

PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) MANUAL

Prepared in terms of Section 14 of the
PAIA, 2000 (Act 2 of 2000), as amended.



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government
communications

Department:
Government Communication and Information System
REPUBLIC OF SOUTH AFRICA





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1. LIST OF ABBREVIATIONS AND ACRONYMS

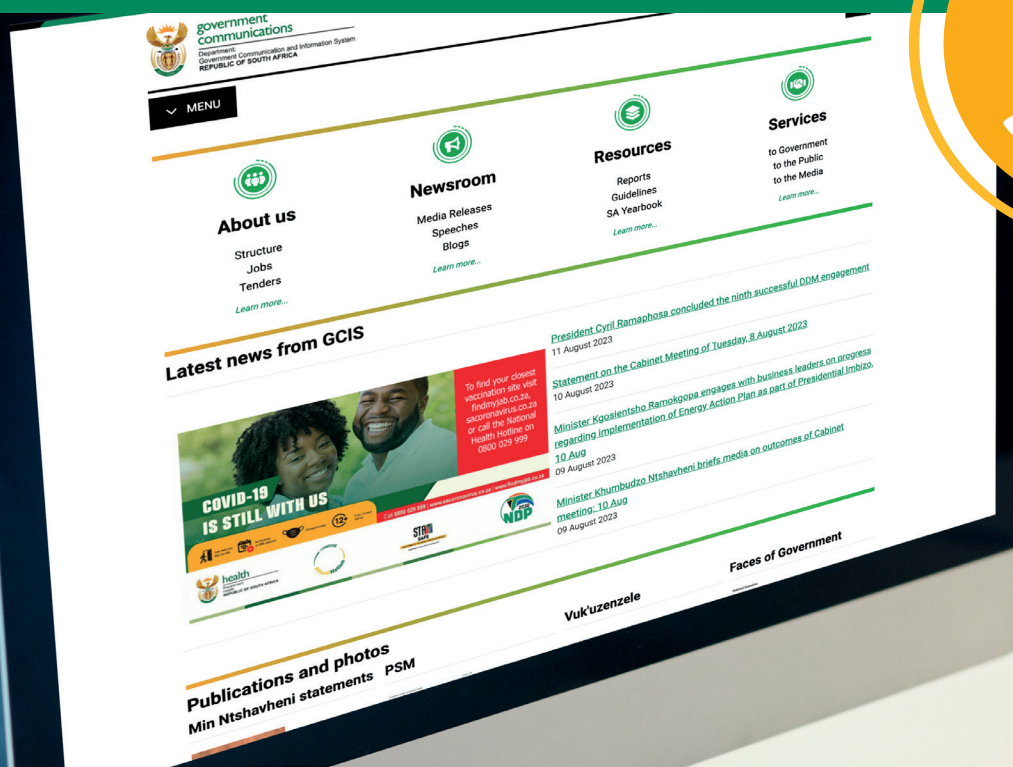
1.1	CFO	Chief Financial Officer
1.2	DG	Director-General
1.3	DDG	Deputy Director-General
1.4	GCIS	Government Communication and Information System
1.5	GITO	Government Information Technology Office
1.6	Minister	Minister of Justice and Correctional Services
1.7	PAIA	Promotion of Access to Information Act, 2000 (Act 2 of 2000), as amended
1.8	PAJA	Promotion of Administrative Justice Act, 2000 (Act 3 of 2000)
1.9	PLL	Provincial and Local Liaison
1.10	POPIA	Protection of Personal Information Act, 2013 (Act 4 of 2013)

2. PURPOSE OF THE PAIA MANUAL

2.1. This PAIA Manual is useful for the public to:

- 2.1.1. check the nature of the records that may already be available at the GCIS, without the need to submit a formal PAIA request;
- 2.1.2. understand how to request access to a record of the GCIS;
- 2.1.3. access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.1.4. know all the remedies available from the GCIS regarding requests for access to the records, before approaching the Information Regulator or the courts;
- 2.1.5. describe the GCIS services available to the public and how to access them;
- 2.1.6. describe the guide on how to use the PAIA and how to access it, as updated by the Information Regulator;
- 2.1.7. outline if the department 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;
- 2.1.8. know if the GCIS 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
- 2.1.9. know whether the GCIS has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information to be processed.





