DURBAN GIRLS' COLLEGE

TRUST NAME	**DURBAN GIRLS' COLLEGE**
STATUS	**CURRENT TRADING ENTITY**
ENTITY	**UNIVERSITAS**
EMIS (EDUCATION MANAGEMENT INFORMATION SERVICES	**125208**
CREATED	**1877**
NPO REGISTRATION	**024-074-NPO**
PBO REFERENCE NUMBER	**130002542**

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

DATE OF REVISION: April 2025

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1 **"CEO"** Chief Executive Officer

1.2 **"DIO"** Deputy Information 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 PAIA MANUAL

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 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 DURBAN GIRLS' COLLEGE

3.1. **Chief Information Officer (Executive Head)**

Name:	Heidi Rea
Tel:	031 268 7206/7211
Email:	hrea@dgc.co.za

3.2. **Deputy Information Officer (Executive Finance)**

Name:	Jeanine Montocchio
Tel:	031 268 7233/7204
Email:	jmontocc@dgc.co.za

3.3 Access to information general contacts

Email:	jmontocc@dgc.co.za

3.4 **National or Head Office**

Postal Address:	Same as Physical Address
Physical Address:	586 Musgrave Road, Musgrave, Durban, 4001
Telephone:	031 268 7200
Email:	info@dgc.co.za
Website:	www.dgc.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE INFORMATION AVAILABLE IN TERMS OF THE ACT

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 and in braille.

4.3. The aforesaid 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-

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

4.3.3. the manner and form of a request for-

4.3.3.1. access to a record of a public body contemplated in section 11; and

4.3.3.2. access to a record of a private body contemplated in section 50;

4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

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-

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

4.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

4.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

4.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

4.3.10. the regulations made in terms of section 92.

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, 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://www.justice.gov.za/inforeg/).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 English and Afrikaans

5. CATEGORIES OF RECORDS OF DURBAN GIRLS' COLLEGE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

5.1. The following categories of records are automatically available in the public domain and are free of charge. In words you do not need to request this information in terms of the Promotion of Access to Information Act.

5.1.1. Newsletters.
5.1.2. Booklets.
5.1.3. Pamphlets / Brochures.
5.1.4. Reports.
5.1.5. Posters.
5.1.6. Other literature intended for public viewing.

6. DESCRIPTION OF RECORDS OF DURBAN GIRLS' COLLEGE WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Where applicable to our operations, information is available, and we retain records and documents, in terms of certain provisions of the following statutes:

1. The South African Schools Act of 1996
2. Basic Conditions of Employment 75 of 1997
3. Companies Act 71 of 2008
4. Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
5. Competition Act 89 of 1998
6. Debtors Collectors Act of 1998
7. Employment Equity Act 55 of 1998
8. Electronic Communications and Transactions Act 25 of 2002
9. Income Tax Act 95 of 1967
10. Labour Relations Act 66 of 1995
11. Occupational Health and Safety Act 85 of 1993
12. Pensions Fund Act 24 of 1956
13. Promotion of Access to Information Act 2 of 2000
14. Regional Services Council Act 109 of 1985
15. Skills Development Act 97 of 1998
16. Unemployment Contributions Act 4 of 2002

7. DESCRIPTION OF THE SUBJECTS ON WHICH DURBAN GIRLS' COLLEGE HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

7.1. **Administration**

- 7.1.1. Attendance registers
- 7.1.2. Correspondence
- 7.1.3. Founding Documents
- 7.1.4. Licences
- 7.1.5. Minutes of Management Meetings
- 7.1.6. Minutes of Staff Meetings
- 7.1.7. Statutory Returns

7.2. **Human Resources**

- 7.2.1. Conditions of Service
- 7.2.2. Employee Records
- 7.2.3. Employment Contracts
- 7.2.4. Employment Equity Records
- 7.2.5. General Correspondence
- 7.2.6. Information relating to Health and Safety Regulations
- 7.2.7. Pension Fund Records
- 7.2.8. Remuneration Records and Policies
- 7.2.9. Salary Surveys
- 7.2.10. Staff Recruitment Policies
- 7.2.11. Statutory Records

