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BUSINESS UNITY SOUTH AFRICA NPC
PROMOTION OF ACCESS TO INFORMATION MANUAL

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REGISTRATION NUMBER: 2014/042417/08

PRESIDENT: Adrian Gore CEO: Cas Coovadia NEDLAC CONVENOR: Kaizer Moyane

DIRECTORS: Bongzi Kunene, Busisiwe Mavuso, Busisa Jiya, Christopher Campbell, Charlotte Mokoena, Deidre Penfold, Gareth Ackerman, John Dlodlu, Mike Mabasa, Michelle Constant, Stavros Nicolaou.

INTRODUCTION AND DEFINITIONS

This manual has been compiled by Business Unity South Africa NPC (“**BUSA**”) in accordance with the requirements of the Promotion of Access to Information Act 2 of 2000 (“**PAIA**”) and the Protection of Personal Information Act 4 of 2013 (“**POPIA**”).

BUSA is a private body as defined in section 1 of PAIA. This manual therefore contains the required information applicable to private bodies, which is specified in section 51 of PAIA as follows:

- i. the contact details of the head of BUSA (section 51(1)(a)(i) of PAIA);
- ii. a description of the guide referred to in section 10 of PAIA (section 51(1)(b)(i) of PAIA);
- iii. a description of the records of BUSA which are available without a requester having to request access in terms of PAIA (section 51(1)(b)(ii));
- iv. a description of the records of BUSA which are available in terms of any legislation other than PAIA (section 51(1)(b)(iii) of PAIA); and
- v. a description of the subjects on which BUSA holds records and the categories of records held on each subject in sufficient detail to facilitate a request for access to a record (section 51(1)(b)(iv) of PAIA).

BUSA is also a responsible party as defined in section 1 of POPIA, This manual therefore contains the information applicable to responsible parties which is stipulated in section 51(1)(c) of PAIA as follows:

- i. the purpose of the processing of personal information (section 51(1)(c)(i) of PAIA);
- ii. a description of the categories of data subjects and the personal information that is processed by BUSA in relation to these data subjects (section 51(1)(c)(ii) of PAIA);
- iii. a description of the categories of recipients to whom that personal information is provided (section 51(1)(c)(iii) of PAIA);
- iv. actual and/or planned instances when personal information held by BUSA may be transferred outside of South Africa (section 51(1)(c)(iv) of PAIA); and
- v. a description of the information security measures implemented by BUSA to ensure the confidentiality, integrity and availability of the personal information which is to be or is being processed (section 51(1)(c)(iv) of PAIA).

The manual will be updated at least every twelve months or at such intervals as may be necessary in accordance with the requirements of section 51(2) of PAIA.



The manual facilitates requests for access to records of BUSA as provided for in sections 53 and 54 of PAIA and sets out how to access personal information held by BUSA in terms of sections 23 and 25 of POPIA.

In this manual, the following words bear the meanings set out below:

BUSA	means Business Unity South Africa (registration number: 2014/042417/08), a non-profit company registered in South Africa in accordance with the laws of South Africa, with its registered place of business at 61 Katherine Street, Sandhurst, Sandton, 2196, PO Box 652807, Benmore, 2010.
Data Subject	means the person to whom Personal Information relates, as defined in section 1 of POPIA. In the context of BUSA, this primarily but without limitation means members, partners, affiliates, Employees and Operators / suppliers, other persons and third parties;
Deputy Information Officer	means any person designated by the Head of BUSA to be the Deputy Information Officer in terms of section 56 of POPIA from time to time and as registered with the Information Regulator;
Employee	means any person who works for or provides services to or on behalf of BUSA, and receives or is entitled to receive remuneration;
Guide	means the guide on how to use PAIA compiled by the SAHRC, and updated and made available by the Information Regulator in terms of section
Head of BUSA	10 of PAIA;



