

**EDUVOS PROPRIETARY LIMITED**  
**REGISTRATION NUMBER: 1993/003838/07**

# **PROMOTION OF ACCESS TO INFORMATION MANUAL**

**Prepared in terms of Section 51 of the  
Promotion of Access to Information Act 2 of  
2000, as amended**

## TABLE OF CONTENTS

<b>1.</b>	<b>LIST OF ACRONYMS AND ABBREVIATIONS</b>	<b>3</b>
<b>2.</b>	<b>PURPOSE OF PAIA MANUAL</b>	<b>3</b>
<b>3.</b>	<b>KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF EDUVOS (PTY) LTD</b>	<b>4</b>
<b>4.</b>	<b>GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE</b>	<b>4</b>
<b>5.</b>	<b>CATEGORIES OF RECORDS OF EDUVOS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO MAKE A REQUEST IN THE PRESCRIBED FORM</b>	<b>6</b>
<b>6.</b>	<b>DESCRIPTION OF THE RECORDS OF EDUVOS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION</b>	<b>7</b>
<b>7.</b>	<b>DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY EDUVOS (PTY) LTD</b>	<b>8</b>
<b>8.</b>	<b>REQUEST PROCEDURES</b>	<b>9</b>
<b>9.</b>	<b>PROCESSING OF PERSONAL INFORMATION</b>	<b>10</b>
<b>10.</b>	<b>AVAILABILITY OF THE MANUAL</b>	<b>12</b>
<b>11.</b>	<b>UPDATING OF THE MANUAL</b>	<b>12</b>

## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 **"Body/Bodies"** Refers to both Public and Private bodies;
- 1.2 **"CEO"** Chief Executive Officer;
- 1.3 **"IO"** Information Officer;
- 1.4 **"Minister"** Minister of Justice and Correctional Services;
- 1.5 **"PAIA"** Promotion of Access to Information Act No. 2 of 2000(as Amended);
- 1.6 **"POPIA"** Protection of Personal Information Act No.4 of 2013;
- 1.7 **"Regulator"** Information Regulator; and
- 1.8 **"Republic"** Republic of South Africa

## 2. PURPOSE OF THE PAIA MANUAL

From 1 January 2022 all bodies must have a Promotion of Access to Information Manual (PAIA Manual) in terms of the Promotion of Access to Information Act 2 of 2000 (PAIA). This ends the exemptions to certain bodies that were provided on an ongoing basis.

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and/or Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body 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
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF EDUVOS (PTY) LTD

#### 3.1. Information Officer

Name Clinton Rademeyer  
Tel: +27 (0)60 633 8775  
Email [legal@eduvos.com](mailto:legal@eduvos.com)

#### 3.2. Access to information general contacts

Email: [legal@eduvos.com](mailto:legal@eduvos.com)

#### 3.3 National or Head Office

Physical/ Postal Address: 44 Alsatian Road, Glen Austin Ext 3. Midrand, Gauteng, 1685  
Telephone +27 (0) 11 690 1700  
Website <https://www.eduvos.com>

### 4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of Section 10(1) of PAIA, as amended, 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.

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

4.3. The Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

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

(a) Information Officer/ Deputy Information Officer of every body designated in terms of Section 17(1) of PAIA<sup>1</sup> and Section 56 of POPIA<sup>2</sup>;

4.3.3. the manner and form of a request for-

(a) access to a record of a public body contemplated in Section 11<sup>3</sup>; and

(b) access to a record of a private body contemplated in Section 50<sup>4</sup>;

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

<sup>1</sup>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.*

<sup>2</sup>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.*

<sup>3</sup>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.*

<sup>4</sup>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.*

- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. 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-
  - (a) an internal appeal;
  - (b) a complaint to the Regulator; and
  - (c) an application with a Court against a decision by the information officer of a body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a body;
- 4.3.7. the provisions of Sections 14<sup>5</sup> and 51<sup>6</sup> requiring a body to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of Sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a body;
- 4.3.9. the notices issued in terms of Sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of Section 92<sup>11</sup>.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of a body, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
  - 4.5.1. upon request to the Information Officer;
  - 4.5.2. from the website of the Regulator (<https://infoeregulator.org.za/>).

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<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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

<sup>8</sup> 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

<sup>9</sup> 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.

<sup>10</sup> 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.

<sup>11</sup> 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."