7.3. **Operations**

- 7.3.1. Brochures on School Information
- 7.3.2. Client and Customer Registry

7.3.3. Contracts
7.3.4. General Correspondence

7.4. **Finances**
7.4.1. Annual Financial Statements
7.4.2. Asset Register
7.4.3. Banking Records
7.4.4. Budgets
7.4.5. Contracts
7.4.6. Financial Transactions
7.4.7. General Correspondence
7.4.8. Insurance Information
7.4.9. Management Accounts
7.4.10. Purchase and Order Information
7.4.11. Stock Records
7.4.12. Tax Records (School and employee)

7.5. **Information Technology**
7.5.1. IT Policies and Procedures
7.5.2. Network Diagrams

8. PROCESSING OF PERSONAL INFORMATION

8.1. **Purpose of Processing Personal Information**

The purpose of processing personal information is for Legislative Compliance and Departmental Audits.

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

Durban Girls' College processes certain personal information, as defined in the POPI Act, ("Personal Information") relating to several data subjects, from time to time. A data subject is the person (natural or juristic), to whom Personal Information relates and from whom Durban Girls' College collects and processes information.

A description of the data subjects, (individuals and juristic persons), the information relating thereto, the purpose of processing that information and the recipients of that Personal Information is reproduced in the tables below

DATA SUBJECTS: EMPLOYEES		
Personal Information Processed:	**Source of the Personal Information:**	**Is the supply of Personal Information mandatory or voluntary?:**
Information relating to the 9. Race 10. Gender 11. Sex 12. Pregnancy 13. Marital Status 14. National 15. Ethnic or Social Origin 16. Colour 17. Sexual Orientation 18. Age 19. Physical or Mental Health 20. Well-being 21. Disability 22. Religion 23. Conscience 24. Belief 25. Culture 26. Language 27. Birth of the person	Employment Equity Forms	Mandatory
Information relating to the • Education • Medical • Financial • Criminal • Employment History of the person	Police Clearance Certificate	Mandatory
Will any of the Personal Information be transferred to another country or international organisation? No.		
Purpose of processing Personal Information: Legislative Compliance.		
Recipient or categories of recipients to whom the Personal Information is supplied: Department of Education and Department of Labour.		
The consequences of failure to provide information: Non-compliance.		

DATA SUBJECTS: STUDENTS/LEARNERS		
Personal Information Processed:	**Source of the Personal Information:**	**Is the supply of Personal Information mandatory or voluntary?:**
Information relating to the 28. Race 29. Gender 30. Sex 31. Pregnancy 32. Marital Status 33. National 34. Ethnic or Social Origin 35. Colour 36. Sexual Orientation 37. Age 38. Physical or Mental Health 39. Well-being 40. Disability 41. Religion 42. Conscience 43. Belief 44. Culture 45. Language 46. Birth of the person	Student files	Mandatory
Will any of the Personal Information be transferred to another country or international organisation? No.		
Purpose of processing Personal Information: Departmental Audits.		
Recipient or categories of recipients to whom the Personal Information is supplied: Department of Education.		
The consequences of failure to provide information: Non-compliance.		

8.3 Planned trans-border flows of personal information

Durban Girls' College may from time to time need to transfer authorised Personal Information to another country for storage purposes or for the rendering of services by a foreign third-party service provider or otherwise. We will ensure that any person that we pass data subjects' Personal Information to agrees to treat their information with the same level of protection as we are obliged to in terms of section 72 of the POPI Act.

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

The security measures implemented by Durban Girls' College to ensure the confidentiality, integrity and availability of Personal Information, as listed and described below:

8.4.1 Physical Security Measures

8.4.1.1 Access control to the premises and certain key areas, which access is restricted to authorised persons.
8.4.1.2 Devices and user stations are password protected.
8.4.1.3 Devices (laptops or otherwise) and user stations are safely secured by case lock or otherwise when not in use.
8.4.1.4 Servers are stored in access-controlled rooms.
8.4.1.5 Security Gate.
8.4.1.6 Cameras.
8.4.1.7 Onsite security guards.
8.4.1.8 Rack mount servers are used.
8.4.1.9 Safe storage of physical documentation.