Information Officer	means the Chief Executive Officer of BUSA, or any person duly authorised by him or her to carry out the duties ascribed to the “head” of a private body by PAIA.
Information Regulator	
Manual	means the Head of BUSA, registered with the Information Regulator in terms of section 55(2) of POPIA;
Minister	means the regulatory body established in terms of section 39 of POPIA;
Operator	means this manual which is published in accordance with section 51 of PAIA and “ this manual ” shall have the same meaning;
Personal Information	<p>means the Cabinet member responsible for the administration of justice, presently the Minister of Justice and Correctional Services;</p> <p>means a person who Processes Personal Information for BUSA in terms of a contract or mandate, without coming under the direct authority of BUSA, as provided for in section 1 of POPIA, and “Operators” has a corresponding meaning;</p> <p>has the meaning given in section 1 of POPIA, being personal information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:</p> <p>(a) information relating to the race, gender, sex, pregnancy, marital status, national,</p>

ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;

- (b) information relating to the education or the medical, financial, criminal or employment history of the person;
- (c) any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- (d) biometric information of the person;
- (e) personal opinions, views or preferences of the person;
- (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- (g) views or opinions of another individual about the persons; and
- (h) the name of the person if it appears with other Personal Information relating to the person, or if the disclosure of the name itself would reveal information about the person;

Processing

has the meaning given in section 1 of POPIA and includes any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, including—

- a) collection, receipt, recording, organisation, collation, storage, updating



or modification, retrieval, alteration, consultation or use;

b) dissemination by means of transmission, distribution or making available in any other form; or

c) merging, linking, restriction, degradation, erasure or destruction of information;

and “**Process**” and “**Processed**” have corresponding meanings;

PAIA Regulations

means the Regulations relating to the Promotion of Access to Information, 2021, promulgated in terms of PAIA in Government Notice R757/2021, *Government Gazette* number 45057 of 27 August 2021;

Requester

means any person or entity requesting access in terms of PAIA to a record that is under the control of BUSA or any Data Subject requesting details of any Personal Information relating to that Data Subject or a copy of the Personal information in terms of POPIA;

Responsible Party

has the meaning given to it in section 1 of POPIA, being “a public or private body or any other person which, alone or in conjunction with others, determined the purpose and means for processing personal information”.

“**Responsible Parties**” has a corresponding meaning;

SAHRC

Special Personal Information

means the South African Human Rights Commission;



has the meaning given in section 1 read with section 26 of POPIA and includes the Personal Information of a Data Subject concerning—

- (a) the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of the Data Subject; or
- (b) the criminal behaviour of the Data Subject to the extent that such information relates to—
 - i. the alleged commission by the Data Subject of any offence; or
 - ii. any proceedings in respect of any offence allegedly committed by the Data Subject or the disposal of such proceedings.

CONTACT DETAILS (section 51(1)(a)(i) of PAIA)

The Chief Executive Officer of BUSA is Mr Cas Coovadia. Mr Coovadia is the Head of BUSA for the purposes of PAIA. Mr Coovadia is also the registered Information Officer for BUSA in terms of POPIA] or Mr Coovadia has designated Mrs Zelda Setladi to act as the Information Officer and is registered for this purpose in terms of POPIA].

The Information Officer has designated Mrs Zelda Setladi to be the Deputy Information Officer for purposes of POPIA.]

Commented [BG1]: Note to Client: Please confirm this information.

Requests for access to records or Personal Information in terms of either PAIA or POPIA should be addressed to the Information Officer and/or Deputy Information Officer using the following contact details:

Physical address:

61 Katherine Street
Sandhurst
Sandton
2196

Postal address:

PO Box 652807
Benmore
2010

Telephone: +27 11 784 8000

Email: busa@busa.org.za

Commented [BG2]: Note to Client: We would recommend setting up a designated email account for these purposes (e.g. informationofficer@busa.org.za)

SECTION 10 GUIDE ON HOW TO USE PAIA (section 51(1)(b)(i) of PAIA)

The Information Regulator is required, in terms of section 10 of PAIA, to update and make available the Guide compiled by the SAHRC to assist persons wishing to exercise any rights in terms of PAIA.