3. ESTABLISHMENT OF THE GCIS

3.1. The GCIS is a national department of the Government of the Republic of South Africa, established in terms of the Public Service Act of 1994. The Constitution of the Republic of South Africa of 1996 forms the basis of the formation of the GCIS.

Section 195(1)(g) of the Constitution of the Republic of South Africa of 1996 provides that, “Public administration must be governed by democratic values and principles enshrined in the Constitution, including: **transparency must be fostered by providing the public with timely, accessible and accurate information.**”

In 1998, the South African Communication Service was dissolved and the GCIS established by Cabinet, largely based on recommendations contained in the report of the Task Group on Government Communications (Comtask: 1996: 58).

3.2. Objectives/Mandate

3.1.1. The primary mandate of the GCIS is to drive coherent government messaging and to proactively communicate with the public about government policies, plans, programmes and achievements.

In its efforts to set and influence adherence to standards for an effective government communication system, the GCIS coordinates departments, provinces and municipalities to assist them to communicate better, to ensure that people are informed and empowered to monitor, evaluate and contribute meaningfully to our democracy.

4. STRUCTURE OF THE GCIS AND FUNCTIONS

4.1. STRUCTURE

The GCIS has the following committees:

- Executive Committee;
- Management Committee;
- Audit Committee;
- Internal Audit and Risk Committee;
- Enterprise Risk Management Committee;
- Departmental Transformation Committee;
- Departmental Ethics Committee;
- Business Continuity Management Steering Committee;
- Information Management and Technology Steering Committee;
- Occupational Health and Safety Committee;
- Security Steering Committee;
- Chief Financial Officer (CFO) Control Forum;
- Theft and Losses Committee;
- Budget Committee;
- Bid Adjudication Committee; and
- Subsidised Motor Transport Committee.

4.2. OFFICE OF THE DIRECTOR-GENERAL (ODG)

Purpose: To provide strategic leadership and coordination of government communications.

FUNCTIONS:

- (i) Provide strategic leadership of corporate support services.
- (ii) Provide strategic leadership of content processing and dissemination.
- (iii) Provide strategic leadership of intergovernmental coordination and stakeholder management.
- (iv) Provide strategic leadership of integrated financial management services.
- (v) Provide strategic leadership of internal audit services.
- (vi) Provide strategic leadership of governance, risk and integrity management.

The ODG comprises the:

- 4.2.1. Office of the Chief Audit Executive.
- 4.2.2. Office of the CFO.

4.3. CORPORATE SERVICES

Purpose: To provide strategic leadership of corporate support services.

FUNCTIONS:

- (i) Manage the provision of strategic management and systems.
- (ii) Provide a strategic and transformed human resource services.
- (iii) Manage the provision of information management and technological systems.
- (iv) Provide comprehensive legal service for the department.
- (v) Render internal communication services.

The branch comprises the following chief directorates:

- Human Capital and Corporate Support
- GITO
- Strategy and Organisational Performance
- Legal Services.

4.4. CONTENT PROCESSING AND DISSEMINATION

Purpose: Provide strategic leadership of content processing and dissemination.

FUNCTIONS:

- (i) Develop content for the department.
- (ii) Conduct research through independent service providers to assess how government should address the public's information needs.
- (iii) Provide media bulk-buying services and media production services to government.
- (iv) Development government policies, legislation and regulation which support the development of government communications, nation brand and community media.

The branch comprises the following chief directorates:

- Communications Service Agency
- Research Analysis and Knowledge Services
- Products and Platforms
- Policy Development, Analysis and Market Modelling.