## 5. CATEGORIES OF RECORDS OF EDUVOS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO MAKE A REQUEST IN THE PRESCRIBED FORM

Records of a public nature may be accessed without the need to submit a formal application. Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records still has to be made through the Information Officer. All requests should include valid written reasons for such a request.

Category of Records	Types of the Record	Available on Website	Available upon request
<b>Company Records</b>	Documents of Incorporation (incl.	X	✓
	Names of Directors	X	✓
	Memorandum of Incorporation	X	X
	Internal policies and procedures	X	X
	Names of prescribed officers and other officers	X	✓
	Databases & registers	X	X
	Permits and licenses	X	✓
	Standard Terms and Conditions (Conditions of enrollment)	X	✓
<b>Financial Records</b>	Annual Financial Statements	X	X
	Accounting Records	X	X
	Banking details	X	✓
	Banking Records	X	X
	Asset Registers	X	X
	Policies and procedures	X	X
<b>Income Tax Records</b>	Records of payments made to SARS on behalf of employees	X	X
	Income Tax Returns, VAT, other tax documents	X	X
<b>Human Resources and Personnel Documents</b>	Policies and procedures	X	X
	Employee information	X	X
	Employment Contracts	X	X
	Grievance Procedures	X	X
	Training Records and Manuals	X	X
	Disciplinary Code and Records	X	X
	Performance Assessment Records	X	X
	Employment Equity Plan	X	X
	Payroll Reports/ Wage Register	X	X
<b>Health and Safety Records</b>	Health and Safety Policy	X	✓
	Mandatory Health and Safety Records	X	✓
<b>Insurance Records</b>	Insurance policies and procedures	X	X
	Assets records	X	X
	Claims Records	X	X
<b>Information Technology Records</b>	Computer software support and maintenance agreements	X	X
	Hardware asset registers	X	X
	System documentation and manuals	X	X
	Information security policies/ standard/procedures	X	X
	Website development, support and maintenance agreements	X	X
	Agreements with internet service providers/other telecom entities	X	X
	Disaster recovery and implementation plans	X	X
	Software licensing	X	X
<b>Intellectual Property Records</b>	Licensing agreements	X	X
<b>Moveable and immoveable property</b>	Title deeds, leases, hire/hire-purchase agreements, credit agreements and ordinary and conditional sale agreements	X	X
<b>Third-Party Records</b>	Records pertaining to third parties including clients, suppliers and service providers	X	X
	Agreements with customers, suppliers, service providers and other parties	X	X
<b>Students</b>	Biographical information	X	X
	Previous qualifications	X	✓
	Academic records	X	✓
	Records of conduct	X	✓
	Student statistics and profiles	X	X
	Financial status	X	X
	Disciplinary information	X	X
	Student policies and procedures	X	✓
	Conditions of Enrollment and Contract of enrollment	X	✓

## 6. DESCRIPTION OF THE RECORDS OF EDUVOS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Where applicable to our operations, records are also maintained in terms of other legislation. The below list contains some of the more frequent legislation that may require Eduvos to keep records. Unless disclosure is prohibited in terms of the legislation, regulations, contractual agreements or otherwise, these records shall be available for inspection in terms of the requirements and conditions of that legislation, subject to should such interested parties being entitled to such information. Access should be requested in accordance with the prescriptions of that legislation.

Category of Records	Applicable Legislation
<b>Company Records</b>	Companies Act No 71. of 2008 as amended
	Protection of Personal Information Act No. 4 of 2013
	Promotion of Access Information Act No. 2 of 2000
<b>Financial Records</b>	The Value-Added Tax Act No. 89 of 1991
	Income Tax Act No. 58 of 1962
	South African Revenue Services Act No. 34 of 1997
	Securities Transfer Tax Act No. 109 of 1985
<b>Income Tax Records</b>	Income Tax Act No. 58 of 1962
	South African Revenue Services Act No. 34 of 1997
	Skills Development Act No. 97 of 1998
	Skills Development Levies Act No. 9 of 1999
	The Unemployment Insurance Act No. 30 of 1996
	Compensation for Occupation Injuries and Diseases Act No. 130 of 1993
<b>Human Resources and Personnel Documents</b>	Basic Conditions of Employment Act No. 75 of 1997
	Broad-Based Black Economic Empowerment Act No. 75 of 1997
	Employment Equity Act No. 55 of 1998
	Identification Act No. 68 of 1997
	Income Tax Act No. 58 of 1962
	Labour Relations Act No. 66 of 1995
	Pension Funds Act No. 24 of 1956
<b>Health and Safety Records</b>	The Occupational Health and Safety Act No. 85 of 1993
<b>Insurance Records</b>	Short-term Insurance Act No. 53 of 1998
<b>Information Technology Records</b>	Electronic Communications and Transactions Act No. 25 of 2002
<b>Intellectual Property Records</b>	Trademarks Act No. 194 of 1993
	Copyright Act 98 of 1978
<b>Data Protection and Third-Party Records</b>	Protection of Personal Information Act No. 4 of 2013 (POPIA)
	Promotion of Access Information Act No. 2 of 2000
<b>Students</b>	Higher Education Act 101 of 1997 and Regulations
	The National Qualifications Framework Act 67 of 2000
	South African Qualifications Authority (SAQA) Act No. 58 of 1995

