

MANCOSA(PTY) LTD

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PAIA MANUAL

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

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MANCOSA
Member of
HONORIS UNITED UNIVERSITIES

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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 MANCOSA

3.1. Information Officer

Name: Mohamed Goga
 Tel: 031 300 7200
 Email: cio@mancosa.co.za

3.2. Deputy Information Officer

Name: Abdulla Sardiwalla
 Tel: 031 300 7200
 Email: cio@mancosa.co.za



3.3 National or Head Office

Physical Address: 26 Samora Machel Street, Durban 4001

Postal Address: P.O BOX 49494, East End, Durban

Telephone: 031 300 7200

Email: cio@mancosa.co.za

Website: <https://www.mancosa.co.za>

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

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages 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 PAIA¹ and section 56 of POPIA²;
 - 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 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;



- 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 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

¹ 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.*

² 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.*

³ 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.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*



- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
 - 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
 - 4.3.10. the regulations made in terms of section 92¹¹.
- 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; or
 - 4.5.2. From the website of the Regulator (<https://info regulator.org.za/>)

⁵ 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.

⁶ 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.

⁷ 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

⁸ 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

⁹ 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.

¹⁰ 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.

¹¹ 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.”



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

4.6.2 [Afrikaans](#).

5. CATEGORIES OF RECORDS OF MANCOSA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category of records	Type of records	Available on Website	Available upon request
Institutional information	About MANCOSA, mission and vision, and accreditation status	X	X
Academic programs	Program overviews, qualification types, duration, and admission requirements	X	X
Prospectus and handbooks	Current academic year prospectus and student handbooks	X	X
Application forms	Application guides and downloadable forms	X	X
Contact details	Campus locations, general enquiry contact information	X	X
Student support services	Information on support structures, counselling, and academic assistance	X	X
Fees and funding information	Tuition fee breakdowns, payment plans, bursary and scholarship information	X	X
Policies (public)	POPIA privacy notice, PAIA manual, and general data protection statements	X	X
News and events	Press releases, academic calendar, and public events	X	X



Research and publications	Selected academic publications or public research highlights (where applicable)	X	X
Marketing materials	Brochures, advertisements, and media campaign summaries	X	X

6. DESCRIPTION OF THE RECORDS OF MANCOSA WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual and two guidelines (Afrikaans and English)	Promotion of Access to Information Act 2 of 2000
Financial Records (e.g. Tax returns, VAT records, payroll contributions)	Income Tax Act, 1962 Value-Added Tax Act, 1991 Unemployment Insurance Act, 2001
Employment Records (contracts, leave, timekeeping, disciplinary records)	Basic Conditions of Employment Act, 1997 Employment Equity Act, 1998 Occupational Health and Safety Act, 1993 Skills Development Act, 1998 Pension Funds Act, 1956
Privacy notices, information security policy, records management policy, data protection policy	Protection of Personal Information Act 4 of 2013 Electronic Communication and Transactions Act 25 of 2002
Records relating to academic programs, student credentials, and institutional compliance	Higher Education Act National Qualification Framework Act Qualifications Framework Act 67 of 2008 Higher Education Laws Amendment Act 26 of 2010 The Department of Higher Education and Training (DHET) Council on Higher Education (CHE) South African Qualifications Authority (SAQA)
Intellectual property and copyright records	Copyright Act 98 of 1978 Intellectual Property Laws Amendment Bill of 2010
Health and Safety records	Occupational Health and Safety Act, 1993 National Health Act 61 of 2003



7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY MANCOSA

Subjects on which the body holds records	Categories of records
Statutory	Records relating to the incorporation of MANCOSA, shareholder and director details
Human Resources	Employment policies and procedures, employment equity plans, pension and Provident Fund records, skills development plans and reports, records relating to employees, former employees, and prospective employees, remuneration information
Finance	Financial statements and accounting records, administrative and operational financial records, financial policies and procedures
Insurance	Professional indemnity insurance, group life assurance and disability income protection records
Intellectual property	Trademark registrations, intellectual property owned or used by MANCOSA
Information technology (IT)	Software licenses and agreements, system documentation and user manuals, IT policies and procedures, disaster recovery and implementation plans, project documentation
Students and alumni	Admission and application records, financial records (balances, statements, bursaries), academic results, reports, and submissions, disciplinary records, and medical and health information, graduation records, employment details (if shared voluntarily), communication preferences, participation in alumni events or institutional feedback
Accreditation and Academic Affairs	Accreditation application documentation, accreditation records and status, program details, Institutional policies and procedures
Marketing and Publications	MANCOSA prospectuses, student and program handbooks, publicly distributed brochures and materials