A request for the Guide can be made to the Information Regulator in the prescribed form (Form 1 of Annexure A to the PAIA Regulations). A copy of the form is attached as ANNEXURE B to this manual. Any person wishing to obtain the Guide may either access it through the website of the Information Regulator at <https://info regulator.org.za/paia-guidelines/> or by making a request to:

The Information Regulator

Postal address:

JD House
26 Stiemens Street
Braamfontein
Johannesburg
2001



P.O. Box 31533
Braamfontein
Johannesburg
2017

Telephone: (010) 023 5200

Email: enquiries@inforegulator.org.za

Alternatively, members of the public can inspect or make copies of the Guide from the offices of the Information Regulator, at no fee, during normal working hours (in terms of regulation 2(3) of the PAIA Regulations).

The Information Officer must have a copy of the Guide in at least two of the official languages in South Africa available for inspection at its address, at no fee, during normal working hours (in terms of regulation 3(3) of the PAIA Regulations).

Upon request in the prescribed form (Form 1 of Annexure A to the PAIA Regulations), the Information Office must make available the number of copies of the Guide requested (in terms of regulation 3(2) of the PAIA Regulations).

RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION (SECTION 51(1)(b)(iii) OF PAIA)

Certain records held by BUSA are available in terms of legislation other than PAIA. These records may in certain instances only be accessed by the persons specified in the relevant legislation. The relevant legislation is as follows:

- i. [Basic Conditions of Employment Act 75 of 1997](#)
- ii. [Broad-based Black Economic Empowerment Act 53 of 2003](#)
- iii. [Companies Act 71 of 2008](#)
- iv. [Compensation for Occupational Injuries and Diseases Act 130 of 1993](#)
- v. [Employment Equity Act 55 of 1998](#)
- vi. [Income Tax Act 58 of 1962](#)
- vii. [Labour Relations Act 66 of 1995](#)
- viii. [Medical Schemes Act 131 of 1998](#)
- ix. [National Economic, Development and Labour Council Act 35 of 1994](#)
- x. [Occupational Health and Safety Act 85 of 1993](#)
- xi. [Pension Funds Act 24 of 1956](#)
- xii. [Skills Development Act 97 of 1998](#)

- xiii. Skills Development Levies Act 9 of 1999
- xiv. Unemployment Insurance Act 63 of 2001
- xv. Unemployment Insurance Contributions Act 4 of 2002
- xvi. Value Added Tax Act 89 of 1991

Commented [BG3]: Note to client: Please consider and delete any legislation that does not apply to BUSA.

DESCRIPTION OF THE SUBJECTS ON WHICH BUSA HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD ON EACH SUBJECT (section 51(1)(b)(iv) OF PAIA)

The following is a list of the subjects on which BUSA holds records and the broad categories into which these records fall. The procedure in terms of which such records may be requested from BUSA is set out in section 0 of this manual. The records listed below will not in all instances be provided to a requester who requests them in terms of PAIA. The requester must show that he or she has the right in terms of PAIA to be given access to the records in question.

Categories of records

Description of records held

Commented [BG4]: Note to client: We have provided some common examples. Please insert or delete as appropriate

Administration

- Directors' records
- Minutes of board meetings
- Records relating to the incorporation of BUSA
- Minutes of meetings of committees and sub-committees

Management

- Minutes of meetings of the Executive Committee
- Internal correspondence
- Resolutions of the directors of BUSA

Finance

- Accounting records
- Tax records
- Debtors' records
- Creditors' records
- Insurance records
- Auditors' reports
- Interim and annual financial statements



- Bank statements and other banking records for business and trust accounts
- Invoices issued in respect of debtors and billing information
- Records regarding BUSA 's financial commitments

Human Resources

- List of employees
- Statistics regarding employees
- Employment contracts
- Conditions of employment
- Curriculum vitae of employees, including qualifications
- Information relating to prospective employees , including their curriculum vitae
- Personnel records including personal details, disciplinary records, performance and internal evaluation records
- Employee tax information
- Records of Unemployment Insurance Fund contributions
- Records regarding group life assurance and disability income protection
- Pension fund records
- Payroll records
- Health and safety records
- Workplace skills plans
- Codes of conduct
- Disciplinary code and procedure
- Grievance procedure
- Appeal procedure
- Remuneration policy
- Internal policies and procedures regarding dismissals, performance

appraisals, recruitment, selection, advertising of positions, appointments, retirement, promotions, leave, extended sick leave, study leave, salaries, overtime, bonuses, medical aid, health and safety, adoption leave and benefits, broad-based black economic empowerment (including procurement), loans, working parents, smoking, use of company resources including telephones, motor vehicles and computers, sexual harassment, HIV-Aids policy.