## 7. DESCRIPTION OF THE SUBJECTS ON WHICH EDUVOS (PTY) LTD HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

The following is a broad indication of the information Eduvos has in its possession. However, it does not necessarily imply that this information will be available on demand, as some of the records may be confidential or of a confidential, restricted nature.

Subjects on which the body holds records	Categories of records
<b>Company Records</b>	Documents of Incorporation
	Names of Directors
	Memorandum of Incorporation
	Internal policies and procedures
	Names of prescribed officer and other officers
	Databases and registers
	Permits and licenses
<b>Financial Records</b>	Annual Financial Statements
	Accounting Records
	Banking details
	Banking Records
	Asset Registers
	Policies and procedures
<b>Income Tax Records</b>	Records of payments made to SARS on behalf of employees
	Income Tax Returns, VAT, other tax returns and documents
<b>Human Resources and Personnel Documents</b>	Policies and procedures
	Employee information
	Employment Contracts
	Grievance Procedures
	Training Records and Manuals
	Workplace and Union Agreements
	Disciplinary Code and Records
	Performance Assessment Records
	Employment Equity Plan
	Payroll Reports/ Wage Register
<b>Health and Safety Records</b>	Health and Safety Policy
	Mandatory Health and Safety Records
<b>Insurance Records</b>	Insurance policies and procedures
	Assets records
	Claims Records
<b>Information Technology Records</b>	Computer software support and maintenance agreements
	Hardware asset registers
	System documentation and manuals
	Information security policies/standard/procedures
	Website development, support and maintenance Agreements
	Agreements with internet service providers and other telecommunication entities
	Disaster recovery and implementation plans
	Software licensing
<b>Intellectual Property Records</b>	Licensing agreements
<b>Moveable and immoveable property</b>	Title deeds, leases, hire/hire-purchase agreements, credit agreements and ordinary and conditional sale agreements
<b>Data Protection and Third-Party Records</b>	Records pertaining to third parties including clients, suppliers and service providers
	Agreements with customers, suppliers, service providers and other parties.
<b>Students</b>	Biographical information
	Previous qualifications
	Academic records
	Records of conduct
	Student statistics and profiles
	Financial status
	Disciplinary information

## 8. THE REQUEST PROCEDURES

### 8.1 *Form of request:*

- 8.1.1 The requester must comply with the procedural requirements contained in the Act relating to the request for access to a record.
- 8.1.2 The requester must use the prescribed form attached hereto marked as **Annexure A (“FORM 2 REGULATION 7-REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY”)** to make the request for access to a record, which should be submitted to the Eduvos Information Officer at the address or electronic mail address as per the Contact details.
- 8.1.3 The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requesters’ identity. The requester should also indicate which form of access is required and should indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- 8.1.4 The requester must identify a right that is to be exercised or to be protected and provide explanation of why requested record is required for exercise or protection of that right.
- 8.1.5 If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the body.
- 8.1.6 The Information Officer will take reasonable steps, if the requester is not a personal requester, to inform a third to whom the requested record relates, in order for the third party to make submissions to the Information officer why the request should be refused, or where required, give written consent for the disclosure of the requested record.
- 8.1.7 *Proof of identity* - Proof of identity is required to authenticate the identity of the requester.

