



KWAZULU-NATAL PROVINCE

COMMUNITY SAFETY AND LIAISON
REPUBLIC OF SOUTH AFRICA

PROMOTION OF ACCESS TO INFORMATION MANUAL 2024-25

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1. INTRODUCTION

Section 32(1)(a) of the Constitution of the Republic of South Africa Act of 1996 provides that everyone has the right of access to –

- a) any information held by the state; and
- b) any information that is held by another person that is required for the exercise or protection of any rights.

Section 32(2) of the Constitution provides for the enactment of national legislation to give effect to this right.

The Promotion of Access to Information Act, 2000 (Act 2 of 2000)(PAIA), gives all South Africans the right to have access to records held by the state, government institutions and private bodies.

Every public and private body is required to compile a manual in at least three official languages.

Furthermore, Section 14 of the Constitution provides that everyone has the right to privacy, and the right to privacy includes a right to protection against the unlawful collection, retention, dissemination and use of personal information.

The Protection of Personal Information Act, 2013 (Act 4 of 2013)(POPIA), was enacted to promote the protection of personal information processed by public and private bodies. It also prescribes the minimum requirements (8 conditions for lawful processing of personal information) for the processing of personal information.

The Department of Community Safety and Liaison of KwaZulu-Natal has compiled this manual in order to assist a requestor who wishes to obtain information from this department and to detail –

- a) The purpose of processing personal information;

- b) a description of the categories of data subjects and of the information or categories of information relating thereto;
- c) the recipients or categories of recipients to whom the personal information may be supplied;
- d) any plans for trans-border flows of personal information; and
- e) a general description allowing preliminary assessment of the suitability of information security measures to be implemented and monitored by the Department.

Copies of the manual are available at the offices of the Department of Community Safety and Liaison and on its website (www.kzncomsafety.gov.za).

2. FUNCTIONS OF THE KZN DEPARTMENT OF COMMUNITY SAFETY AND LIAISON

The functions of the department are derived from section 206(1), 206(3) and 206(5) of the Constitution of the Republic of South Africa of 1996, the Civilian Secretariat for Police Service Act, 2011 (Act No. 2 of 2011), and the South African Police Service Act, 1995 (Act No. 68 of 1995). They are the following:

1.	THE CONSTITUTION	SECTION
1.1.	Determine the policing needs and priorities of the province	Section 206(1)
1.2.	Monitor police conduct	Section 206(3)(a)
1.3.	Oversee the effectiveness and efficiency of the police service, including receiving reports on the police service	Section 206(3)(b)
1.4.	Promote good relations between the police and the community	Section 206(3)(c)
1.5.	Assess the effectiveness of visible policing	Section 206(3)(d)
1.6.	Liaise with the Cabinet member responsible for policing with respect to crime and policing in the province	Section 206(3)(e)
1.7.	Investigate, or appoint a commission of inquiry into, any complaints of police inefficiency or a breakdown in relations between the police and any community	Section 206(5)(a)
1.8.	Make recommendations to the Cabinet member responsible for	Section 206(5)(b)

	policing	
2.	CIVILIAN SECRETARIAT FOR POICE SERVICE ACT, 2011	SECTION
2.1.	Provincial secretariats must assist the Civilian Secretariat (national) to achieve its objects and perform functions and exercise powers of the Civilian Secretariat in the provincial sphere of government in accordance with the principles of co-operative government and intergovernmental relations contained in Chapter 3 of the Constitution.	Section 4(5)
2.2.	Monitor the performance of the police service and regularly assess the extent to which the police service has adequate policies and effective systems and to recommend corrective measures	Section 6(1)(a)
2.3.	Monitor the utilisation of the budget of the police service to ensure compliance with any policy directives or instructions of the Minister	Section 6(1)(b)
2.4.	Monitor and evaluate compliance with the Domestic Violence Act, 1998 (Act 116 of 1998), and make recommendations to the police service on disciplinary procedures and measures with regard to non-compliance	Section 6(1)(c) & (d)
2.5.	Consider such recommendations, suggestions and requests concerning police and policing matters as it may receive from any source	Section 6(1)(e)
2.6.	Conduct or cause to be conducted any research as it may deem necessary	Section 6(1)(f)
2.7.	Enter into either memoranda of understanding or agreements or both, in consultation with the Minister, with civilian oversight groups and other parties and engage such groups and parties to strengthen co-operation between the various role-players	Section 6(1)(g)
2.8.	Assess and monitor the police service's ability to receive and deal with complaints against its members	Section 6(1)(j)
2.9.	<p>In order to support the objects of the Civilian Secretariat referred to in section 5 and subject to the principles of co-operative governance and intergovernmental relations contained in Chapter 3 of the Constitution, each provincial secretariat must-</p> <ul style="list-style-type: none"> a) align its plans and operations at the provincial sphere of government with the plans, policies and operations of the Civilian Secretariat; and b) integrate its strategies and systems at the provincial sphere of government with the strategies and systems of the Civilian Secretariat. 	Section 17(1)

2.10.	<p>The provincial secretariat must establish competencies and capabilities in its operations, to-</p> <ul style="list-style-type: none"> a) monitor and evaluate the implementation of policing policy in the province; b) evaluate and monitor police conduct in the province; c) develop and evaluate safety models and monitoring tools to ensure alignment with the functions of the Civilian Secretariat; d) assist the Civilian Secretariat with any monitoring and evaluation projects; and e) promote community police relations; f) establish and promote partnerships; and g) manage the enhancement of community safety structures with the province. 	Section 17(2)
2.11.	The head of a provincial secretariat in each province must, through the head of a provincial department, submit to the MEC and the Secretary quarterly reports on the activities of a provincial secretariat in the province, and on any matter as or when required by the Secretary.	Section 22(1)
2.12.	The head of a provincial department must submit regular reports to the MEC and the relevant committee in the provincial legislature.	Section 22(2)
2.13.	<p>The head of a provincial department in each province must-</p> <ul style="list-style-type: none"> a) through the MEC, table an annual report in the provincial legislature on the activities of a provincial secretariat in the province; and b) submit a copy of the annual report tabled in terms of paragraph (a) to the Secretary. 	Section 22(3)
2.14.	The Secretary and heads of provincial departments must meet at least on a quarterly basis	Section 23(1)
2.15.	The Civilian Secretariat must monitor the implementation by the police service of the recommendations made by the Independent Police Investigative Directorate and provide the Minister with regular reports on steps taken by it to ensure compliance, and a copy thereof must be sent to the Executive Director.	Section 31(2)
3.	SOUTH AFRICAN POLICE SERVICE ACT, 1995	
3.1.	Provide direction on the establishment of Community Police	Section 19 to 21

	Forums and Boards	
3.2.	Ensure that the conditions subject to which a municipal police service was established are complied with and that national standards are maintained	Section 64N

