



# Stellenbosch University PAIA 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. List of acronyms and abbreviations

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| 1.1. "DIO"         | Deputy Information Officer;  |
| 1.2. "IO"          | Information Officer;   |
| 1.3. "Minister"    | Minister of Justice and Correctional Services;                       |
| 1.4. "PAIA"        | Promotion of Access to Information Act No. 2 of 2000 (as Amended);   |
| 1.5. "POPIA"       | Protection of Personal Information Act No.4 of 2013 (as Amended);    |
| 1.6. "Regulations" | Regulations Relating to the Promotion of Access to Information, 2021 |
| 1.7. "Regulator"   | Information Regulator (South Africa).                                |
| 1.8. "SU"          | Stellenbosch University  |

## 2. Purpose of PAIA manual

This PAIA Manual is useful for the public to-

- 2.1. check the nature of the records which may already be available at SU, without the need for submitting a formal PAIA request;
- 2.2. have an understanding of how to make a request for access to a record of SU;
- 2.3. access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4. know all the remedies available from SU regarding request for access to the records, before approaching the Regulator or the Courts;
- 2.5. the description of the services available to members of the public from SU, and how to gain access to those services;
- 2.6. a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7. if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;



- 2.8. know if SU has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.9. know whether SU has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. Establishment of Stellenbosch University

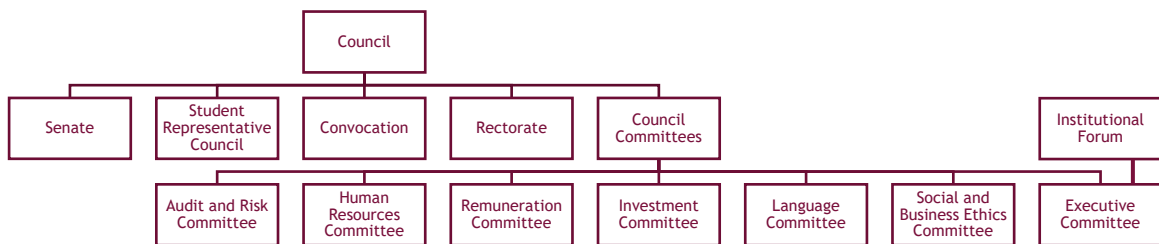
#### 3.1. Objectives / Mandate

Stellenbosch University is a public university with its main campus situated in Stellenbosch, Western Cape, South Africa, functioning in terms of the Higher Education Act 101 of 1997 and the University's Institutional Statute 2019 which is available at [www.sun.ac.za/english/management/statute](http://www.sun.ac.za/english/management/statute).

### 4. Structure of Stellenbosch University

#### 4.1. Structure

SU is governed by a Council, with powers responsibilities, and functions set out in the Higher Education Act 101 of 1997 and the University's Institutional Statute 2019.



#### 4.2. Function

SU:

- is driven by the values underlying the Constitution, in particular human dignity, equality, and freedom;
- pursues academic integrity, academic freedom and freedom of scientific research, responsibility, accountability, ethical behaviour, fairness, and transparency;
- promotes unity in diversity by encouraging tolerance of and respect for different perspectives and belief systems to ensure a suitable environment for teaching and learning, innovation, research, and societal engagement;
- is committed to be an internationally recognised African university, distinguished for engaged scholarship, academic excellence, social responsiveness, and an ethic of care among staff and students;



- aims to benefit society through excellence in innovative learning and teaching, and pioneering research;
- is committed to the development of a comprehensive range of academic, professional, vocational, and general programmes addressing societal needs; and
- is responsive to the well-being of its staff, students and the wider community through optimal engagement, capacity building and sound management practices.

## 5. Key contact details for access to information of SU

### 5.1. Information Officer

Our Rector & Vice-Chancellor is our Information Officer. The Rector & Vice-Chancellor can be contacted at:

**Name:** Professor WJS (Wim) de Villiers  
**Telephone:** +27 21 808 4490  
**E-mail:** [paia@sun.ac.za](mailto:paia@sun.ac.za)

### 5.2. Deputy Information Officer(s)

Our Rector & Vice-Chancellor has appointed the following deputy information officer(s):