8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

We collect and use personal information to run our operations as a higher education institution. The way we use this information depends on who the data subject is and what the information is used for, and we usually tell the data subject why we are collecting it when they provide us with it. We only use personal information when we have a lawful reason to do so. These are the main reasons:

- **The data subject gave us permission** (For example, when they agree to be contacted or share their information for specific services such as admissions or registration);
- **We need it to do something we agreed to** (Such as registering the data subject as a student, offering them a place on a programs, hiring them as a staff member or contracting with a service provider to provide us with a service);
- **We are required by law** (Sometimes the law requires us to collect or share certain information with government or education authorities); or
- **It helps us run our organisation properly** (We might use information in ways that help us improve services or manage the institution, as long as it does not unfairly affect the data subject's privacy).

Some of these purposes are to:

- Manage student applications, admissions, and registrations;
- Keep track of academic performance, results, and graduation;
- Administer bursaries, scholarships, and student accounts;
- Send alumni invitations to participate in research or alumni activities;
- Manage employee recruitment, payroll, and employee records;
- Organise travel or events where needed;
- Communicate with students, alumni, employees, or other stakeholders;
- Make sure we follow health, safety, and legal rules;
- Work with suppliers and service providers; or
- Do research and check the quality of our programs.

8.2 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
Employees	Full name, Identification number, contact details, employment history and qualifications, bank account details, tax and UIF numbers, performance evaluations, disciplinary records, leave records, medical and health information (if applicable)
Students	Full name, student number, Identification number, contact details, academic records, enrollment and registration details, financial information, disciplinary records, medical and health information (if applicable), disability information (if disclosed)
Alumni	full name, contact details, graduation records, employment details (if shared voluntarily), communication preferences, surveys, opinions and views, participation in alumni events or institutional feedback
Parents/Guardians/Next of kin of the students	Full name, relationship to student, contact details, Identification number
Guest Lecturers and speakers	Full name, contact details, Identification number, professional qualifications and experience, bank account details
Research participants	Full name, contact details, Identification number, responses to research instruments, consent forms any other personal information collected as part of the research study
Auditors and inspectors	Full name, contact details, Identification number, professional credentials and affiliations, banking information
Independent contractors and subcontractors	Full name, contact details, identification number, professional qualifications and experience, bank account details, tax and UIF numbers, Independent contractor or service agreements
Suppliers/Third parties	Company name, contact person's full name, contact details, company registration number, tax and VAT numbers, bank account details



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

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Qualifications (for verification purposes)	• South African Qualifications Authority (SAQA) • Department of Higher Education and Training (DHET) • Council on Higher Education (CHE) • Professional bodies and regulatory authorities
Academic records and student information	• Internal academic and administrative staff • External examiners and moderators • Accreditation and quality assurance bodies • Bursars and sponsors • Regulatory bodies as required by law
Employment information (for staff and contractors)	• Internal HR and payroll departments • Department of Labour • SARS • Pension and provident fund administrators • Medical aid and insurance providers
Health and Safety Information	• Occupational health practitioners • Health and safety officers • Relevant health authorities (as required by law)
Research data (from participants)	• Research supervisors and committees • Ethical review boards • Academic journals and conferences
Legal and Compliance records	• Legal advisors and consultants • Courts and judicial forums • Regulatory and statutory bodies
IT and system usage data	• Internal IT support teams • External IT service providers (under strict confidentiality agreements) • Data backup and disaster recovery service providers
Alumni information	• Internal communications/marketing teams • external event organisers • third-party platforms for alumni networking



Marketing and communication preferences	• Internal marketing departments • External marketing agencies (with data subject consent) • Communication service providers (e.g., SMS and email platforms)
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8.4 Planned transborder flows of personal information

When we transfer a data subject's personal information to a partner or organisation in another country, we ensure we obtain their consent if necessary, or if the transfer is required by contract. The organisation receiving the information must comply with a law, company policy, or agreement that adequately protects the data subject's personal information.

We also operate branches in other countries, which access the Student Information System via the cloud and do not maintain local copies. These branches are located in Namibia, Zambia, Botswana, Eswatini, and Mauritius.

8.5 General description of Information Security Measures to be implemented by

the responsible party to ensure the confidentiality, integrity and availability of the information

We are committed to keeping all personal information safe and secure. We use reasonable and appropriate security measures to protect it from loss, misuse, unauthorised access, disclosure, alteration, or destruction.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the **Manual** is available-

9.1.1 On our website <https://www.mancosa.co.za>;

9.1.2 The head office of MANCOSA 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, will be payable for each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of MANCOSA will update this manual on a regular basis, as necessary.

Issued by
Mohamed Goga
Managing Director