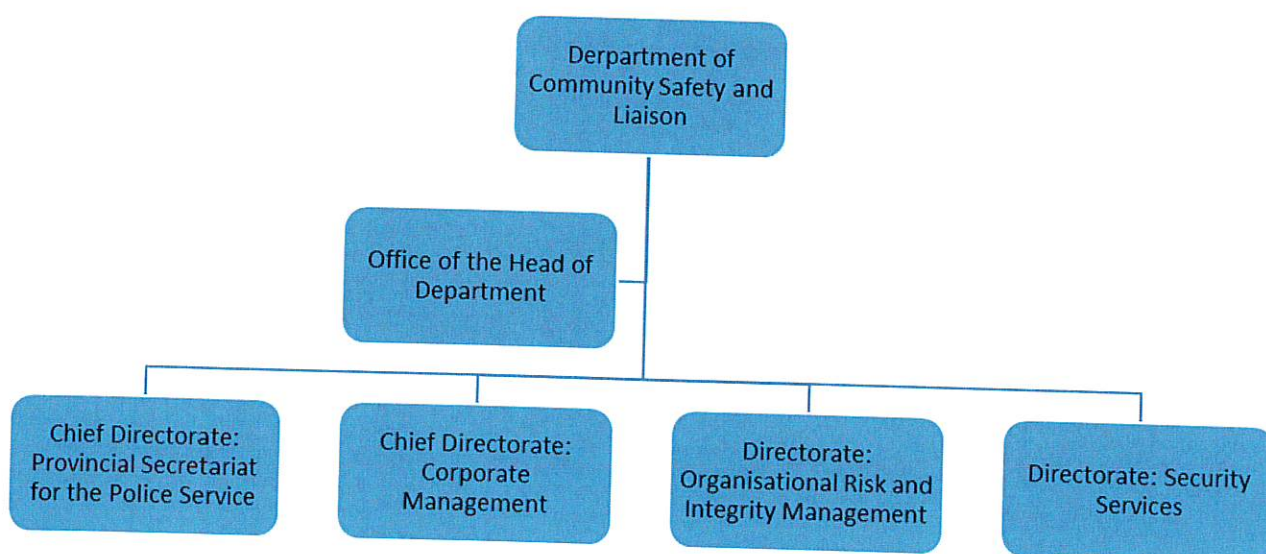
In addition to these functions, the Public Finance Management Act of 1999, the Labour Relations Act of 1995 and the Public Service Act of 1994 requires the department to perform the following functions:

- a) Financial Management;
- b) Supply Chain Management;
- c) Internal Control and Risk Management;
- d) Legal Services;
- e) Labour Relations;
- f) Human Resource Administration and Development;
- g) Information Technology Management; and
- h) Physical Resource Management.

3. STRUCTURE OF THE KZN DEPARTMENT OF COMMUNITY SAFETY AND LIAISON

The Department is structured to fulfill its mandate outlined above. There are two main divisions within the department: Provincial Secretariat for Police and Corporate Management.

Figure 1 – Top structure



a) Provincial Secretariat for Police

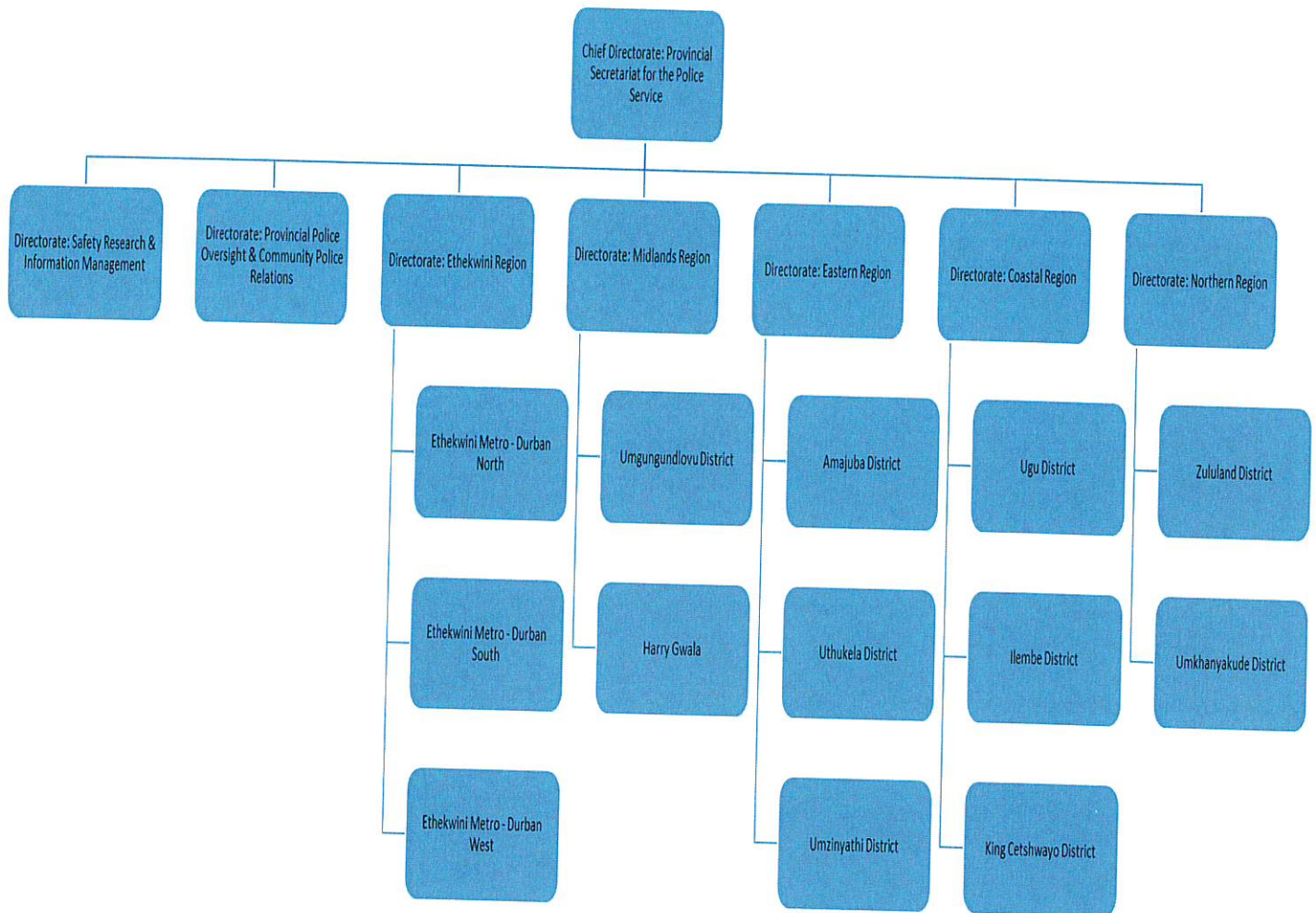
The Provincial Secretariat is a chief directorate responsible for the following functions –

- monitors and evaluate the implementation of policing policies and directives;
- monitors and evaluate all police service units in the province;
- addresses complaints against police service delivery;
- reviews police practices, methodologies and performance;
- conducts research into the policing needs of the province;
- develops community safety models, initiatives and monitoring tools;
- develops and maintains community safety structures; and
- develops community safety partnerships.

The Provincial Secretariat is structured at a provincial and district level. The department has a Provincial Office situated in Pietermaritzburg. At a provincial level there are two directorates in the Provincial Secretariat. The first directorate performs the function of oversight over the Office of the Provincial Commissioner and Specialised Units as well as community police relations at a provincial level. The second is responsible for safety information analysis and conceptualisation. It continuously collates information from all the service units in the department and uses this information to review policing policies and directives, develop, evaluate and review community safety models, initiatives and monitoring tools, review police practices, methodologies and performance and conduct research into the policing needs of the province as required by the Constitution and the Act.

At a district level there are 10 district offices in the 10 District Municipalities and 3 offices in the Ethekwini Metro. The structure further distributes the 13 offices under five senior managers.