- Training schedules and material
- Correspondence relating to personnel

Suppliers

- Supplier lists and details of suppliers
- Agreements with suppliers

Information Technology

- Computer software
- Support and maintenance agreements
- Records regarding computer systems and programmes

Property

- Asset registers
- Lease agreements in respect of immovable property
- Records regarding insurance in respect of movable property
- Records regarding insurance in respect of immovable property

Miscellaneous

- Internal correspondence
- Firm publications

PROCESSING OF PERSONAL INFORMATION BY BUSA (section 51(1)(c) of PAIA)

Details about the Processing of Personal Information undertaken by BUSA are set out in ANNEXURE A.

CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT REQUEST (section 51(1)(b)(ii) of PAIA)

Certain records are available without needing to be requested in terms of the request procedures set out in PAIA and detailed in section 0 of this manual. This information may be inspected, collected, purchased or copied (at the prescribed fee for reproduction) at BUSA's offices. Certain information is also available on BUSA's website here: <https://www.busa.org.za/policy/> and here: <https://www.busa.org.za/media-room/>.

These records include:

- []

REQUEST PROCEDURE IN TERMS OF PAIA (section 53 of PAIA)

A request for access to records held by BUSA in terms of section 50 of PAIA must be made in the prescribed form (**Form 2 of Annexure A** of the PAIA Regulations) (in terms of section 53(1) of PAIA). A copy of the form is attached as ANNEXURE C to this manual. The request must be made to BUSA at the address, or email address, specified in section 0 of this manual.

A requester must provide sufficient detail on the prescribed form to allow BUSA to identify the record or records which have been requested and the identity of the requester (under section 53(2) of PAIA). If a request is made on behalf of another person or entity, the requester must submit details and proof of the capacity in which the requester is making the request, which must be reasonably satisfactory to BUSA (under section 53(2)(f) of PAIA). The requester is also required to indicate the form of access to the relevant records that is requested, and to provide his, her or its contact details in South Africa (in terms of sections 53(2)(b) and (c) of PAIA).

The requester must identify the right that they are seeking to exercise or protect by accessing records held by BUSA and must explain why the particular record or records requested is or are required for the exercise or protection of that right (in terms of section 53(2)(d) of PAIA).

Commented [BG5]: Note to Client: Please to confirm whether any such information exists.

Commented [BG6]: Note to Client: Please add examples of any other records or information that is freely available on BUSA's website to members of the public.

BUSA may, and in certain instances must, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA which include:

- that access would result in the unreasonable disclosure of Personal Information about a third party,
- to protect the commercial information of a third party or of BUSA itself, that it is necessary to protect the confidential information of a third party,
- to protect the safety of individuals or property,
- that a record constitutes privileged information for the purpose of legal proceedings,
- to protect the research information of a third party or BUSA itself.

Access to documents may also be refused on the basis of professional privilege.

BUSA is required to inform a requester in writing of its decision in relation to a request (in terms of section 56 of PAIA). If the requester wishes to be informed of BUSA 's decision in any additional manner, this must be set out in the request and the relevant details included, in order to allow BUSA to inform the requester in the preferred manner.

BUSA will make a decision in relation to a request for records within 30 days of receiving it, unless third parties are required to be notified of the request or the 30-day period is extended as provided for in PAIA. BUSA will notify the requester if the 30-day period for processing a request is to be extended.

Where a request is refused, a requester may apply to the relevant High Court with jurisdiction within 30 days of being informed of the refusal of the request, for an order compelling the record or records requested to be made available to the requester or for another appropriate order. The relevant High Court with jurisdiction will then determine whether the records should be made available.

