



UNIVERSITY OF PRETORIA

PROMOTION OF ACCESS TO INFORMATION MANUAL

PREPARED IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT 2 OF 2000 (AS AMENDED) (PAIA)

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1. PURPOSE OF THIS PAIA MANUAL

The purpose of this PAIA manual is to inform the public on:

- 1.1. the nature of the records available at the University without having to submit a formal PAIA request;
- 1.2. how to request access to a record;
- 1.3. access contact details of the persons who will assist in their request to access a record;
- 1.4. all the remedies and services available to them and how to access them;
- 1.5. access to the PAIA guide updated by the Regulator;
- 1.6. the purpose and description of personal information that is processed;
- 1.7. whether the University transfers or processes personal information outside South Africa and if so, who the recipients of that personal information are; and
- 1.8. whether the University has appropriate security measures in place to protect the personal information in its possession.

2. ESTABLISHMENT OF THE UNIVERSITY

The University of Pretoria is a public higher education institution established and incorporated in terms of the Higher Education Act 101 of 1997.

2.1. Objectives / Mandate

The objective of the University is to be a leading research-intensive university in Africa, recognised internationally for its quality, relevance and impact, and also for developing people, creating knowledge and making a difference locally and globally.

In pursuing recognition and excellence in its core functions of research, teaching and learning, and integrating engagement with society and communities into these, we use quality, relevance, diversity and sustainability as our navigational markers.

The University of Pretoria's vision to be a leading research-intensive university means that the guiding strategy will be to locate the core activities of research, teaching and learning, and derived from these, engagement with society, firmly in national and regional contexts, and to project its academic work on the international stage. Central to the University's strategy is that it can and must have a positive impact on its immediate and broader communities and environments, and that it is and will remain a hub of knowledge production that speaks to the global academic community.

3. DESCRIPTION OF THE UNIVERSITY'S STRUCTURE AND FUNCTIONS

The University functions in accordance with the Higher Education Act, the Statute and the Institutional Rules of the University.

The Statute of the University of Pretoria is approved by the Minister of Higher Education in terms of the Higher Education Act 101 of 1997 and gives effect to any law or guidelines relating to the University of Pretoria and promotes the effective and responsible management and governance of the University in respect of matters not expressly prescribed by any law.

The University structures are listed below, and their functions can be found in the Statute (available on our website on the [Policies and other important documents](#) page):

3.1. Governance structures:

3.1.1. Chancellor

3.1.2. Vice-Chancellor and Principal

3.1.3. Executive

3.1.3.1 Vice-Principals

3.1.3.2 Executive Directors

3.1.3.3 Registrar

3.1.3.4 Chief Operating Officer

3.1.4. Council and Council Committees

3.1.5. Senate and Senate Committees

3.1.6. Faculties, departments, schools and such other academic structures as may be determined by the Council

3.1.7. Various Professional service departments and other offices, bodies or structures determined by the Council

3.1.8. Institutional Forum

3.1.9. Student Representative Council

3.1.10 A Convocation

3.1.11 Academic employees of the University

3.1.12 Professional service employees of the University

3.1.13 Students of the University

3.1.14 All the University's properties and assets

4. INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER

4.1. Information Officer:

Name and surname:	Prof T Mosia
Position:	Vice-Chancellor and Principal
Physical address:	University of Pretoria cnr Lynnwood Road and Roper Street Hatfield South Africa
Postal address:	University of Pretoria Private bag X20 Hatfield 0028 South Africa
Telephone number:	(012) 420-2900
Email:	informationofficer@up.ac.za

4.2. Deputy Information Officer:

Name and surname:	Prof CMA Nicholson
Position:	Registrar
Physical address:	Room 4-23 Administration Building cnr Lynnwood Road and Roper Street Hatfield

	South Africa
Postal address:	University of Pretoria Private bag X20 Hatfield 0028 South Africa
Telephone number:	(012) 420-4236
Fax number:	(012) 420-5849
Email:	regis@up.ac.za

The University of Pretoria's physical address for the Hatfield Campus, which is the home of our central administration is:

cnr Lynnwood Road and Roper Street

Hatfield

South Africa

Postal address:

University of Pretoria

Private bag X20

Hatfield 0028

South Africa

Website: <http://www.up.ac.za>

If you have any questions about PAIA or this Manual, please email us at informationofficer@up.ac.za or contact us at the other contact details given in this section.

5. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR FAILURE TO ACT BY THE UNIVERSITY

- 5.1. You may appeal about any of the following:
 - 5.1.1. Our refusal to grant you access to a record
 - 5.1.2. The access fee that we charge
 - 5.1.3. Our decision to extend the 30 days for responding to your request, and / or
 - 5.1.4. The way in which access is granted
 - 5.2. You may lodge an internal appeal against a decision as follows:
 - 5.2.1. You must lodge the internal appeal by completing [Form 4](#) that you can find on the [Information Regulator's website](#) or our [iGaPP website](#)
 - 5.2.2. You must deliver or send Form 4 to the address or email address of the information officer or deputy information officer as set out in 4.1 and 4.2 in this manual
 - 5.2.3. Your internal appeal must be sent within 60 days after you received a notice of our decision
 - 5.2.4. You must identify the subject of the appeal and state the reasons for the appeal
 - 5.2.5. You may include any other relevant information known to you
 - 5.2.6. You must specify a postal address or email address for the return of the decision, and
 - 5.2.7. You must pay the prescribed appeal fee (we may require that you pay a deposit before we process your request)
 - 5.3. If your internal appeal has been unsuccessful or prove unsatisfactory, there are certain steps that you can take in terms the PAI Act:
 - 5.3.1. Complain about our decision to the Information Regulator; and
 - 5.3.2. If all other remedies for relief are exhausted, you may initiate legal proceedings against the University in a court with jurisdiction.
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To submit a complaint to the Information Regulator, complete FORM 5 (Complaint form) on the Information Regulator's website <https://info regulator.org.za/paia-forms/> or see our iGaPP website at <https://www.up.ac.za/iGaPP-programme/article/2720063/access-to-information>

After completion you can send it to the following email address:

PAIAComplaints@infoRegulator.org.za

6. GUIDE ON HOW TO USE PAIA AND HOW TO ACCESS THE GUIDE

- 6.1. 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 the Protection of Personal Information Act 4 of 2013 (POPIA).
- 6.2. This Guide is available in each of the official languages of South Africa.
- 6.3. This Guide describes:
 - 6.3.1. the object of PAIA and POPIA;
 - 6.3.2. the postal and street address, phone and fax number and, if available, email address of:
 - 6.3.2.1 the Information Officer, and
 - 6.3.2.2 every Deputy Information Officer of every public body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
 - 6.3.3. the manner and form of a request for access to a record of a public body described in section 11 of PAIA;
 - 6.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
 - 6.3.5. the assistance that the Regulator can provide in terms of PAIA and POPIA;
 - 6.3.6. all remedies available in law 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-
 - 6.3.6.1 an internal appeal;
 - 6.3.6.2 a complaint to the Regulator; and

- 6.3.6.3 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;
 - 6.3.7. the provisions of section 14 of PAIA requiring a public body to compile a manual and how to obtain access to a manual;
 - 6.3.8. the provisions of section 15 of PAIA providing for the voluntary disclosure of categories of records by a public body;
 - 6.3.9. the notices issued in terms of Section 22 of PAIA regarding fees to be paid in relation to requests for access; and
 - 6.3.10. the regulations made in terms of section 92 of PAIA.
- 6.4. Members of the public can inspect or make copies of the Guide at the offices of the public body, including the office of the Regulator during normal working hours. The Guide can also be obtained-
- 6.4.1 Upon request to the Information Officer;
 - 6.4.2 from the [website](#) of the Information Regulator.

7. AVAILABILITY OF THIS PAIA MANUAL

7.1. This PAIA manual is available in the following three official languages of South Africa:

7.1.1. English

7.1.2. Afrikaans

7.1.3. Sepedi

7.2. A copy of this Manual or an updated version thereof, is available:

7.2.1. on our website on the [Policies and other important documents](https://www.up.ac.za/article/2754069/up-policies-and-other-important-documents) page or <https://www.up.ac.za/article/2754069/up-policies-and-other-important-documents>;

7.2.2. at our main campus in Hatfield for the public to inspect during normal business hours;

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

7.2.4. to the Information Regulator upon request.

7.3. A fee for a copy of the manual as contemplated in Annexure B of the Regulations, will be payable per each A4-size photocopy page made.