Figure 2 – Provincial Secretariat for Police

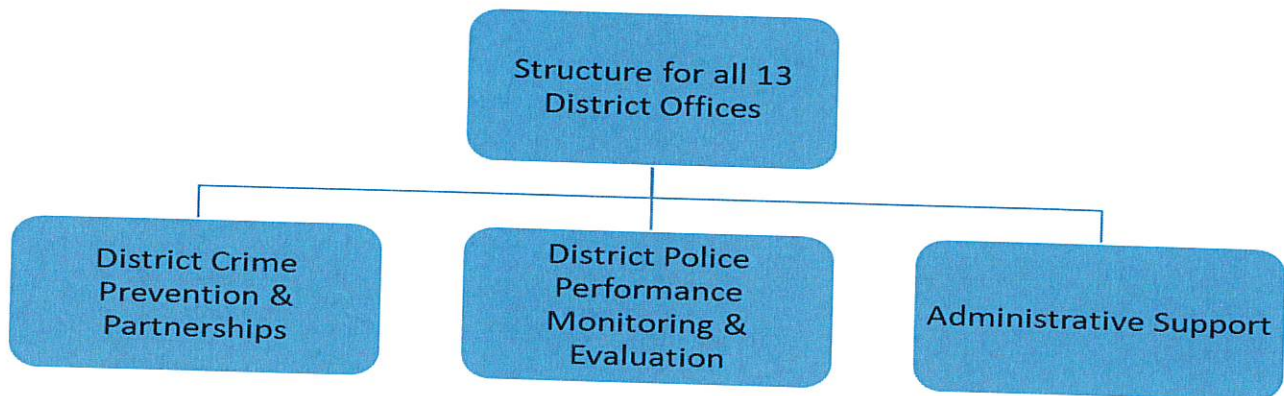


The district office performs the following functions:

- monitors and evaluates the implementation of policing policies and directives by police stations in the district;
- monitors and evaluates the service delivery of police stations in the district;
- addresses complaints against police stations in the district.

- develops and maintain Community Police Forums (CPFs), Community Safety Forums (CSFs), community crime prevention associations (CCPAs) and other safety structures in the district and harmonize their activities;
- implements community safety models and initiatives in the district;
- develops and maintains partnerships at district level.

Figure 3 – District Office Structure

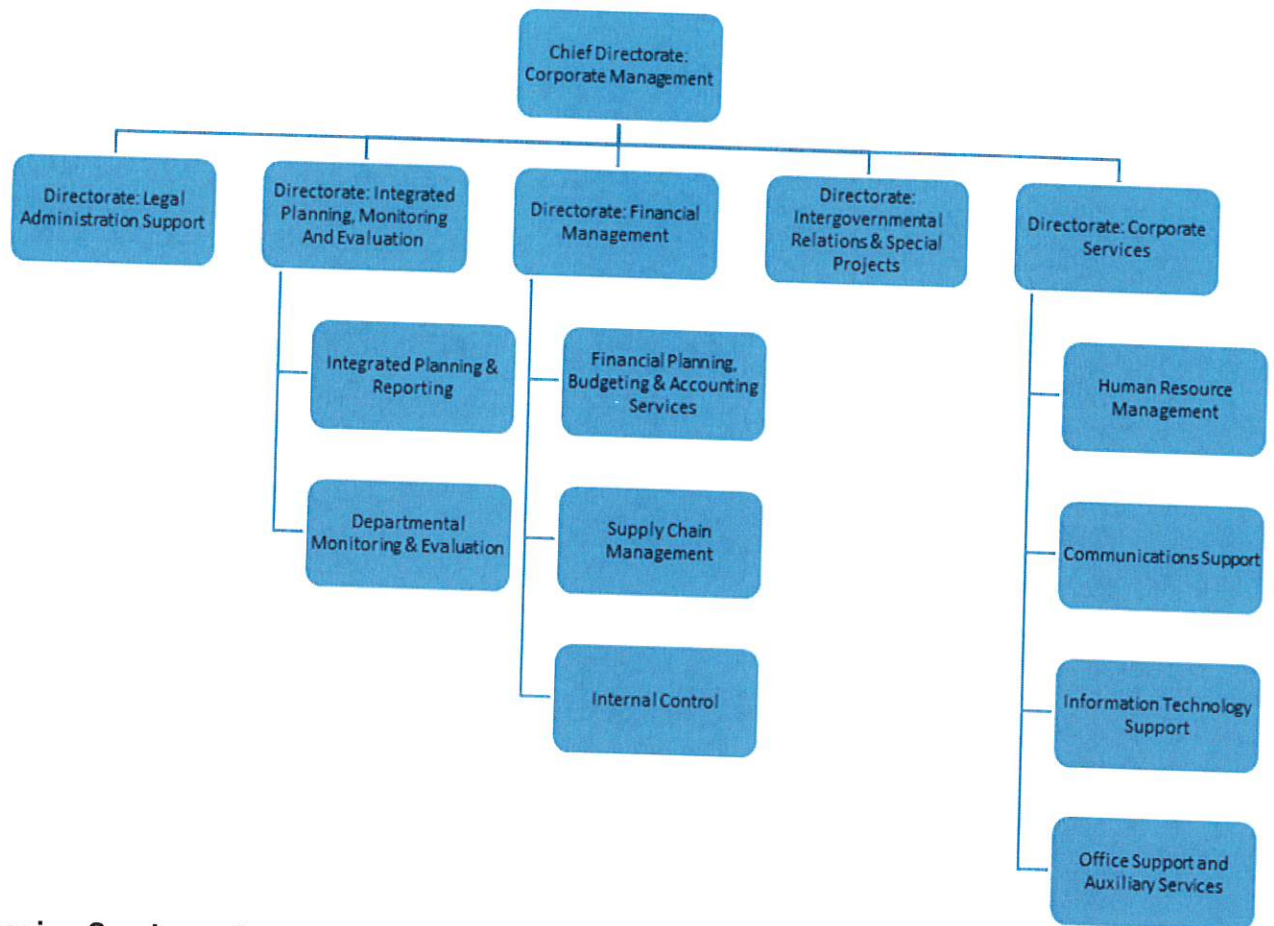


b) Corporate Management

The chief directorate provides support to the department. It consists of –

- Corporate Services is responsible for HR Management, HR Administration, HR Development, Labour Relations, Safety, Health, Environment, Risk Quality (SHERQ) Employee Health and Wellness, Internal and External Communication, Information Technology and Auxiliary Services;
- Legal Administrative Support provides legal services to the department;
- Security Services is in charge of all security related matters;
- Financial Management Services administers the finances of the department;
- Intergovernmental Relations and Special Projects takes charge of IGR and programmes falling outside of the department's service delivery programmes;
- Strategic Planning and Internal Monitoring and Evaluation is responsible of planning and M&E of the performance of the department.

Figure 4 – Corporate Management



c) Accessing Services of the Department at Provincial and District Offices

The services of the Department may be accessed at the following addresses:

Provincial Office Private Bag X9143, Pietermaritzburg, 3200 179 Jabu Ndlovu Street, Pietermaritzburg Tel: +27 33 341 9300; Fax: +27 33 341 9403 Office Manager: Office of the Head of Department Contact: Mandisi Mhlongo (Mrs) - 0828059072 E-mail: mandisi.mhlongo@kznttransport.gov.za	eThekwini North District Office Private Bag X54316, Durban, 4000 13 th Floor, John Ross House, 20 Margaret Mncadi Avenue, Durban, 4000 Regional Director, eThekwini: Mrs KE Mbongwe - 082 554 2469 E-mail: khaladi.mbongwe@comsafety.gov.za
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<p>Website: www.kzncomsafety.gov.za</p> <p>General e-mail: info@comsafety.gov.za</p>	<p>District Coordinator:</p> <p>Ms. Zingisa Mlata - 082 300 5381</p> <p>E-mail: zingisa.mlata@comsafety.gov.za</p>
<p>eThekweni West District Office</p> <p>Private Bag X9028, Pinetown, 3600</p> <p>90 Crompton Street, Pinetown, Durban</p> <p>Tel: 031-7374950</p> <p>Regional Director, eThekweni:</p> <p>Mrs KE Mbongwe - 082 554 2469</p> <p>E-mail: khaladi.mbongwe@comsafety.gov.za</p> <p>District Coordinator:</p> <p>Ms. F. Buthelezi - 0824106835</p> <p>E-mail: fikile.buthelezi@comsafety.gov.za</p>	<p>eThekweni South District Office</p> <p>Smart Exchange Building</p> <p>5 Walnut Street, Durban</p> <p>Regional Director, eThekweni:</p> <p>Mrs KE Mbongwe - 082 554 2469</p> <p>E-mail : khaladi.mbongwe@comsafety.gov.za</p> <p>District Coordinator:</p> <p>Ms. K.B Mthembu - 082 300 5408</p> <p>E-mail: khanyisile.mthembu@comsafety.gov.za</p>
<p>iLembe District Office</p> <p>Private Bag X10616, Stanger, 4450</p> <p>2nd Floor, Albert Building, Cnr Link Road and R102, KwaDukuza</p> <p>Tel: 032-4374200; Fax: 032-5581261</p> <p>Regional Director, Coastal Region:</p> <p>Ms SN Chamane – 0834156757</p> <p>E-mail: sandra.chamane@comsafety.gov.za</p> <p>District Coordinator:</p> <p>Mr JH Makhathini – 0825542463</p> <p>E-mail: jabulani.makhathini@comsafety.gov.za</p>	<p>uGu District Office</p> <p>Private Bag X905, Port Shepstone, 4240</p> <p>46 Bisset Street, Port Shepstone</p> <p>Tel: 039-6881460; Fax: 039-6820759</p> <p>Regional Director, Coastal Region:</p> <p>Ms SN Chamane – 0834156757</p> <p>E-mail : sandra.chamane@comsafety.gov.za</p> <p>District Coordinator:</p> <p>Ms. P.S Nkonyeni - 0605201253</p> <p>E-mail: pretty.nkonyeni@comsafety.gov.za</p>
<p>King Cetshwayo District Office</p> <p>25 Bredelia Street, KwaMbonambi, 3915</p> <p>Regional Director, Coastal Region:</p> <p>Ms. SN Chamane – 0834156757</p> <p>E-mail : sandra.chamane@comsafety.gov.za</p> <p>District Coordinator:</p> <p>Mr. N.M Nyawo – 082 667 7890</p>	<p>Zululand District Office</p> <p>Private Bag 32, Ulundi, 3838</p> <p>LA Complex, King Dinuzulu Street, Ulundi</p> <p>Tel: 035-8708600</p> <p>Regional Director, Northern Region:</p> <p>Mr. I Nxumalo - 0823316856</p> <p>E-mail: ismail.nxumalo@comsafety.gov.za</p>

<p>E-mail: Mabona.Nyawo@comsafety.gov.za</p>	<p>District Coordinator: Dr. AK Mtshali - 0825542465 E-mail: kwenza.mtshali@comsafety.gov.za</p>
<p>uMkhanyakude District Office 6 Klebe street, Mkuze</p> <p>Regional Director, Northern Region: Mr I Nxumalo - 082 331 6856 E-mail: ismail.nxumalo@comsafety.gov.za</p> <p>District Coordinator: Mr KB Makhanya – 060 520 1367 E-mail: khonzani.makhanya@comsafety.gov.za</p>	<p>uMzinyathi District Office Private Bag X2014, Dundee, 3000 8 Aion Road, Dundee Tel: 034-2997100; Fax: 034-2997116</p> <p>Regional Director, Eastern Region: Dr LM Zondi - 082 776 7495 E-mail: lm.zondi@comsafety.gov.za</p> <p>District Coordinator: Ms. DJL Mkhize – 082 458 9989 E-mail: duduzile.mkhize@comsafety.gov.za</p>
<p>Amajuba District Office Private Bag X5001, Madadeni, 2951 58 Allen Street, Newcastle Tel: 034-3296903</p> <p>Regional Director, Eastern Region: Dr LM Zondi - 082 776 7495 E-mail : lawrence.zondi@comsafety.gov.za</p> <p>District Coordinator: Ms Amangile Ncaphayi - 0605201248 Amangile.ncaphayi@comsafety.gov.za</p>	<p>uThukela District Office 40 Shepstone Drive, Ladysmith, 3370</p> <p>Regional Director, Eastern Region: Dr LM Zondi - 082 776 7495 E-mail : lawrence.zondi@comsafety.gov.za</p> <p>District Coordinator: Ms. T.M Ndlovu - 082 300 5384 E-mail: tshengisile.ndlovu@comsafety.gov.za</p>
<p>uMgungundlovu District Office Temporary address: 179 Jabu Ndlovu Street, Pietermaritzburg Tel: 033-3419300; Fax: 033-3419400</p> <p>Regional Director, Midlands Region: Mr SS Kunene - 082 776 7598 E-mail: sabelo.kunene@comsafety.gov.za</p> <p>District Coordinator:</p>	<p>Harry Gwala District Office Private Bag X558, Ixopo, 3276 38 Margaret Street, Ixopo Tel: 039-8340054</p> <p>Regional Director, Midlands Region: Mr SS Kunene - 082 776 7598 E-mail: sabelo.kunene@comsafety.gov.za</p> <p>District Coordinator:</p>

4. SERVICES OFFERED BY THE DEPARTMENT

4.1. Complaints against the South African Police Service or Metro Police in respect of service delivery:

4.1.1. Complaints against poor police service in terms of Regulation 17 of the Civilian Secretariat Regulations of 2016 must be in writing and may be on behalf of another person who has consented thereto.

4.1.2. Complaints may be submitted through the departmental website: www.kzncomsafety.gov.za, by e-mail to the relevant District Coordinator (see paragraph 3(c) above) or hand delivered at the relevant district office (see paragraph 3(c) above).

4.2. Providing support to Community Safety Structures:

4.2.1. Any person seeking assistance in respect of any community safety structure may contact the relevant district office (see paragraph 3(c) above).

4.2.2. Any community safety structure seeking assistance or support may contact the relevant district office (see paragraph 3(c) above).

4.3. Conflict Resolution of inter- and intra-community conflicts:

4.3.1. Any person who wishes to report any inter- and intra-community conflict may do so by contacting the relevant district office (see paragraph 3(c) above).

4.3.2. Any community or group within a community who requires conflict resolution assistance may contact the relevant district office (see paragraph 3(c) above).

5. KEY STAKEHOLDERS OF THE DEPARTMENT AND SERVICE BENEFITS

a) Communities in the Province of KwaZulu-Natal

✓ Improved relations with the police.

✓ Enhanced community safety through efficient and effective policing by transformed police service.

- ✓ Government support to community structures that promote cooperation between the community and police.
 - ✓ Safety structures to promote crime prevention.
 - ✓ Crime prevention programmes.
- b) Community Policing Forums, Community Crime Prevention Associations and other safety structures
- ✓ Improved access to police.
 - ✓ Organizational development.
 - ✓ Improved capacity to meet objectives.
- c) Traditional Leaders
- ✓ Government support for the role of Traditional Leaders in responding to crime.
 - ✓ Improved relations with the police.
 - ✓ Enhanced community safety through efficient and effective policing.
 - ✓ Safety structures to promote crime prevention.
 - ✓ Crime prevention programmes.
- d) The South African Police Service
- ✓ Motivated and empowered police service.
 - ✓ Adequate human, financial and logistical support to the provincial police.
 - ✓ Improved relations with and cooperation from the community.
 - ✓ A transformed police service in KwaZulu-Natal.
- e) Minister of Police
- ✓ Provincial police compliant with national policies, norms and standards.
 - ✓ Improved coordination with respect to fighting crime and effective policing in the province.
 - ✓ National policy informed by provincial needs.
- f) Other Justice, Crime Prevention and Security Cluster Departments
- ✓ Improved coordination in respect of the criminal justice system.
 - ✓ Improved detective services.
 - ✓ Integrated law enforcement initiatives.