FEES PAYABLE (section 54 of PAIA read with regulation 8 and ANNEXURE B of the PAIA Regulations)

A requester must pay a base **request fee** of R140.00. Unless exempt, this request fee may be paid at the time a request is made, or the person authorised to deal with such requests on BUSA 's behalf may notify the requester that he, she or it needs to pay the request fee before processing the request any further. A requester may apply to Court to be exempted from the requirement to pay the request fee.

Where a request for access to a record or records held by BUSA is granted, the requester must also pay an **access fee** for the reproduction of the record or records, and for the search for and the preparation of the records for disclosure. BUSA is entitled to withhold a record until the required access fees have been paid. The access fees which are payable are as follows:

	Action taken	Fee
i.	The request fee payable by every requester	R140.00
ii.	Photocopy / printed black & white copy of an A4-size page	R2.00 per page or part thereof
iii.	Printed copy of an A4-size	R2.00 per page or part thereof
iv.	For a copy in a computer-readable form on—	
	Flash drive (to be provided by requester)	R40.00
	compact disc:	
	o if provided by requester	R40.00
	o if provided to the requester	R60.00
v.	For a transcription of visual images, per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
vi.	Copy of visual images	
vii.	Transcription of an audio record, A4-size page	R24.00
viii.	Copy of an audio record on:	
	• Flash drive (to be provided by requester)	R40.00
	• Compact disc	
	o If provided by the requester	R40.00
	o If provided to the requester	R60.00
ix.	Hourly fee for each hour or part of an hour, excluding the first hour, reasonably required to search for and prepare the record for disclosure.	R145.00

	Not to exceed the total cost of:	R435.00
x.	Deposit: if search exceeds 6 hours	One third of amount per request calculated in terms of items ii to viii.
xi	Postage, e-mail or any other electronic transfer	Actual expense, if any.

If BUSA is of the opinion that the search for and the preparation of the records requested will require more than six hours, BUSA is entitled to ask for a deposit of one third of the access fees which will be payable in respect of the records requested by the requester. The requester may make an application to the Court or lodge a complaint with the Information Regulator to be exempted from the requirement to pay this deposit. If a deposit is made and access to the records requested is subsequently refused, the deposit will be repaid to the requester.

REQUEST PROCEDURE IN TERMS OF POPIA (sections 23 and 25 of POPIA)

A request for access in terms of section 23 of POPIA must be made in the manner and form set out in section 0 of this manual above (under section 25 of POPIA).

No fee is payable where a requester asks BUSA to confirm whether or not BUSA holds his, her or its Personal Information (under section 23(1)(a) of POPIA).

A prescribed fee, if any, as set by the Minister after consultation with the Information Regulator, may be payable if a requester asks for a copy of the Personal Information held by BUSA, or a description of the records held by BUSA that contain the requester’s Personal Information (in terms of section 23(1)(b)(ii) read with section 111(1)(a) of POPIA). BUSA must give the requester a written estimate of the fee beforehand and may require the requester to pay a deposit for all or part of the estimated fee (in terms of section 23(3) of POPIA).

INFORMATION OR RECORDS NOT FOUND (section 55 of PAIA)

If all reasonable steps have been taken to find a record that is requested under PAIA, and the requested record cannot be found or does not exist, then BUSA will notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.



The affidavit or affirmation will provide a full account of all the steps taken to find the record or to determine the existence thereof, including details of all communications by BUSA with every person who conducted the search.

If the record in question should later be found, the requester will be given access to the record in the manner stipulated by the requester unless access is refused by BUSA as permitted by PAIA (as dealt with in section 0 above).

INFORMATION REQUESTED ABOUT A THIRD PARTY (Chapter 5 of Part 3 of PAIA)

Where any information that relates to a third party is requested in terms of PAIA from BUSA, BUSA is required to notify the third party of the request (section 71 of PAIA). The third party has an opportunity to grant their consent to the disclosure of the record or to make representations as to why the requested record should not be disclosed to the requester (section 72 of PAIA). If BUSA decides to grant access to the record, it will notify the affected third party again (section 73 of PAIA). The third party is entitled to apply to court in relation to that decision. The court will then determine whether the record should be disclosed by BUSA.