8. RECORD KEEPING: SUBJECTS ON AND CATEGORIES OF WHICH THE UNIVERSITY KEEPS RECORDS

(N.B.: The following is a broad indication of the information the University 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 University holds records	Categories of records held
Students	Biographical information Previous qualifications

	<p>Academic records</p> <p>Records of conduct</p> <p>Student statistics and profiles</p> <p>Financial status</p> <p>Disciplinary information</p> <p>Bursaries and loans</p> <p>Examination scripts (access only in terms of university Regulation G14)</p>
Corporate policy:	<p>Internal procedures and guidelines</p> <p>Directives</p> <p>Policy documents</p> <p>Rules and regulations</p> <p>Yearbook information</p>
Meeting management:	<p>Agendas and minutes of:</p> <ul style="list-style-type: none"> – Council meetings – Senate meetings – Committees of the Council and Senate – Senior management – Faculty boards – Departments – Executive committees – Various committees – Student Representative Council (SRC) , service providers and students' associations
Officials and members:	<p>Chancellor</p> <p>University Council</p> <p>Senate</p>

	<p>Committees of the Council and Senate</p> <p>Senior management</p> <p>Faculties and Faculty boards</p> <p>Institutional Forum</p> <p>Student structures</p> <p>Convocation and Alumni</p>
Publications:	<p>Yearbooks</p> <p>Reports</p> <p>Programmes</p> <p>Addresses and speeches</p> <p>Journals</p> <p>Newspapers</p> <p>Scrapbooks, clippings and diverse publications</p> <p>Brochures, calendars and guides</p> <p>Theses and dissertations</p>
Personnel:	<p>Personnel records</p> <p>Personnel statistics</p> <p>Equal employment</p> <p>Skills development information</p> <p>Disciplinary information</p>
Finances:	<p>Creditors</p> <p>Debtors</p> <p>Salaries</p> <p>Assets</p> <p>Budgets</p>

	<p>Financial statements</p> <p>Internal audit reports</p> <p>Investments</p> <p>Insurance</p> <p>Special investigations</p>
<p>Management and operational information in respect of the following professional services of the University:</p>	<p>Education Innovation</p> <p>Enrolment and Student Administration</p> <p>Facilities Management</p> <p>Finance</p> <p>Human Resources</p> <p>Information Governance</p> <p>Information Technology Services</p> <p>Institutional Advancement</p> <p>Institutional Planning</p> <p>Internal Audit and Compliance Services</p> <p>Legal Services</p> <p>Library Services</p> <p>Research Innovation</p> <p>Residence Affairs and Accommodation</p> <p>Security Services</p> <p>Student Affairs</p> <p>Transformation Office</p> <p>TuksSport</p> <p>UP (University of Pretoria) Archives</p>

<p>Management and operational information in respect of the following Faculties and their Departments, Schools, Institutes, Units, Bureaus, Centres and Groups:</p>	<p>Faculty of Humanities</p> <p>Faculty of Natural and Agricultural Sciences</p> <p>Faculty of Law</p> <p>Faculty of Theology and Religion</p> <p>Faculty of Economic and Management Sciences</p> <p>Faculty of Veterinary Science</p> <p>Faculty of Education</p> <p>Faculty of Health Sciences</p> <p>Faculty of Engineering, Built Environment and Information Technology</p> <p>Gordon Institute of Business Science (GIBS)</p>
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8. CATEGORIES OF INFORMATION AUTOMATICALLY AVAILABLE WITHOUT A REQUEST

All information that the University publishes on its website (<http://www.up.ac.za>) is automatically available and no formal process is required to access those records.

9. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE UNIVERSITY AND HOW TO GAIN ACCESS TO THOSE SERVICES

You can read about our services and gain access to them by going to the 'About us' page on our website: www.up.ac.za/article/2749257/about-us

10. PARTICIPATION IN POLICY FORMULATION AND DECISION-MAKING AT THE UNIVERSITY

The University community may participate in the formulation of policy and in decision-making at the University as set out in the Higher Education Act 101 of 1997 and according to internal procedures agreed upon from time to time with the relevant representative bodies.

11. PROTECTION OF PERSONAL INFORMATION

Personal Information is any information relating to an identifiable living individual and any information relating to an identifiable, existing juristic person.

11.1 Purpose of processing

We collect and use personal information to provide you with our products and services, when doing research, and to manage our institution.