- g) Provincial Legislature
 - ✓ Effective oversight of department activities on behalf of citizens.
 - ✓ Efficient and economical utilization of public resources.
- h) Other provinces
 - ✓ Cross-border crime prevention.
 - ✓ Improved intergovernmental relations.
 - ✓ Integrated law enforcement initiatives.
- i) NGOs, FBOs, Business, Organised Labour, Political Parties, Private Security Industry, Transport Industry
 - ✓ Improved access to police.
 - ✓ Integrated crime prevention initiatives.
 - ✓ Participation in safety structures.
 - ✓ Conflict mediation and resolution services.
 - ✓ Election monitoring.

6. CONTACT DETAILS OF INFORMATION OFFICER

The Head of the Department of Community Safety and Liaison, Ms GP Xaba Makhetha, is the Information Officer in terms of the PAIA. The Department has one Deputy Information Officer, Adv C van Niekerk.

Information Officer: Ms GP Xaba Makhetha

Postal Address: Private Bag X9143, Pietermaritzburg, 3200

Physical Address: 179 Jabu Ndlovu Street, Pietermaritzburg, 3201

Tel: (033) 341 9326

Fax: (033) 341 9403

Cell: (083) 6281431

E-mail: glen.xaba@comsafety.gov.za

Deputy Information Officer: Adv C van Niekerk

Postal Address: Private Bag X9143, Pietermaritzburg, 3200

Physical Address: 179 Jabu Ndlovu Street, Pietermaritzburg, 3201

Tel: (033) 341 9300
Fax: (033) 341 9411
Cell: (082) 822 2150
E-mail: chris.vanniekerk@comsafety.gov.za

7. RECORDS

a) Categories of records

The Department holds the following categories of records:

- Financial management records:
 - Payment vouchers;
 - Subsistence and travel claim forms;
 - Financial planning and budgeting documentation.
- Asset management records:
 - Asset registers;
 - Disposal records;
 - Hardcat reports;
 - Loss control reports and records.
- Supply chain management records:
 - Bidding documentation;
 - Service level agreements;
 - Order forms.
- Human resources and personnel management records:
 - Job Descriptions;
 - Job Evaluation Reports;
 - Organogram;
 - Standard Operating Procedures;
 - Business Process Maps;
 - Service Delivery Model;
 - Applications for employment;
 - Recruitment panels' records.
- Skills development and bursaries records:
 - Training schedules;

- Bursary applications.
- Plans, policies and guidelines to combat COVID-19;
- Fleet management records:
 - Trip sheets;
 - Garaging authorities;
 - Vehicles purchase records;
 - Vehicle maintenance records;
 - Vehicle tracking reports;
 - Motor vehicle accident reports.
- Building management records:
 - Communications with Department of Public Works;
 - Leasing invoices;
 - Building maintenance records.
- Contracts, legal opinions and litigation records;
- Policies, manuals, standard operating procedures and guidelines;
- Information technology management records:
 - SITA agreements;
 - IT Policies;
 - Business Continuity Reports;
 - System reports.
- Communication and promotional material;
- Strategic planning and internal monitoring records;
- Internal management records:
 - Agendas of meetings;
 - Minutes of meetings.
- Stakeholder interaction records:
 - Meeting invitations;
 - Meeting attendance registers;
 - Meeting minutes.
- Intergovernmental relations records:
 - Meeting notices;
 - Agendas of meetings;
 - Minutes of meetings;
 - Meeting reports;

- Executive Council Memoranda.
- Project management records:
 - Project plans;
 - Project reports;
 - Agendas, minutes of meetings, attendance registers.
- Service delivery evaluations of the police service:
 - Station evaluation tools and reports;
 - School safety evaluation tools and reports.
- Safety structures and activities:
 - Meeting notices;
 - Agendas of meetings;
 - Minutes of meetings;
 - Meeting reports.
- Research and development records:
 - Research tools;
 - Research reports.
- Complaints against police service reports:
 - Complaint forms;
 - Investigation file and diary;
 - Complaints reports;
 - Feedback to complainants.

The records listed under the paragraph below are automatically available. In respect of the remainder of the records, access must be requested in terms of the Act. Note must be taken that these include records classified as confidential, secret and top secret, access to which will only be granted subject to compliance with the Minimum Information Security Standards requirements (MISS).

b) Records automatically available

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1)(a) OF PAIA	MANNER OF ACCESS TO RECORDS
FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i):	
DEPARTMENTAL STRATEGIC PLANS	The records on the website of the department, http://www.kzncomsafety.gov.za/ are available for viewing
DEPARTMENTAL ANNUAL PERFORMANCE PLAN	

ANNUAL REPORTS	or downloading without a person having to make such a request in terms of the said Act.
EMPLOYMENT EQUITY REPORTS	
PUBLISHED RESEARCH REPORTS	
APPROVED ORGANIZATIONAL STRUCTURES	
BUDGETS	
DEPARTMENTAL POLICIES AND PROCEDURE MANUALS	
PROMOTION OF ACCESS TO INFORMATION MANUAL	
SERVICE COMMITMENT CHARTERS	
DEPARTMENTAL EVENTS CALENDAR	
COPIES OF SPEECHES BY THE MEC	
CIRCULARS OF ADVERTISED POSTS AND SERVICES	
DEPARTMENTAL FORMS	
STAFF CONTACT DETAILS DIRECTORY	
JOURNALS AND MAGAZINES	
PROMOTIONAL MATERIAL	
DEPARTMENTAL MEDIA STATEMENTS	
FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii):	
TENDER DOCUMENTS	Records can be purchased at Financial & Accounting Services Office, No. 4 Ground Floor, Department of Community Safety & Liaison, Head Office, 179 Jabu Ndlovu Street, Pietermaritzburg, 3200
FOR COPYING IN TERMS OF SECTION 15(1)(a)(ii):	
DEPARTMENTAL STRATEGIC PLANS	The records may be inspected at the Department on request, addressed to the Office of the Deputy Information Officer, Department of Community Safety & Liaison, Head Office, 179 Jabu Ndlovu Street, Pietermaritzburg, 3201; Private Bag X9143, Pietermaritzburg, 3200
DEPARTMENTAL ANNUAL PERFORMANCE PLAN	
ANNUAL REPORTS	
EMPLOYMENT EQUITY REPORTS	
PUBLISHED RESEARCH REPORTS	
APPROVED ORGANIZATIONAL STRUCTURES	
BUDGETS	
DEPARTMENTAL POLICIES AND PROCEDURE MANUALS	
PROMOTION OF ACCESS TO INFORMATION MANUAL	
SERVICE CHARTERS	
STATEMENT OF COMMITMENT	
DEPARTMENTAL EVENTS CALENDAR	
COPIES OF SPEECHES BY THE MEC	
CIRCULARS OF ADVERTISED POSTS AND SERVICES	
DEPARTMENTAL FORMS	
STAFF CONTACT DETAILS DIRECTORY	
JOURNALS AND MAGAZINES	
PROMOTIONAL MATERIAL	
DEPARTMENTAL MEDIA STATEMENTS	
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii):	

STAFF CONTACT DETAILS DIRECTORY	The records may be requested from the Department, addressed to the Office of the Deputy Information Officer, Department of Community Safety & Liaison, Head Office, 179 Jabu Ndlovu Street, Pietermaritzburg, 3201; Private Bag X 9143, Pietermaritzburg, 3200
JOURNALS AND MAGAZINES	
PROMOTIONAL MATERIAL	
DEPARTMENTAL MEDIA STATEMENTS	
SERVICE COMMITMENT CHARTER (SCC)	
SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)	

8. CATERGORIES OF PERSONAL INFORMATION

The categories of personal information processed by the Department are contained in Annexure A, which specifies the Processing Component, Data Subjects, Personal Information Processed, Processing Purpose, Collection Origin, Processes, Record Formats, Disposal of Records and Authority for Processing.