4.5. INTERGOVERNMENTAL COORDINATION AND STAKEHOLDER MANAGEMENT

Purpose: Provide strategic leadership of intergovernmental coordination and Stakeholder management

FUNCTIONS:

- (i) Lead and drive interaction and communication between government and the media.
- (ii) Provide strategic communication, planning, coordination and support to clusters.
- (iii) Ensure that the National Communication Strategy Framework is presented to the province for alignment.

The branch comprises:

- Cluster Supervision: Economic Sectors, Investment, Employment and Infrastructure Development (ESIED); Justice, Crime Prevention and Security (JCPS); International Cooperation, Trade and Security clusters (ICTS);
- Cluster Supervision: Social Protection, Community and Human Development (SPCHD); Governance, State Capacity and Institutional Development (GSCID) clusters;
- Media Engagement; and
- Provincial and Local Liaison (PLL).

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE GCIS

5.1. Chief Information Officer

Name: Ms Nomonde Mnukwa
 Tel: 012 473 0264
 Email: saadia@gcis.gov.za or dg@gcis.gov.za



5.2. Deputy Information officers

Name: Ms Liepollo Monaheng
 Tel: 012 473 0346
 Email: liepollo@gcis.gov.za

Name: Mr Michael Currin
 Tel: 012 473 0164
 Email: michael@gcis.gov.za or mammie@gcis.gov.za

Name: Mr Sathasivan Vandayar
 Tel: 012 473 0304
 Email: terry@gcis.gov.za or rivaash@gcis.gov.za

Name: Mr Sandile Nene
 Tel: 012 473 0066
 Email: sandilen@gcis.gov.za or eben@gcis.gov.za

5.3. Access to information general contacts

Email: N/A

5.4. National / Head Office

Postal Address: Private Bag X745, Pretoria, 0001

Physical Address: Tshedimosetso House
 1035 Cnr Francis Baard and Festival streets
 Hatfield, Pretoria, 0083

Telephone: 012 473 0000/1
 Email: N/A
 Website: www.gcis.gov.za

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

6.1. Internal appeal(s) against the decision of the Information Officer of the GCIS

- 6.1.1. A requester has a right to lodge an appeal with the Minister against the decision of the Information Officer where the request for information is denied.
- 6.1.2. If the Information Officer fails to respond to a request for access to information within 30 days or any extended period, the requester may file an internal appeal, as per the processes outlined herein, before the requester may approach the Information Regulator or a Court of law.
- 6.1.3. A third party may lodge an internal appeal against a decision of the Information Officer of the GCIS to grant a request for access.
- 6.1.4. An internal appeal must be lodged in the prescribed Form 4 of Annexure A in terms of the regulations relating to the PAIA:
- Within 60 days;
 - If notice to a third party is required, within 30 days after notice is given to the appellant of the decision appealed against; or
 - If notice to the appellant is not required, after the decision was taken, it must be delivered or sent to the Information Officer of the GCIS;
 - Must identify the subject of the appeal and state the reasons for the appeal and may include any other relevant information known to the appellant;
 - If, in addition to a written reply, the appellant wishes to be informed of the decision on the internal appeal in any other manner, he/she must state that manner and provide the necessary particulars to be so informed;
 - If applicable, must be accompanied by the prescribed appeal fee, and must specify a postal address or fax number; and
 - If an internal appeal is lodged after the expiry of the period referred to, the relevant authority must, upon good cause shown, allow the late lodging of the appeal.
- 6.1.5. If the Minister disallows the late lodging of the appeal, he/she must give notice of that decision to the person who lodged the internal appeal. A requester lodging the appeal against the refusal of his/her request for access must pay the prescribed appeal fee (if any).