ANNEXURE A

PROCESSING OF PERSONAL INFORMATION

BUSA takes the privacy and protection of Personal Information seriously and will only Process Personal Information in accordance with POPIA or any other applicable legislation which deals with privacy rights. Accordingly, the relevant Personal Information privacy conditions and requirements relating to the Processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion of Personal Information) will be applied to any Personal Information Processed by BUSA.

Purpose of Processing Personal Information

BUSA uses the Personal Information under its care in the following ways:

- Staff administration
- Keeping of accounts and records
- Complying with tax laws
- Furtherance of business activities
- To participate in procurement processes
- For member registration processes

Commented [BG7]: Note to Client: Please confirm.

Categories of Data Subjects and their Personal Information that BUSA Processes

Commented [BG8]: Note to Client: Please confirm.

Data Subjects

Personal Information Processed

**Members –
juristic persons/entities**

- Names of contact persons;
- Name of legal entity;
- Physical and postal address and contact details;
- Financial information;
- Registration number;
- Founding documents;
- Tax related information;
- Authorized signatories;
- Beneficiaries;
- Ultimate beneficial owners



Members - other

- Confidential correspondence
- Names;
- Registration number;
- Contact details;
- Physical and postal addresses;
- Tax related information;
- Confidential correspondence

Intermediary/Advisor

- Names of contact persons;
- Name of legal entity;
- Physical and postal address and contact details;
- Financial information;
- Registration number;
- Founding documents;
- Tax related information;
- Authorized signatories;
- Beneficiaries;
- Ultimate beneficial owners

Contractors

- Names of contact persons;
- Name of legal entity;
- Physical and postal address and contact details;
- Financial information;
- Registration number;
- Founding documents;
- Tax related information
- Authorized signatories;
- Beneficiaries;
- Ultimate beneficial owners

Employees/Directors

- Gender;
- Pregnancy;
- Marital status;
- Race;



- Age;
- Language;
- Education information;
- Financial information;
- Employment history;
- ID number;
- Physical and postal address;
- Contact details;
- Opinions;
- Criminal behavior;
- Health and well-being

[Insert details of other entities of which BUSA processes the Personal Information, as well as their Personal Information which is processed]

Categories of Recipients to whom Personal Information may be supplied

BUSA may supply or share the Personal Information to service providers who render the following services:

- Capturing and organizing data;
- Storing data;
- Sending of emails and other correspondence to clients;
- Conducting due diligence checks;
- Online invoicing;
- Online Enterprise Resource Planning;
- IT services including cloud services;
- Troubleshooting;

[Insert details of other services rendered by BUSA which require the supplying of Personal Information]

BUSA will conclude appropriate agreements with any service providers that Process Personal Information on its behalf to require service providers to protect Personal Information in line with the requirements of POPIA.

BUSA does not share the Personal Information of its Data Subjects with any third parties, except if:



- It or the third party has a legitimate interest in the Personal Information being shared, and an appropriate balance has been struck between that interest and protecting Data Subjects' rights;
- It is necessary to conclude or implement a contract with a Data Subject;
- It is obliged to provide such information for legal or regulatory purposes;
- It is required to do so for purposes of existing or future legal proceedings;
- It is involved in the prevention of fraud, loss, bribery or corruption; or
- The third party performs services and Processes Personal Information on BUSA behalf as its Operator

BUSA will send its Data Subjects appropriate notifications or communications of its Processing if it is obliged to do so by law, or in terms of its contractual relationship with Data Subjects.

Actual or planned transfers of Personal Information outside of South Africa

BUSA may transfer Personal Information under its control to organisations in other countries in order to:

- liaise with partner organisations;
- provide information to prospective members; or
- store data with third party cloud storage or IT service providers.
- **[Note: Insert any other instances when BUSA might send information outside of South Africa]**

BUSA will take steps to ensure that Operators in foreign countries are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection of Personal Information and uphold the principles for reasonable and lawful processing of Personal Information, in terms of POPIA.

