behalf of another person?			Yes		No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>					
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>					
Refusal of request for access					
Decision regarding fees prescribed in terms of section 22 of the Act					
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act					
Decision in terms of Section 29(3) of the Act to refuse access in the form requested by the requester					
Decision to grant request for access					
GROUNDS FOR APPEAL					

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

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

You will be notified in writing of the decision 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

FOR OFFICAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by (state rank, name and surname of Information officer)			
Date received			
		Yes	

Appeal accompanied by the reasons for 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			No	
OUTCOME OF 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

.....
Relevant Authority



DEPARTMENT OF
EDUCATION

ANNEXTURE B
[Fees]
Fees in Respect of Public Bodies

	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: (i) Flash drive (to be provided by requestor) (ii) 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. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) 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 items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

Fees in Respect of Private Bodies

	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) 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. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) 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	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any."