We process personal information to administer and facilitate our:

- Student applications, recruitment and enrolment, administration, support services and student discipline
- Student residence affairs and accommodation
- Student affairs, student development, counseling, disability unit and student health services
- Library services and academic support
- Faculty administration
- Staff applications, recruitment and onboarding, administration, remuneration, benefits, employee relations and wellness, specialist services and employee discipline
- Alumni relations
- Research participation, research systems, operations and research entities
- Community engagement
- Marketing and communication, fund raising and events
- Financial administration, student finance, financial aid, student accounts, debt collection, cashiering, bursaries, loans, payroll, tax, investment-, insurance-, asset-, and cash management
- Enterprise systems, strategic support and client services
- Security services and operational support
- Use of our Website, facilitating requests and manage preferences
- Facility support, technical services, logistics, reporting and administration
- Contractual, statutory and legislative requirements and obligations
- Procurement and tender processes
- Qualification accreditation evaluations, verifications and statutory reporting
- Research and analytics, statistical and historical use of institutional information.

More information on how we use personal information can be found in our [privacy notices](#) on our iGaPP Website.

11.2 Description of the categories of data subjects and of the information or categories of information relating thereto.

Data subjects	Categories of information
<p>Prospective Students:</p> <p>This applies to anyone who applies to study at the University of Pretoria, anyone who registers as a prospective student, or at any of our other units like the Disability Unit or Junior Tukkies.</p>	<p>We collect:</p> <ul style="list-style-type: none"> - your contact information (e.g., name, surname, your email address, your parent's or guardian's email address, home address, your province, cell phone number) - your nationality - your ethnic group - your gender - your identity document number or your birth certificate number for those younger than 16 (RSA citizens) - your passport number (non-RSA citizens) - your current grade and education authority (e.g., NSC or IEB) - which JuniorTukkies events you wish to attend - your first and second choices of degrees you want to study at UP - your academic average achieved on your last exam report - if you have been awarded national colours in a sport
<p>Students:</p>	<p>We collect:</p> <ul style="list-style-type: none"> - your contact information (e.g., name, surname, home address, telephone)

<p>This applies to all students who enrol at the University of Pretoria.</p>	<p>number(s), fax numbers, email addresses, emergency contact information)</p> <ul style="list-style-type: none"> - your nationality - your ethnic group - your gender - your background information (e.g., education, employment, criminal and credit history) - your date of birth - your identity document, passport, or permanent residence number - study permit, visas and travel documentation - your driver's licence - information relating to any disability you may have - your medical information (e.g., if you receive treatment at Student Health Services, whether you have any allergies) - photographs and other visual images (e.g., CCTV footage) - your academic information - your banking details - Your biometric information
<p>Alumni:</p> <p>This applies to the members of the University of Pretoria's alumni associations and Convocation.</p>	<p>We collect:</p> <ul style="list-style-type: none"> - your contact information (e.g., name, surname, home address, telephone number(s), fax numbers, email addresses) - your ethnic group - your background information (e.g., UP qualifications obtained and UP residence) - your identity document or passport number - information about your interests and hobbies

	<ul style="list-style-type: none"> - your occupation, job title and industry in which you work
<p>Job Applicants:</p> <p>This applies to everyone that applies for a position at the University of Pretoria.</p>	<p>We collect:</p> <ul style="list-style-type: none"> - your contact information (e.g., name, surname, home address, telephone number(s), fax numbers, email addresses, emergency contact information) - your nationality - your ethnic group - your gender - your background information (e.g., education, employment, criminal, disciplinary and credit history) - date of birth - your identity document, passport, or work permit number - your driver's licence - information relating to any disability you may have - medical information - photographs and other visual images of you (e.g., CCTV footage)
<p>Employees:</p> <p>This applies to all employees of the University of Pretoria.</p>	<p>We collect:</p> <ul style="list-style-type: none"> - your contact information (e.g., name, surname, home address, telephone number(s), fax numbers, email addresses, emergency contact information) - your nationality - your ethnic group - your gender