8.4.2 Cyber Security Measures

8.4.2.1 Firewalls.
8.4.2.2 Virus protection.
8.4.2.3 Password protection on devices are changed regularly.
8.4.2.4 Virtual private network.
8.4.2.5 Data encryption.
8.4.2.6 Remote destruction.
8.4.2.7 Systems and devices are automatically locked after certain periods of inactivity.
8.4.2.8 Data transferred using encrypted channels of communication.
8.4.2.9 Data is backed up.
8.4.2.10 Protection of information stored on printers.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on www.dgc.co.za ;
9.1.2 head office of Durban Girls' College for public inspection during normal business hours;
9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
9.1.4 to the Information Regulator upon request.

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

10. UPDATING OF THE MANUAL

The Executive Head of Durban Girls' College will on a regular basis update this manual.

11. INFORMATION REQUEST PROCEDURE AND FORMS

11.1 The requester must use the prescribed form to make the request for access to a record. A request form is available using the following link: https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf

11.2 The request must be made to the Information Officer named above. This request must be made to the address, or electronic mail address of the business.

11.3 The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner should be used to inform the requester. If this is the case, please furnish the necessary particulars to be so informed.

11.4 The requester must identify the right that is sought to be exercised or to be protected and must provide an explanation of why the requested record is required for the exercise or protection of that right.

11.5 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer aforesaid.

11.6 The prescribed request fee must be attached.

11.7 We will respond to your request within 30 days of receiving the request by indicating whether your request for access has been granted or denied. The response will be recorded in a form as per the form on the regulator website: https://inforegulator.org.za/wp-content/uploads/2020/07/Form-3-PAIA.pdf

11.7.1 Please note that the successful completion and submission of a request for access form does not automatically allow the requester access to the requested record.

11.7.2 Access will be granted to a record only if the following criteria are fulfilled:

11.7.2.1 The record is required for the exercise or protection of any right; and

11.7.2.2 The requester complies with the procedural requirements set out in the Act relating to a request; and

11.7.2.3 Access to the record is not refused in terms of any ground for refusal as completed in Chapter 4 of Part 3 of the Act.

12. DENIAL OF ACCESS

12.1 Access to any record may be refused under certain limited circumstances. These include:

12.1.1 The protection of personal information from unreasonable disclosure concerning any natural person;

12.1.2 The protection of commercial information held concerning any third party (for example trade secrets);

12.1.3 The protection of financial, commercial, scientific or technical information that may harm the commercial or financial interests of any third party;

12.1.4 Disclosures that would result in a breach of a duty of confidence owed to a third party;

12.1.5 Disclosures that would jeopardize the safety or life of an individual;

12.1.6 Disclosures that would prejudice or impair the security of property or means of transport;

12.1.7 Disclosures that would prejudice or impair the protection of a person in accordance with a witness protection scheme;
12.1.8 Disclosures that would prejudice or impair the protection of the safety of the public;
12.1.9 Disclosures that are privileged from production in legal proceedings unless the privilege has been waived;
12.1.10 Disclosures of details of any computer programme;
12.1.11 Disclosures that will put Durban Girls' College at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
12.1.12 Disclosures of any record containing any trade secrets, financial, commercial, scientific, or technical information that would harm the commercial or financial interests of Durban Girls' College.
12.1.13 Disclosures of any record containing information about research and development being carried out or about to be carried out by Durban Girls' College.

12.2 If access to a record or any other relevant information is denied, our response will include:
12.2.1 Adequate reasons for the refusal; and
12.2.2 Notice that you may lodge an application with the court against the refusal and the procedure including details of the period for lodging the application.

13. FEES

13.1.1 The applicable fees are prescribed in terms of the Regulations promulgated under the Act.

Issued by

Heidi Rea
Chief Executive Officer / Information Officer / Executive Head
DURBAN GIRLS' COLLEGE