The categories of recipients to whom the personal information may be supplied are the following:

1. employees of the Department;
2. the South African Police Service / Metro Police Service;
3. other relevant stakeholders in the Criminal Justice System;
4. the State Information Technology Agency;
5. the Auditor-General;
6. Provincial Archives; or
7. any other Organs of State for purposes of performing their public functions or their agents.

The Department does not plan any trans-border flows of personal information, but monitors same in order to ensure compliance with the Act. If the department was to engage in any trans-border flows, it would ensure that information would only be transferred to countries that have demonstrated compliance with the international obligations in respect of personal information security.

The security measures implemented and monitored by the Department include –

- contractual agreements with operators to adhere to the required personal information protection measures / standards;
- all office buildings are safeguarded by private security on a 24/7 basis, with access control to all buildings;
- the provincial office has CCTV cameras monitored by security officers;

- registration of all visitors;
- the Registry is safeguarded by additional security measures including additional access control and a steel gate that is locked at all times;
- the server room is not accessible to staff other than the IT officers;
- personnel files are stored in rooms only accessible to HR officers;
- all computers are password protected.

9. REQUEST PROCEDURE

a) Request for access to a record

If a requester wishes to make a request for access to a record of the KwaZulu-Natal Department of Community Safety and Liaison, he or she must make a written request to the Information Officer or the Deputy Information Officer whose contact details are listed under paragraph 5 hereof.

A requester wishing to make a request must use Form 2, which is included in this manual as Annexure B.

Requesters must provide sufficient information in Form 2 to enable the Information Officer to identify the record requested, including a description of the record, a reference number, if any, and any further particulars of the record. The requester must also include all his/her contact details and the language in which he/she wishes to obtain the record. If the record is not available in the language preferred by the requester, access may be given in the language in which it is available.

An oral request may be made if a requester is illiterate or unable to make a written request because of disability or/and other factors. The Information Officer or her deputy must assist the requestor by putting the request in a written form and giving a copy of the written request to the requester.

The Information Officer must assist a requester who requires assistance with making a request for a record. Assistance must be provided free of charge.

A requester must indicate the form in which access to a record is required, i.e. –

- whether he wishes to make a copy of the record;

- whether he needs the record to be in written or printed form or if he/she wishes to inspect the record;
- if the record is a visual image, i.e. videos, photographs, slides, computer generated images, whether he/she wishes to access a copy of the images, have a transcript or to view them;
- Whether the requestor wishes to access a printed copy of information derived from the record or copy computer readable form (e.g. memory stick).

b) Transfer of a Request for Access to a record

The Information Officer or his Deputy may transfer a request for access to a record where:

- the requested record is not under the direct control of the Department of Community Safety and Liaison; or
- the subject matter of the requested record is more closely connected to another public body.

c) Procedure where record cannot be found

If a record cannot be found, the Information Officer or Deputy Information Officer must, by way of affidavit or affirmation, notify the requester that it is not possible to give access to that particular record.

d) Deferral of Access to a record

Access may be deferred where the record is not yet available.

e) Time Frames and Notice to a Requestor

The Information Officer or the Deputy Information Officer must decide within 30 days whether to grant the request and then send a notice to the requestor.

Where access is granted, the notice from the Information/Deputy Information Officer must:

- state where and when the access fee, if any, must be paid;
- state the form in which access will be granted; and
- state how an appeal may be lodged with the department against the Access Fee or the form in which access is to be granted.

f) Denial of access to a record

Where access is denied, the notice from the Information/ Deputy Information Officer must:

- give adequate reasons;
- not make any mention or reference to the content of the record;
- state that the requestor may lodge an internal appeal with the department or make an application with a court against the denial of access;
- indicate the procedure for lodging an internal appeal.

g) Extension of period to decide on Request

The Information Officer/Deputy Information Officer may extend the period of 30 days once only, and for a further period of 30 days in which to decide on the request if –

- the requester consents in writing to the extension;
- the request is for a large amount of information that may take a considerable amount of time to research, and may affect the daily operations of the department; or
- consultation is necessary with other public bodies that might be affected by the record.

h) Mandatory refusal to a request for access to a record

Mandatory refusal to a request for access to a record must be applied by the Information Officer/Deputy Information Officer for the following reasons:

- protection of privacy;
- if the disclosure would involve the unreasonable or unlawful disclosure of personal information about a third party, including a deceased individual;
- protection of commercial information of a third party;
- protection of certain confidential information;
- protection of confidential information of a third party;
- protection of safety for individuals and protection of property;
- mandatory protection of police dockets in bail proceedings and protection of law enforcement and legal proceedings;
- protection of records privileged from production in legal proceedings;
- defense, security and internal relations of the Republic of South Africa;
- economic interest and financial welfare of the Republic and commercial activities of public bodies;

- protection of research information of a third party, and protection of research information of a public body;
- substantial and unreasonable diversion of the department's resources when researching the requested information;
- protection of computer programs owned by a private body.

i) Discretionary refusal of a Request for Access

The Information Officer/Deputy Information Officer may refuse access to record where a request for access to information would involve disclosure of:-

- Information supplied in confidence by a third party.
- Information, the disclosure of which may impair the security of a structure or system.
- Information vital to in the protection of an individual in a Witness Protection scheme.
- Security of the public and property.
- Information on computer programs owned by the state or public body, defined in the Copyright Act No. 98 of 1978.
- Information about a record of a public body which contains an opinion, advice, report, recommendation or an account of a consultation, deliberation or minutes of a meeting on the formulation of a policy
- A record containing methods, techniques, guidelines used in the prevention, detection, investigation of a crime or prosecution of an offender which may result in the miscarriage of justice
- A record, if disclosed may prejudice an investigation into a crime, enable a person to identify a source, result in the intimidation of witnesses, facilitate in the commission of a contravention of the law, or prejudice the fairness of a trial
- Information, the disclosure of which could prejudice the defense, security or international relations of the Republic of South Africa
- Information, the disclosure of which is likely to materially jeopardize the economic or financial interest of the Republic of South Africa, or the government's ability to manage the economy of the country effectively.
- Information which contains trade secrets of the state or a public body, the disclosure of which is likely to cause harm to the commercial or financial interests of the state or a public body.

j) Other grounds for refusal to a Request for Access to a record

The Information Officer or Deputy Information Officer may refuse a request for access to a record if the request is manifestly frivolous or the work involved in processing the request would substantially and unreasonably divert the resources of the Department of Community Safety and Liaison.

k) Fees payable for a request and notification of decision on access

- A requester who seeks access to a record containing personal information about him/her is not required to pay the request fee.
- Every other requester must pay the request fee of R100.00. Complete Form 2 and submit it to the Information Officer either at the department's physical address, fax number or electronic mail address together with the request fee.
- The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed request fee (if any) and deposit (if any) before further processing the request.
- The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of a fee. After the Information Officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the request is granted then a further access fee must be paid for the reproduction and for search and preparation for any time required in excess of stipulated hours to search and prepare the record for disclosure.
- Access to a record will be withheld until all the applicable fees have been paid.

l) Remedies available in respect of acts or failures to act

The following procedures exist for persons to report or remedy alleged irregular, improper or unlawful official acts or omissions by the department or any of its employees:

- (i) Remedies in respect of acts or failures to act in terms of the PAIA:
 - a. An internal appeal may be lodged using Form 4 (Annexure C). The internal appeal authority for purposes of the Act is the Member of the Executive Council responsible for the department. After exhausting the internal appeal remedy an application may be lodged with a court.
 - b. A person may lodge a complaint with the Information Regulator in terms of section 77A of PAIA.