	<ul style="list-style-type: none"> - your background information (e.g., education, employment, criminal, and credit history) - date of birth - your identity document, passport, or work permit number - your driver's licence - information relating to any disability you may have - medical information - dependant's information for medical aid, pension scheme and provident fund - photographs and other visual images of you (e.g., CCTV footage) - banking details - biometric information - work permit, visas and travel documentation
<p>Suppliers:</p> <p>This applies to anyone who supplies or potentially supplies goods or services to the University of Pretoria, and to University suppliers who lease commercial property from the University.</p>	<ul style="list-style-type: none"> - full name, registered company details of potential or existing suppliers to UP - ID documents or CIPC registration certificates - VAT Numbers - bank details - BBBEE certificates - tax compliance status issued by SARS or Tax Clearance Certificate - trade references - company profiles and annual turnover - if any of the directors, members, or proprietors, or any of the family members of suppliers or potential suppliers, are employed at UP - proof of insurance

	<ul style="list-style-type: none"> - proof of registration with a professional body - details of previous projects worked on - financial statement
<p>Website Visitors:</p> <p>This applies to anyone who visit the University of Pretoria website. More information is provided on our Website Privacy Notice that explains what cookies we use, how to manage it through your web browser and how to opt-out.</p>	<p>We may collect:</p> <ul style="list-style-type: none"> - information you communicate with us in your message - Information we collect for statistical analyses <ul style="list-style-type: none"> - Information to remember who you are when you visit us again and to store your preferences - Information needed for marketing and advertising purposes

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

11.3.1 We only use service providers we trust, who will keep your personal information secure and confidential, and only use it for the purpose for which we share it with them. We have contracts in place to ensure that they do – whether they are local or abroad.

11.3.2 We use service providers to help us manage and administrate our processing activities so that we can provide our services and products, do research and manage our institution.

They may help us to:

- Communicate with you
- Deliver teaching and learning services to you
- Manage our business, such as IT systems and services, Security and Operational services, Accountants, Professional consultants / advisors
- Monitor the effectiveness of our services
- Deliver teaching and learning services

- Provide counselling services
- Manage administration and services related to our employee benefit;
- Verify your credentials or academic results
- Evaluate qualification accreditation
- Help with BBBEE analysis, verification and rating services
- Process tender applications
- Conduct independent audits
- Help with support services

11.3.3 Sometimes we are required by law to share information with a governmental, public or regulatory body responsible for administering, or tasked with giving effect to, legislation, such as the Department of Higher Education and Training or the South African Police Services. These laws include, amongst others, the:

- Higher Education Act 101 of 1997
- Engineering Profession Act 46 of 2000
- Health Professions Act 54 of 1974
- Ethical Rules of Conduct for Health Professionals registered under the Health Professions Act, 1974
- National Qualifications Framework Act 67 of 2008
- Prevention and Combating of Corrupt Activities Act of 2004
- Drugs and Drug Trafficking Act of 1982
- Sexual Offences and Related Matters Act No 32 of 2007

11.3.4 We are a research-intensive University and may also share personal information with other research partners or collaborating Universities. The type of personal information we share will depend on the collaboration and research projects we undertake. We will ensure that before we share such information that we have a lawful basis enabling us to do so and that we enter into the appropriate agreements with them to provide adequate safeguards.

11.3.5 Where these entities are situated outside of the borders of South Africa, we will deal with them as set out in 11.4 below.

11.4 Planned transborder flows of personal information

Some of the service providers, research partners or collaborating universities that we may share personal information with, are located in other countries.

These countries may not have the same levels of protection of personal information as South Africa, in which case these parties must undertake to protect your personal information to the same level that we do, keep it confidential, and only use it for the purpose we share it with them. We provide for appropriate safeguards by means of contracts with them.

We ensure that before we share information transborder that we are lawfully able to do so. Where necessary and applicable, your consent will be obtained.

11.5 General description of information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information.

11.5.1 We continuously work to establish, maintain and monitor appropriate and reasonable technical and organisational measures to prevent your personal information from being:

- Lost
- Misused
- Accessed or processed without authorisation
- Altered
- Destroyed

We will let you know of any breaches that may affect your personal information. If something should happen, we have taken steps to minimise the threat to your privacy, and we will let you know if your personal information has been compromised. We will also let you know how you can help minimise the impact.

11.5.2 Reasonable measures taken by UP include, amongst others:

- access control
- authentication
- data encryption
- anti-virus and anti-malware solutions
- data backups and IT disaster recovery good practices
- business and service continuity
- robust monitoring, auditing and reporting capabilities
- conduct risk assessments

- enter into appropriate agreements
- develop guidance, policies and procedures to follow for good information security management
- training and awareness campaigns to educate and empower users.

12. UPDATING OF THE MANUAL

The University will, if necessary, update and publish this Manual annually.