- 6.1.6. If the prescribed appeal fee is payable in respect of an internal appeal, the decision on the internal appeal may be deferred until the fee is paid. As soon as reasonably possible, but in any event within 10 working days after receipt of an internal appeal, the Information Officer of the GCIS must submit to the Minister:
- The internal appeal together with his/her reasons for the decision concerned; and
 - If the internal appeal is against the refusal or granting of a request for access, the name, postal address, email address phone and fax numbers, whichever is available, of any third party that must be notified of the request.
- 6.1.7. The Minister must decide on the internal appeal within 30 days after the internal appeal is received by the Information Officer of the GCIS.
- 6.1.8. The following procedures exist for persons to report or remedy alleged irregular, improper or unlawful official acts or omissions by the GCIS or any of its employees:

6.2. Procedures for reporting or remedying

- 6.2.1 Remedies in respect of acts or failures to act in terms of the PAIA of 2000: The internal appeal authority for purposes of this Act is the Minister in The Presidency. After exhausting the internal appeal remedy, an application may be lodged with a court (sections 78 – 82).

A person may lodge a complaint with the Information Regulator about alleged violations of the protection of personal information of data subjects in terms of Protection of Personal Information Act (POPIA), 2013 (Act 4 of 2013).

- 6.2.2 A public-service employee may lodge a grievance or complaint for investigation by the Public Service Commission concerning an official act or omission (Section 35 of the Public Service Act, 1994 (Act 103 of 1994)).
- 6.2.3 A person may use labour remedies regarding official acts or omissions of a labour nature, namely disputes of rights (the Public Service Act of 1994, and Labour Relations Act, 1995 [Act 66 of 1995]).

7. A person may lodge a complaint with a labour inspector concerning any alleged contravention of the Basic Conditions of Employment Act, 1997 (Act 75 of 1997) Section 78(1)(a) or the Employment Equity Act, 1998 (Act 55 of 1998) Section 34(e).
8. A person may lodge a complaint with the Public Protector concerning a suspected unlawful or improper official act or omission (the Constitution of the Republic of South Africa of 1996 and the Public Protector Act, 1994 (Act 23 of 1994).
9. A person may lodge a complaint with the South African Human Rights Commission concerning an official act or omission that is suspected to constitute a violation of, or threat to any fundamental right (Human Rights Commission Act, 1994 (Act 54 of 1994).
10. To be protected from reprisals because of a disclosure regarding unlawful or irregular conduct by the employer or a fellow employee, the person in question may follow the disclosure procedures in the Protected Disclosures Act, 2000 (Act 26 of 2000).
11. A person may use other legal remedies such as the institution of proceedings for the judicial review of an administrative action in terms of the Promotion of Administrative Justice Act (PAJA), 2000 (Act 3 of 2000).

a. Other supportive remedies

- A person may request reasons for an administrative action in terms of the PAJA of 2000 (Section 5).
- A person may request access to records of a government department or other public body in terms of the PAIA (Section 11).

b. Duty to report

- An employee shall immediately report to the relevant authorities, fraud, corruption, nepotism, maladministration and any other act which constitutes a contravention of any law (including, but not limited to, a criminal offence) or which is prejudicial to the interest of the public, which comes to his or her attention during the course of his or her employment in the public service. (Regulation 13(e) of the Public Service Regulations of 2016).
- The responsibility of every employer and employee to disclose criminal and any other irregular conduct in the workplace also underpins the Protected Disclosures Act of 2000 (Preamble).

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

- 7.1. The Information Regulator has, in terms of Section 10(1) of the PAIA, 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 the PAIA and POPIA.
- 7.2. The Guide is available in all official languages.
- 7.3. The aforesaid Guide contains the description of:
 - 7.3.1. the objects of the 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 the PAIA¹ of 2000 and Section 56 of the POPIA² of 2013;
 - 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 the PAIA of 2000 and POPIA of 2013;
 - 7.3.5. the assistance available from the Information Regulator in terms of the PAIA of 2000 and POPIA of 2013;
 - 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 the PAIA of 2000 and POPIA of 2013, including the manner of lodging:

¹Section 17(1) of the PAIA- For the purposes of the 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.

²Section 56(a) of the POPIA- Each public and private body must make provision, in the manner prescribed in Section 17 of the PAIA, 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 the POPIA.