### 8.2 *Fees:*

- 8.2.1 A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee.
- 8.2.2 The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- 8.2.3 The fee that the requester must pay to a body is set out in **Annexure B (“FEES IN RESPECT OF PRIVATE BODIES”)** attached hereto. The requester may lodge an application to the court against the tender or payment of the requested fee.
- 8.2.4 After the Information Officer has made a decision on the request, the requester must be notified in the required form as per **Annexure C (“OUTCOME OF REQUEST AND OF FEES”)** attached hereto.
- 8.2.5 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- 8.2.6 The information officer shall withhold the record until the requester has paid the fees.
- 8.2.7 The Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

### 8.3 *Grounds for refusal:*

- 8.3.1 A Body is entitled to refuse a request for information. Potential reasons for refusal may include:
- (a) Mandatory protection of the privacy of a third party which would involve the unreasonable disclosure of the personal information of that third party.
  - (b) Mandatory protection of commercial information of a third party if the record contains:
    - Mandatory protection of commercial information of a third party if the record contains:

- Trade secrets of the third party;
  - Financial, commercial, scientific or technical information which disclosure could cause harm to the commercial or financial interests of the third party;
  - Information disclosed to us in confidence if the disclosure of the information will put the third party at a disadvantage in negotiations or commercial competition.
- (c) Mandatory protection of the privacy of any agreement.
- (d) Mandatory protection of the safety of individuals and the protection of property.
- (e) Mandatory protection of records which would be regarded as privileged in legal proceedings.
- (f) Commercial activities of a Body such as us
- Our trade secrets;
  - Information which may put us at a disadvantage in negotiations;
  - Any program or procedure protected by copyright.

8.3.2 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

8.3.3 All requests will be assessed on their own merits and in accordance with the applicable legal principles and legislation.

8.3.4 If a requested record cannot be found or does not exist, the Information officer shall notify the requester and such a notice shall be regarded as a decision to refuse access. If the record should later be found, the requester shall be given access in the manner stipulated in the prescribed form, unless the Information Officer has grounds to refuse access.

#### 8.4 *Internal remedies*

We do not have any internal appeal procedure and the decision made by the Information officer is final. If the requester is not satisfied with the answer provided by the Information Officer, then the requester must exercise such external remedies as are available.

#### 8.5 *External remedies*

A requester that is dissatisfied by the decision of the Information Officer may, within 30 days of being informed of the decision, apply to a Court of law for relief.

For the purpose of the Act, the following courts have jurisdiction:

- Constitutional Court
- High Court
- A Magistrate's Court designated by the Minister of Justice

## 9. PROCESSING OF PERSONAL INFORMATION

### 9.1 Purpose of Processing Personal Information

Personal information held by Eduvos (Pty) Ltd can only be processed for a specific purpose. The purpose for which Eduvos (Pty) Ltd processes or will process personal information is set out below, provided however that this is not an exhaustive list.

The purposes for which Eduvos (Pty) Ltd processes personal information includes but is not limited to:

- (a) Rendering of services to Students
- (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
- (i) Facilities management

## 9.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
<b>Students / Sponsors</b> (including Corporate Sponsors)	Name, address, registration numbers or identity numbers, date of birth, age, marital status, gender and race, previous qualifications, academic records, records of conduct, student statistics, financial status, disciplinary information, bank details, contact details, physical and postal address, VAT number, director's information.
<b>Service Providers</b>	name, address, registration numbers or identity numbers, employment status and bank details, contact details, physical and postal address, VAT number, director's information.
<b>Employees</b>	ID number, contact details, address, date of birth, age, marital status qualifications, gender and race, employment history, CV's, banking details, income tax number, remuneration and benefit information, medical aid, employee pension and provident fund information, disciplinary procedures, employee contracts, employee performance records, payroll records, electronic access records, fingerprints, CCTV records, health and safety records, training records, time and attendance records, leave records.
<b>Directors and Shareholders</b>	Name, Surname, ID or passport numbers, other information as is required for reporting purposes
<b>Visitors</b>	CCTV records, security and entry register

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

*This list is by no means exhaustive.*

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
ID number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

## 9.4 Planned transborder flows of personal information

Eduvos (Pty) Ltd may from time to time need to transfer personal information to suppliers in other countries, and Personal Information may be stored in data servers hosted outside South Africa. Where personal information is transferred outside of South Africa, Eduvos (Pty) Ltd will take steps to ensure that such transfer is subject to laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information in terms of POPIA.

## 9.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Eduvos implements and maintains reasonable technical and organizational measures to protect personal information, including by way of the implementation of policies, procedures and controls aimed at preventing any unauthorized access to, loss or destruction of personal information. Eduvos 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 Eduvos 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.