- (ii) 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).
- (iii) A person may use labour remedies regarding official acts or omissions of a labour nature, namely disputes of rights (the Public Service Act, 1994, and Labour Relations Act, 1995).
- (iv) A person may lodge a complaint with a labour inspector concerning any alleged contravention of the Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997 - section 78(1) (a)), or the Employment Equity Act, 1998 (Act No. 55 of 1998 - section 34(e)).
- (v) A person may lodge a complaint with the Public Protector concerning a suspected unlawful or improper official act or omission (the Constitution and the Public Protector Act, 1994 (Act No. 23 of 1994)).
- (vi) 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 No. 54 of 1994)).
- (vii) In order 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 No. 26 of 2000).
- (viii) 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, 2000 (Act No. 3 of 2000).
- (ix) A person may request reasons for an administrative action in terms of section 5 of the Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000).

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

- 10.1. The Regulator has, in terms of section 10(1) of PAIA, updated the PAIA Guide, as initially compiled by the SAHRC.
- 10.2. The purpose of the aforesaid Guide is to provide information that is needed by any person who wishes to exercise any right contemplated in PAIA and POPIA.
- 10.3. This Guide will specifically assist a person, also called a data subject, on how to access his/her or its personal information in terms of section 23 of POPIA. The aforesaid Guide contain the description of –

- 10.3.1. the objects of PAIA and POPIA;
- 10.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of –
 - 10.3.2.1. the Information Officer of every public body, and
 - 10.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹¹ and section 56 of POPIA;
- 10.3.3. the manner and form of a request for –
 - 10.3.3.1. access to a record of a public body contemplated in section 11 of PAIA; and
 - 10.3.3.2. access to a record of a private body contemplated in section 50 of PAIA;
- 10.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 10.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 10.3.6. 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 –
 - 10.3.6.1. an internal appeal;
 - 10.3.6.2. a complaint to the Regulator; and
 - 10.3.6.3. an application to 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;
- 10.3.7. 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;
- 10.3.8. the provisions of sections 15 and 52 of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 10.3.9. the notices issued in terms of sections 22 and 54 of PAIA regarding fees to be paid in relation to requests for access; and
- 10.3.10. the regulations made in terms of section 92 of PAIA.
- 10.4. Members of the public can inspect or make copies, during normal working hours, of the Guide from the offices of the public and private bodies (in at least two of the official languages), including the office of the Regulator (in each of the official languages). The Guide, in each of the official languages, can also be obtained –

- 10.4.1. from the Government Gazette;
- 10.4.2. upon request from the Regulator, by the information officer on a form which corresponds substantially with Form 1 of Annexure A to the Regulations;
- 10.4.3. upon request from the Regulator, by any person, other than an information officer referred to in paragraph 10.4.2 above, on a form that corresponds substantially with Form 1 of Annexure A to the PAIA Regulations. The fees in relation to a copy of the Guide as provided for in item 1 of Annexure B may apply to the aforesaid person.
- 10.4.4. from the website of the Regulator (<https://www.inforegulator.org.za>) and that of any public and private bodies.

11. DISPOSAL OF RECORDS

The Department reserves the right to lawfully dispose of certain records in terms of authorities obtained from the National Archives and Records Service.

Requesters will be advised whether a particular record has been disposed of where this is relevant to the records requested.

In accordance with section 24(1) of POPIA, the Department may, upon receipt of the request from a data subject –

- correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or
- destroy or delete a record of personal information about the data subject that the Department is no longer authorised to retain in terms of section 14 of POPIA.

12. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY AND THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES

In the exercise of its powers or performance of its duties in terms of PAIA and POPIA, the public are from time to time invited to attend engagement sessions, make representations or to participate in or influence the development of crime prevention / community policing processes, policies, guidelines or strategies.

Members of the public can, at any time, make representations to the department regarding the police oversight, crime prevention or community policing falling within the ambit of the departmental mandate.

The public are also encouraged to participate in public consultation and stakeholders' engagement arranged by the department.

The platform utilised for public participation may either be through public meetings (physical or virtually), email or written submissions.

The inputs and submissions of members of the public are considered intensively during the formulation of any policies, guidelines or strategies. The department disseminates information to the public via electronic and print media, government gazette as well as social media.

13. FEES PAYABLE IN TERMS OF THE INFORMATION ACT

Item	Description	Amount
1	The request fee payable by every requester	R100.00
2	Photocopy of A4-size page	R1.50 per page or part thereof.
3	Printed copy of A4-size page	R1.50 per page or part thereof.
4	For a copy in a computer-readable form on:	
	Flash drive (to be provided by requestor) Compact disc	R40.00
	If provided by requestor	R40.00
	If provided to the requestor	R60.00
5	For a transcription of visual Images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6	Copy of visual Images	
7	Transcription of an audio record, per A4-size page	R24.00
8	Copy of an audio record on:	
	Flash drive (to be provided by requestor) Compact disc	R40.00
	If provided by requestor	R40.00

	If provided to the requestor	R60.00
9	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	R100.00
	To not exceed a total cost of	R300.00
10	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of Items 2 to 8.
11	Postage, e-mail or any other electronic transfer	Actual expense, if any.

14. APPROVAL BY INFORMATION OFFICER

Approved on this 29 day of July 2024


MS GP XABA MAKHETHA
HEAD OF DEPARTMENT

ANNEXURE A

Processing Component	Data Subjects	Personal Information	Processing Purpose	Collection	Processes	Record formats	Disposal of records	Authority for Processing
Human Resources	Applicants for employment	Names, IDs, addresses, contact details, race, gender, experience, qualifications, employment details	To process applications for employment	Direct	Receive, screening, verification, evaluate during recruitment and process and filing	Physical files, electronic (hard drives, server)	Records Management Policy	S11(1)(d) S29
	Employees and dependents	Names, IDs, PERSAL numbers, addresses, contact details, race, gender, experience, qualifications, employment details	To process career incidents	Direct & indirect	Appointment processes, PERSAL administration, leave administration, performance management, discipline management, medical aid and pension form processing, resignation retirement processing	Physical files and electronic (hard drives, server, transversal system)	Records Management Policy	S11(1)(d) S12(2)(c) S32(f)(i) Note: S30 only authorizes Trade Union to process information on union affiliation, not employers;
Fleet Management	Employee drivers of vehicles and passengers	Names, contact details	To process access to State vehicles	Direct	Issuing of trip authorities, processing of application for subsidized	Physical files and electronic (hard drives, server)	Records Management Policy	S11(1)(d)

Processing Component	Data Subjects	Personal Information	Processing Purpose	Collection	Processes	Record formats	Disposal of records	Authority for Processing
Information Technology	Employee users system	Names, PERSAL number, e-mail addresses, passwords	To process access to IT system	Direct	vehicles Administration of access to system	Physical files and electronic (hard drives, server)	Records Management Policy	S11(1)(d)
	Visitors	Names, IDs, contact details	To process access to offices	Direct	Registration of access	Physical files	Records Management Policy	S11(1)(a)
Security Services	Employees	Names, IDs, PERSAL numbers, addresses, contact details, fingerprints	To process criminal records checks / vetting	Direct	Criminal record screening, security clearance processing	Physical files and electronic (hard drives, server)	Records Management Policy	S11(1)(d)
	Employee users assets	Names, PERSAL numbers	Process asset utilization and accountability	Direct	Recording of custodians of assets, reporting of losses	Physical files and electronic (hard drives, server, transversal system)	Records Management Policy	S11(1)(d)
Supply Chain Management	Bidders	Names, IDs, addresses, registration numbers, contact details	To process the evaluation and award of bids	Direct	Processing quotations or bids (screening, verification, evaluation and filing)	Physical files, electronic (hard drives, server)	Records Management Policy	S11(1)(d)
	Contracted service providers	Names, IDs, addresses, registration	Contract management	Direct	Processing contracts through to Legal	Physical files, electronic	Records Management Policy	S11(1)(b)