**Name:** Jerall Toi  
**Telephone:** +27 21 808 4139  
**E-mail:** [paia@sun.ac.za](mailto:paia@sun.ac.za)

### 5.3. Access to information general contacts

**E-mail:** [info@sun.ac.za](mailto:info@sun.ac.za)

### 5.4. Head office

**Postal address:** Private Bag X1, Matieland, 7602, South Africa  
**Physical address:** Administration B Building, Victoria Street, Stellenbosch, 7600  
**Telephone:** +27 21 808 9111  
**E-mail:** [info@sun.ac.za](mailto:info@sun.ac.za)  
**Website:** [www.sun.ac.za](http://www.sun.ac.za)

## 6. Description of all remedies available in respect of an act or a failure to act by SU

6.1. You may appeal about any of the following:

- our refusal to grant you access to a record;



- the access fee that we charge;
- our decision to extend the 30 days for responding to your request; and/or
- the way in which access is granted.

6.2. You may lodge an internal appeal against a decision as follows:

- you must lodge the internal appeal by completing Form 4;
- you must deliver or send Form 4 to the address or email address of the deputy information officer (see paragraph 2.2 above) within 60 days after you received notice of a decision;
- you must identify the subject of the appeal and state the reasons for the appeal, and you may include any other relevant information;
- you must pay the prescribed appeal fee (we may require that you pay a deposit before we process your request); and
- you must specify a postal address or email address for the return of the decision.

6.3. The internal appeal will be adjudicated by the Chief Operating Officer of the University.

6.4. If your internal appeal is unsuccessful, you may take such steps as provided for in sections 74 to 82 of the PAIA Act. This provides for you to:

- complain about our decision to the Information Regulator; and
- apply to court after following the internal appeal process.

## 7. Guide on how to use PAIA and how to obtain access to the guide

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

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

7.3. The aforesaid Guide contains the description of-

7.3.1. the objectives of PAIA and POPIA;

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



- 7.3.2.1. the Information Officer of every public body; and
- 7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
- 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 11<sup>3</sup>; and
  - 7.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 7.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
  - 7.3.6.1. an internal appeal;
  - 7.3.6.2. a complaint to the Regulator; and
  - 7.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

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<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.



- 7.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> 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 15<sup>7</sup> and 52<sup>8</sup> 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 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and
  - 7.3.10. the regulations made in terms of section 92<sup>11</sup>.
- 7.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-
- 7.4.1. upon request to the Information Officer;
  - 7.4.2. from the website of the Regulator:

<https://info regulator.org.za/paia-guidelines/>

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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."

## 8. Description of the subjects on which the body holds records and Categories of records held by SU

Subjects on which the body holds records	Categories of records held on each subject
Strategic documents	Statute, annual report, strategic framework
Records of internal governance bodies	Records produced by the Council, the Senate, Faculty boards, Institutional Forum, the Students' Representative Council, and University committees
Institutional governance-related records	Policies, regulations, constitutions, terms of reference, year books
Institutional operational-related records	Financial records, reports, contracts, and asset registers
Records of individual students	See section 12.2 of this manual
Records of individual personnel	See section 12.2 of this manual
Research-related records	Research, scientific, and technical reports, publications, theses, and dissertations
Records of individual research participants	See section 12.2 of this manual

## 9. Categories of records of SU which are available without a person having to request access

Category	Document type	Available on website	Available on request
Strategic documents	Statute, annual report, strategic framework	X	X
Institutional governance-related records	Policies, regulations, terms of references of internal governance bodies	X	X
Archival records	Records of internal governance bodies; records of historical importance		X
Research-related records	Theses, dissertations	X	X
Publications	Booklets, books, bulletins, reports, newsletters, pamphlets	X	X
Media	Press releases, media statements,	X	X

## 10. Services available to members of the public from SU and how to gain access to those services

### 10.1. Powers, duties, and function

SU is a public university functioning in terms of the Higher Education Act 101 of 1997 and the University's Institutional Statute 2019. Admission to SU is governed by SU's



admissions policy, available on the University's website: <https://www.sun.ac.za/english/maties/Pages/Admissions-Requirements.aspx>.

**11. Public involvement in the formulation of policy or the exercise of powers or performance of duties by SU**

Students and staff may participate in formulating policies and making decisions at the University as regulated by the Higher Education Act 101 of 1997, as amended, and internal procedures agreed upon from time to time with the relevant representative bodies of the University.

Other interested parties may submit comments and suggestions in writing during public consultation opportunities to comment on draft policy documentation.

**12. Processing of personal information**

12.1. Purpose of processing

Personal information is any information relating to an identifiable living individual or an identifiable, existing juristic person. SU collects and uses personal information to provide the University's products and services, and to manage the institution. More information about how we use personal information can be found in the SU privacy regulation available at [www.sun.ac.za/privacy](http://www.sun.ac.za/privacy).