Eduvos has and will continue to take steps to ensure that third party providers who process Personal Information on behalf of Eduvos apply appropriate safeguards in compliance with POPIA.

## 9.6 Objection to the Processing of Personal Information in Terms of Section 11(3) of POPI

POPIA provides that a data subject may object, at any time, to the processing of Personal Information by Eduvos, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto marked as **Annexure D** and submit it to the Information Officer at the postal or physical address, facsimile number or electronic mail address set out above.

**9.7 Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information in Terms of Section 24(1) of POPI**

A data subject may also request Eduvos to 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 may request that Eduvos destroy or delete a record of Personal Information about the data subject that Eduvos is no longer authorized to retain in terms of POPIA's retention and restriction of records provisions. A data subject that wishes to request a correction or deletion of Personal Information or the destruction or deletion of a record of Personal Information must submit a request to the Information Officer the form attached hereto marked as **Annexure E**.

**10. AVAILABILITY OF THE MANUAL**

10.1 This PAIA manual is available in English.

10.2 A copy of the Manual is available-

10.2.1 On our website: <https://www.eduvos.com>;

10.2.2 At the Head Office of Eduvos (Pty) Ltd for public inspection during normal business hours;

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

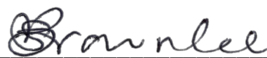
10.2.4 to the Information Regulator upon request.

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

**11. UPDATING OF THE MANUAL**

The head of Eduvos (Pty) Ltd in conjunction with the Information Officer will on a regular basis update this manual.

**ISSUED BY**



**CHIEF EXECUTIVE OFFICER**  
**EDUVOS (PTY) LTD**



**INFORMATION OFFICER**  
**EDUVOS (PTY) LTD**

**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)

E-mail 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 <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
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. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<i>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.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
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 <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record 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 <i>(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)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(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)</i>	

**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:	

<b>FEEES</b>	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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 OFFICIAL 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**

**Annexure B FEES IN RESPECT OF PRIVATE BODIES**

**FEES IN RESPECT OF PRIVATE BODIES**

<b>Item</b>	<b>Description</b>	<b>Amount</b>
1	The request fee payable by every requester	R140.00
2	Photocopy 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	Service to be outsourced. 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: (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.



**INFORMATION  
REGULATOR  
(SOUTH AFRICA)**

*Ensuring protection of your personal information  
and effective access to information*

Address: JD House, 27 Stiemens Street  
Braamfontein, Johannesburg, 2001  
P.O. Box 31533  
Braamfontein, Johannesburg, 2017  
Tel: 010 023 5200

Email: [PAIACompliance@infoRegulator.org.za](mailto:PAIACompliance@infoRegulator.org.za)

## REQUEST FOR A COPY OF THE GUIDE

### FORM 1: Request a copy from the Information Regulator

[Regulation 2]

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			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature of requester

**Annexure C**  
**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. You requested:**

Personal inspection of information at registered address of public/private body ( <i>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</i> ) 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.	
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**OR**

**2. You requested:**

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

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language: ( <i>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</i> )	

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	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**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:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of account: \_\_\_\_\_  
 Account number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Reference Nr: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
 Information officer

**Annexure D**

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018**  
[Regulation 2]

Note:

- 1 *Affidavits or other documentary evidence as applicable in support of 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 applicable.*

<b>A</b>	<b>DETAILS OF DATA SUBJECT</b>
Name(s) and surname/registered name of data subject:	
Unique identifier/ Identity number	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number/E-mail address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number/E-mail address:	
<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)</b> <i>(Please provide detailed reasons for the objection)</i>


Signed at ..... this ..... day of .....20.....

.....  
*Signature of data subject/designated person*

**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 THE PROTECTION  
OF PERSONAL INFORMATION ACT, 2013 (ACT NO 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018  
[Regulation 3]**

Note:

- 1 *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
- 2 *If the space provided in this form is inadequate, submit information as an annexure to this form and sign each page.*
- 3 *Complete as applicable.*

Mark the appropriate box with an "x".

**Request for:**

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 THE DATA SUBJECT
Name(s) and surname/registered name of data subject:	
Unique identifier/ Identity number:	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/registered name of responsible party:	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number/E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/

	<b>DESTROYED</b>
<b>D</b>	<b>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 FORDESTRUCTION 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.</b> <i>(Please provide detailed reasons for the request)</i>

Signed at ..... this ..... day of .....20.....

.....  
*Signature of data subject/designated person*