Processing Component	Data Subjects	Personal Information	Processing Purpose	Collection	Processes	Record formats	Disposal of records	Authority for Processing
Accounting Services		numbers, contact details, bank account details			Services and end-users	(hard drives, server)		
	Employees	Names, IDs, PERSAL numbers, bank account details	To process claims and payments	Direct	Payroll management; subsistence and transport claim administration	Physical files and electronic (hard drives, server, transversal system)	Records Management Policy	S11(1)(d)
	Service providers and creditors	Names, IDs, addresses, registration numbers, contact details, bank account details	To process claims, invoices and payments	Direct	Capturing banking details, processing payments	Physical files and electronic (hard drives, server, transversal system)	Records Management Policy	S11(1)(b)
	Contracted service providers	Names, IDs, addresses, registration numbers, contact details, bank account details	To process the drafting and signing of contracts	Indirect	Receiving bids / quotations, drafting contracts	Physical files, electronic (hard drives, server)	Records Management Policy	S11(1)(b) S12(2)(c)
Legal Services	Litigants and claimants	Names, IDs, addresses, registration numbers, contact	Administering court processes, claims, correspondence	Indirect	Filing claims, correspondence, transmitting documentation to attorneys	Physical files, electronic (hard drives, server)	Records Management Policy	S11(1)(d) S12(2)(d)(iii)

Processing Component	Data Subjects	Personal Information	Processing Purpose	Collection	Processes	Record formats	Disposal of records	Authority for Processing
		details, bank account details	e			server)		
	Employees	Names, contact details	Assessing liability losses for	Direct	Filing requests and supporting docs, formulating opinions, transmitting same to CFO	Physical files, electronic (hard drives, server)	Records Management Policy	S11(1)(d)
	Complainants	Names, IDs, addresses, registration numbers, CAS numbers, contact details	Providing legal opinions on cases	Direct / Indirect	Filing requests and supporting docs, formulating opinions, transmitting to management	Physical files, electronic (hard drives, server)	Records Management Policy	S11(1)(c), (d) & (e) S12(2)(c)
	Complainants	Names, IDs, addresses, registration numbers, contact details	Investigation of complaints against police	Direct	Filing requests and supporting docs, transmitting same to SAPS, drafting reports to management, communicating with complainants	Physical files, electronic (hard drives, server)	Records Management Policy	S11(1)(c), (d) & (e)
Provincial Secretariat for Police	Parties in conflict	Names, IDs, addresses, registration numbers, contact details	Facilitating mediation processes	Direct	Filing supporting docs, transmitting same to SAPS and other stakeholders,	Physical files, electronic (hard drives, server)	Records Management Policy	S11(1)(d)

Processing Component	Data Subjects	Personal Information	Processing Purpose	Collection	Processes	Record formats	Disposal of records	Authority for Processing
					drafting reports to management, communicating with parties			
	Members of community safety structures	Names, IDs, addresses, registration numbers, contact details	Facilitating the functionality of safety structures	Direct	Recording information, communicating to other members, stakeholders and SAPS, sending communication to data subject regarding activities	Physical files, electronic (hard drives, server)	Records Management Policy	S11(1)(c), (d) & (e)
	Complainants / suspects / victims in criminal investigations	Names, IDs, addresses, registration numbers, contact details, CAS numbers	To assess the effectiveness of criminal investigations	Direct / Indirect	Filing requests and supporting docs, transmit same to SAPS / NPA, access docket for review, drafting reports, transmitting to same management, communicating with complainants	Physical files, electronic (hard drives, server)	Records Management Policy	S11(1)(c), (d) & (e) S12(2)(a) or (c)
	Members of the public attending events /	Names, IDs, contact details	To facilitate participation in crime prevention	Direct	Recording information in attendance registers, filing	Physical files, electronic (hard	Records Management Policy	S11(1)(c) / (e)

Processing Component	Data Subjects	Personal Information	Processing Purpose	Collection	Processes	Record formats	Disposal of records	Authority for Processing
	functions / workshops		programmes		registers, making registers available for auditing	drives, server)		
IGR and Special Projects	Volunteers	Names, IDs, PERSAL numbers, addresses, race, gender, bank account details	Processing applications, appointments, payments, discharge	Direct	Receiving / filing applications, conduct interviews, capture details on PERSAL and other systems, receiving / filing time-sheets, compile reports, submit details to DPW for EPWP administration	Physical files, electronic (hard drives, server)	Records Management Policy	S11(1)(d) / (e)

Form 2
Request for access to record
 [Regulation 7]

Note:

Proof of identity must be attached by the requester.

Requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO:	The information officer _____ _____ _____ _____ (Address)
E-mail address: Fax number:	_____ _____ _____
Mark with an 'X'	
<input type="checkbox"/> Request is made in my own name	<input type="checkbox"/> Request is made on behalf of another person

PERSONAL INFORMATION

Full names:			
Identity number:			
Capacity in which request is made (<i>when made on behalf of another person</i>):			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel (B):		Facsimile:
	Cellular:		

Full names of person on whose behalf request is made (if applicable):			
Identity number:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel (B):		Facsimile
	Cellular:		
PARTICULARS OF RECORD REQUESTED			
Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)			
Description of record or relevant part of the record:			
Reference number, if available:			

Any further particulars	
of record:	

TYPE OF RECORD
(Mark the applicable box with an 'X')

Record is in written or printed form	
Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS
(Mark the applicable box with an 'X')

Printed copy of record (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
--	--

Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	

Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an 'X')</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
<p>A request fee must be paid before the request will be considered. You will be notified of the amount of the access fee to be paid. The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record. If you qualify for exemption of the payment of any fee, please state the reason for exemption.</p>	
Reason:	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

 Signature of requester /person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(state rank, name and surname of information officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of information officer

Form 4
Lodging of an internal appeal
[\[Regulation 9\]](#)

Reference number: _____			
PARTICULARS OF PUBLIC BODY			
Name of public body:			
Name and surname of information officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full names:			
Identity number:			
Postal address:			
Contact numbers:	Tel (B):	Facsimile:	
	Cellular:		
E-mail Address:			
Is the internal appeal lodged on behalf of another person?	Yes		No
If answer is 'yes', capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>			
Full names:			
Identity number:			
Postal address:			
Contact numbers:	Tel (B):	Facsimile:	

	Cellular:		
E-mail address:			
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an 'X')</i>			
Refusal of request for access:			
Decision regarding fees prescribed in terms of section 22 of the Act:			
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act:			
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester:			
Decision to grant request for access:			
GROUND FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form, all the additional pages must be signed.)</i>			
State the grounds on which the internal appeal is based:			
State any other information that may be relevant in considering			

the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of appellant/Third party

**FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL**

Appeal received by: <i>(state rank, name and surname of information officer)</i>			
Date received:			
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the	<table border="1"> <tr> <td>Yes</td> <td></td> </tr> </table>	Yes	
Yes			

information officer:			
		No	
OUTCOME OF APPEAL			
Refusal of request for access. Confirmed?	Yes		New decision (if not confirmed)
	No		
Fees (Sec 22). Confirmed?	Yes		New decision (if not confirmed)
	No		
Extension (Sec 26(1)). Confirmed?	Yes		
	No		New decision (if not confirmed)

Access (Sec 29(3)). Confirmed?	Yes		New decision (if not confirmed)
	No		
Request for access granted. Confirmed?	Yes		
	No		New decision (if not confirmed)

Signed at _____ this _____ day of _____ 20 _____

Relevant authority