SU processes personal information to facilitate:

- 12.1.1. student applications, admissions, and administration;
- 12.1.2. staff applications and administration;
- 12.1.3. research participation and research data management;
- 12.1.4. procurement processes;
- 12.1.5. visits to SU premises or events;
- 12.1.6. compliance with other relevant legislation.

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
Students	Names and surname; contact details, unique identifier or identity number, confidential correspondence, education information, financial information, employment information, race, gender, sex, criminal behaviour, health information, biometric information, next of kin information.
Staff	Names and surname; contact details, unique identifier or identity number, confidential



Categories of data subjects	Personal information that may be processed
	correspondence, education information, financial information, employment information, race, gender, sex, criminal behaviour, health information, biometric information, next of kin information.
Research participants	Names and surname; contact details, unique identifier or identity number, confidential correspondence, and other personal information as required based on the nature of research participation.
Other natural persons	Names and surname; contact details, unique identifier or identity number, and confidential correspondence.
Juristic persons	Names and surname of contact persons; name of legal entity; contact details; registration number; financial, commercial, scientific, or technical information and trade secrets.

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

Categories of personal information	Recipients or categories of recipients
Statutory reporting requirements of student and staff personal information	Department of Higher Education and Training;
Qualification verification, information required for background screening	South African Qualifications Authority; Background screening service providers
Necessary personal information required to deliver services where SU is supported by a service provider	Includes service providers that provide the following services to SU: <ul style="list-style-type: none"> <li>• ICT services;</li> <li>• Forensic and auditing services;</li> <li>• Provident fund administration; and</li> <li>• Medical aid administration.</li> </ul>
Necessary personal information as required by other legislation	Includes providing information to law enforcement agencies for criminal investigation.

12.4. Planned transborder flows of personal information

12.4.1. SU may transfer certain personal information to ICT service providers based within the European Union to facilitate the provision of ICT services to staff and students. All such transfers are governed by the relevant ICT-related policies and the appropriate data transfer and service level agreements.

12.4.2. Any other transfer of personal information cross border shall be with data subject's consent. However, should it not be reasonably practicable to



obtain data subject's consent, SU shall transfer the personal information if –

12.4.2.1. it will be for the data subject's benefit; and

12.4.2.2. the data subject would have given consent should it have been reasonably practicable to obtain such consent.

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

12.5.1. SU continually establishes, maintains, and monitors appropriate, reasonable technical and organisational measures to prevent –

12.5.1.1. loss of, damage to, or unauthorised destruction of personal information; and

12.5.1.2. unlawful access to or processing of personal information.

12.5.2. SU has taken reasonable measures, as contained in paragraph 12.5.3 below, to –

12.5.2.1. identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control;

12.5.2.2. establish and maintain appropriate safeguards against the risks identified;

12.5.2.3. regularly verify that the safeguards are effectively implemented; and

12.5.2.4. ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

12.5.3. Measures taken by SU includes, amongst others –

12.5.3.1. Access control;

12.5.3.2. Data encryption;

12.5.3.3. Robust monitoring, auditing, and reporting capabilities;

12.5.3.4. Data backups, business continuity, and IT disaster recovery good practices;

12.5.3.5. Anti-virus and anti-malware solutions;

12.5.3.6. Staff and student training and awareness campaigns; and



12.5.3.7. Agreements are concluded with service providers to implement security controls.

**13. Availability of manual**

13.1. This manual is made available in the following three official languages-

13.1.1. English;

13.1.2. Afrikaans; and

13.1.3. isiXhosa.

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

13.2.1. on [www.sun.ac.za/paia](http://www.sun.ac.za/paia) and [www.sun.ac.za/wbti](http://www.sun.ac.za/wbti);

13.2.2. at the head office of SU 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**

SU will, if necessary, update and publish this manual annually.

Issued by

**Rector and Vice-Chancellor**

**15. Manual control information**

Document reference number	MAN-001-2016
Document type	Statutory manual
Accessibility	Public
Date of implementation	18/12/2023
Frequency of revision	Annually
Previous revisions	2016, 2018, 2019, 2020, 2021, 2022
Owner of this manual	Vice-Chancellor & Rector
Responsibility for this manual	Deputy Director: Information Policy
Date of approval	24/11/2023
Approved by	Rectorate