³Section 11(1) of the PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in the 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.

⁴Section 50(1) of the 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 the 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.

- 7.3.6.1. an internal appeal;
- 7.3.6.2. a complaint to the Information 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 Information 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;
- 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
- 7.3.10. 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 Information 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 Information Regulator (www.justice.gov.za/inforeg/).

⁵Section 14(1) of the 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.

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

⁷Section 15(1) of the 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

⁸Section 52(1) of the 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.

⁹Section 22(1) of the 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.

¹⁰Section 54(1) of the 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.

¹¹Section 92(1) of the 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.”

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE GCIS

Subjects on which the body holds records	Categories of records held on each subject
Human Capital and Corporate Support	<ul style="list-style-type: none"> – Human Capital and Corporate Support policies and procedures; – Advertised posts; – Employees records; – Learning and development such as skills development and training plans; – Employment equity plan and statistics.
Finance and Supply Chain Management	<ul style="list-style-type: none"> – Policies and procedures; – Financial records and statements; – Service providers' database; – Reports.
GITO	<ul style="list-style-type: none"> – Policies and Guideline documents; – Manuals; – Reports.
Strategy and Organisational Performance	<ul style="list-style-type: none"> – Strategic plans; – Annual reports; – Annual performance plans; – Policies and procedures; – Risk registers; – Reports.
Office of the Chief Audit Executive	<ul style="list-style-type: none"> – Audit reports.
Products and Platforms	<ul style="list-style-type: none"> – Magazines; – <i>South Africa Yearbook (SAYB)</i> and <i>Official Guide to South Africa</i>; – <i>Vuk'uzenzele</i> newspaper; – <i>Public Sector Manager</i> magazine; – SANews; – Reports.
Communication Service Agency	<ul style="list-style-type: none"> – Marketing brochure; – Broadcasts adverts and programmes; – Marketing and distribution activities; Media-buying reports; – Photographic and video footage images; – Reports.

Research Analysis and Knowledge Services	<ul style="list-style-type: none"> – Specifications and research proposals; – Datasets, reports and presentations; – Information directories (<i>South African Government Directory, Directory of Contacts, Media Directory and Profiles</i>); – International and domestic media coverage reports; – Full-text international and domestic media articles; – Communication content and key messages; – Reports and statements.
Cluster Supervision: Economic and Infrastructure, Justice and International	<ul style="list-style-type: none"> – Communications strategies; – Key messages; – Government Communication Programme.
Cluster Supervision: Human Development, Social Protection and Governance and Administration	<ul style="list-style-type: none"> – Communications strategies; – Key messages; – Government Communication Programme.
Provincial and Local Liaison	<ul style="list-style-type: none"> – <i>My District Today</i>; – Development communication strategies and materials; – Promotional and marketing material; – <i>Government Communicators' Handbook</i>; – Communicators' databases; – Communication strategies; – Reports.
Media Engagement	<ul style="list-style-type: none"> – Communication strategies; – Media strategies and statements; – Media database.

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

Category	Document Type	Available on Website	Available upon request
Tender document	<ul style="list-style-type: none"> – Advertised tender – Name of successful bidder 	X	
Legislation/ regulations	<ul style="list-style-type: none"> – All government Acts of Parliament 	www.gov.za	
Strategic documents (Plans and reports)	<ul style="list-style-type: none"> – Organisational profile (Overview, objectives, functions, architecture); – Annual Report; – Strategic Plan; – Annual Performance Plan; – Strategic and performance plans; 	X	
Information products and material	<ul style="list-style-type: none"> – Cabinet Statement; SANews; SAYB; <i>Official Guide to South Africa</i>; booklets; newsletters; marketing material; posters; pamphlets; leaflets; information and products on www.gov.za; news articles on sanews.gov.za; www.vukuzenzele.gov.za and www.gcis.gov.za/content/resource_centre/news_and_mags/public_sector_magazine 	X	

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE GCIS AND HOW TO GAIN ACCESS TO THOSE SERVICES

10.1. Powers, duties and functions:

10.1.1 Information Resource centres are located within all the nine provincial offices to provide to walk in clients and to process electronic sharing of information as per requests from members of the public.