[BUSA also has appropriate contracts in place with service providers to ensure that Personal Information stored outside of South Africa is appropriately secured.

General description of information security measures implemented by BUSA

BUSA employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Such measures include:

- Firewalls
- Secure web gateways

Commented [Bow9]: Note to client: Please insert any other instance in which information is to be sent outside of South Africa.



- Regular vulnerability scans of IT networks and systems
- Cybersecurity awareness training for all employees
- Virus protection software and update protocols
- Logical and physical access control
- Secure setup of hardware and software making up the IT infrastructure
- Requiring Operators who Process Personal Information on behalf of BUSA to implement security controls in terms of BUSA's contract with them

[Remove and/or insert details of measures used to secure Personal Information]

Commented [Bow10]: Note to client: Please edit the details of measures to secure Personal Information.

ANNEXURE B

FORM 1

REQUEST FOR A COPY OF THE GUIDE

(Regulations 2 and 3 of the PAIA Regulations)

TO: *The Information Regulator
JD House,
27 Stiemens Street
Braamfontein
Johannesburg

P.O Box 31533
Braamfontein
2017
Email address: enquiries@inforegulator.org.za
Tel. number: +27 (0) 10 023 5200

OR

The Information Officer

I,

Full names:				
In my capacity as (mark with "X"):	Information Officer		Other	
Name of *public / private body (if applicable)				
Postal address				



Street address			
Email address			
Fascimile			
Contact numbers	Tel (W):		Cellular:

hereby request the following copy(ies) of the Guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "X"):

<input type="checkbox"/> Personal collection	<input type="checkbox"/> Postal address	<input type="checkbox"/> Fascimile	<input type="checkbox"/> Electronic communication (Please specify)
--	---	------------------------------------	---

Signed at _____ this _____ day of _____ 20
_____.

**SIGNATURE OF
REQUESTER**

**Delete whichever is not applicable*



ANNEXURE C

FORM 2

REQUEST FOR ACCESS TO RECORD

(Regulation 7 of the PAIA Regulations)

Note:

1. *Proof of identity must be attached by the requester.*
2. *If requests are made on behalf of another person, proof of authorisation must be attached to this form.*

TO: The Information Officer

Email address:

Fax number:

Mark with an "X":

- Request is made in my own name
- Request is made on behalf of another person

PERSONAL INFORMATION			
Full names:			
Identity number:			
Capacity in which request is made (when made on behalf of another person):			
Postal address			
Street address			
Email address			
Contact numbers	Tel (W):		Fascimile:
	Cellular:		



Full names of person on whose behalf request is made (if applicable)			
Identity number			
Postal address			
Street address			
Email address			
Contact numbers	Tel (W):		Tel (W):
	Cellular:		
PARTICULARS OF RECORD REQUESTED			
<i>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.)</i>			
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 (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
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	
MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public / private body (including listening to recorded words, information that can be reproduced in sound, or information held on a computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Fascimile of information in written or printed format (including transcriptions)	
Email of information (including soundtracks if possible)	
Cloud share / file transfer	
Preferred language (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)	
PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED 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.	
Indicate which right is to be exercised or protected. Reason	

You will be notified in writing whether your request has been approved or denied and, if

FEES	
(a)	<i>A request fee must be paid before the request will be considered.</i>
(b)	<i>You will be notified of the amount of the access fee to be paid.</i>
(c)	<i>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.</i>
(d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for such exemption.</i>

approved, the costs relating to your request, if any. Please indicate your preferred manner of correspondence (mark with an "X").

Postal address	Fascimile	Electronic communication (Please specify)

Signed at this day of _____ 20__.

**SIGNATURE OF REQUESTER / PERSON
 ON BEHALF OF WHOM REQUEST IS MADE**

FOR OFFICIAL USE

Reference number:	
Request received by: (state rank, name and surname of	



Information Officer or Deputy)	
Date received:	
Access fees:	
Deposit (if any):	

SIGNATURE OF
INFORMATION
OFFICER OR
DEPUTY