10.1.2 The government website (www.gov.za) resides within the GCIS and is accessible to the public.

10.1.3 The GCIS provincial and district offices undertake information outreaches to strategic points to widen dissemination of government information to members of the public. Platforms include door-to-door, taxi rank and mall activations, road intersection information blitzes and distribution points.

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE GCIS

- 11.1. All national policies developed by the GCIS undergo the public participation process in terms of the Constitution of the Republic of South Africa of 1996. The public participation process includes but is not limited to engagements such as public hearings, invitation for public comments and consultation with relevant stakeholders.

12. PROCESSING OF PERSONAL INFORMATION

12.1. Purpose of processing

GCIS processes personal information for general business administration including:

- payroll processes,
- recruitment purposes,
- pension,
- medical aid,
- disciplinary proceedings,
- training,
- contractual obligations with suppliers and service providers,
- purposes of criminal and/or civil legal proceedings
- statistical or research purposes,
- complying with obligations imposed by law, communicating with data subjects by email, letter, telephone, SMS and
- verifying, updating and deleting information at its disposal, in terms of the POPIA.

12.2. 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
Natural persons	Names and surname; contact details (landline telephone and mobile number(s), and email address); residential, postal or business address; identity number; confidential correspondence; identifying numbers; email addresses; telephone numbers; medical information; criminal or employment history; biometric information; personal opinions; information relating to race, gender, sex, marital status, nationality, language, ethic and colour of a person; disability of person; biometric information; information relating to education; Pension Fund records; performance appraisals; disciplinary records; leave records; training records; remuneration and salary records; medical aid records; deductions from salaries; banking and financial records.

Juristic persons	Names of contact persons; name of legal entity; physical and postal address; contact details (landline telephone and mobile number(s), and email address); registration number; financial, commercial, scientific or technical information, and trade secrets.
Employees	Gender; pregnancy; marital status; race; age, language; educational information (qualifications); financial information; employment history; identity number; physical and postal address; contact details (landline telephone and mobile number(s), and email address); criminal behaviour; well-being and their relatives' (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, disability, religion, conscience, belief, culture and language, and biometric information of the person.

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

Category of personal information	Recipients or categories of recipients
Identity number and names for criminal checks	South African Police Service
Verification of qualifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit bureaus
Personal information of natural persons and juristic persons for procurement purposes	National Treasury, South African Revenue Service and Auditor-General South Africa
Disclosure of personal information imposed by law	Law-enforcement agencies, statutory bodies, regulatory bodies, survey and research organisations and other organs of state

12.4. Planned trans-border flows of personal information

The GCIS may transmit personal information across the borders of the Republic of South Africa, subject to Section 72 of the POPIA.

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

The GCIS deploys up-to-date technology to safeguard confidentiality and ensure integrity of personal information under its control. The department's information security measures include, among others, firewalls, encryption, logical access control, securing hardware and software, confidentiality and data privacy clauses in agreements with employees and suppliers.

13. AVAILABILITY OF THE MANUAL

13.1. This manual is made available in all written official languages:

- English
- Afrikaans
- isiZulu
- isiNdebele
- Siswati
- isiXhosa
- Sepedi
- Setswana
- Sesotho
- Tshivenda
- Xitsonga.

13.2. A copy of this manual is available:

13.2.1 on www.gcis.gov.za.

13.2.2 at the GCIS head office, Tshedimosetso House, Hatfield, Pretoria, for public inspection during normal business hours;

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

13.2.4 to the Information Regulator upon request.

13.3. 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. UPDATING OF THE MANUAL

The GCIS will, if necessary, update and publish this manual annually.

Issued by



Ms Nomonde Mnukwa
Acting Director-General
28 November 2024



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