



**independent police
investigative directorate**

Department:
Independent Police Investigative Directorate
REPUBLIC OF SOUTH AFRICA

Private Bag X941, Pretoria, 0001, 473 Stanza Bopape Street, Benstra Building, Arcadia Pretoria Tel: (012) 399 0026

PAIA MANUAL

**Prepared in terms of section 14 of the
Promotion of Access to Information
Act 2 of 2000 (as amended)**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|-----|----------------------|--|
| 1.1 | “ED” | Executive Director; |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO” | Information Officer; |
| 1.4 | “Minister” | Minister of South African Police Services; |
| 1.5 | “PAIA”
(as | Promotion of Access to Information Act No. 2 of 2000

Amended; |
| 1.6 | “PFMA” | Public Finance Management Act No.1 of 1999 as
Amended; |
| 1.7 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.8 | “Regulator” | Information Regulator; |
| 1.9 | “IPID” | Independent Police Investigative Directorate. |

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the nature of the records which may already be available at IPID, without the need for submitting a formal PAIA request;
- 2.2 have an understanding of how to make a request for access to a record of the IPID;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from the IPID regarding request for access to the records, before approaching the Regulator or the Courts;
- 2.5 the description of the services available to members of the public from the IPID, and how to gain access to those services;
- 2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know if the IPID has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.9 know whether the IPID has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE

IPID is established in terms Independent Police Investigative Directorate Act, 2011 (Act No. 1 of 2011), is the legislative framework that governs the establishment, functions, and powers of the IPID.

3.1 Objectives /Mandate

3.1.1 Section 206(6) of the Constitution provides that, on receipt of a complaint lodged by a Provincial Executive, an Independent Police Complaints Body established by national legislation must investigate any alleged misconduct of, or offence committed by a member of the police service in the Province.

3.1.2 As a result, the Independent Police Investigative Directorate was established in terms of Section 3(1) of the Independent Police Investigative Directorate Act, 2011 (Act No 1 of 2011), (“the IPID Act”).

3.1.3 In addition to the provisions of Section 206(6) of the Constitution, Section 28 of the IPID Act makes provision for investigation of the following crimes allegedly committed by members of the South African Police Service and Metro Police Service:-

- a) any deaths in police custody;
- b) deaths as result of police actions;
- c) any complaint relating to a discharge of an official firearm by any police officer;
- d) rape by a police officer, whether the police officer is on or off duty;
- e) rape of any person while that person is in police custody;
- f) any complaint of torture or assault against a police officer in the execution of his or her duties;
- g) corruption matters within the police initiated by the Executive Director on his or her own, or after the receipt of a complaint from a member of the public, or referred to the Directorate by the Minister, an MEC or the Secretary, as the case may be; and
- h) any other matter referred to it as a result of a decision by the Executive Director, or if so requested by the Minister, an MEC or the Secretary as the case may be in the prescribed manner.

3.1.4 Further, Section 28 (2) of the IPID Act provides that the Independent Police Investigative Directorate may investigate matters relating to systematic corruption involving the police.

4. STRUCTURE OF THE INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE AND FUNCTIONS

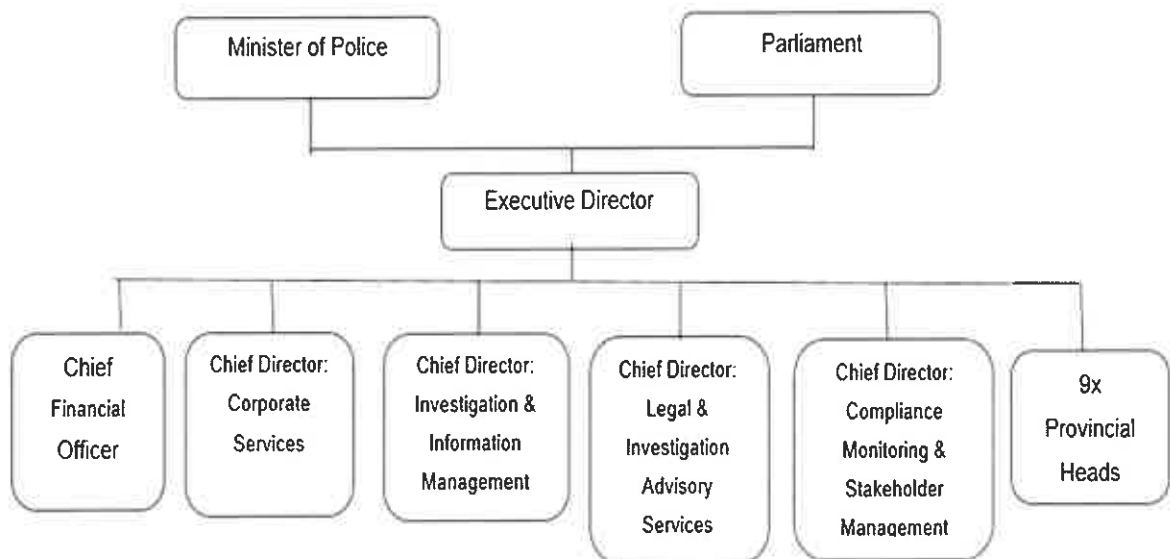
4.1. Structure

The Minister of South African Police is the Executive Authority of the Independent Police Investigative Directorate, (IPID). IPID is composed of four programs headed by Chief Directors with the Executive Director being the Head and the Accounting Officer of the Directorate. The four programs are:-

- (i) Programme 1: Administration
- (ii) Programme 2: Investigation and Information Management
- (iii) Programme 3: Legal and Investigations Advisory Services
- (iv) Programme 4: Compliance Monitoring and Stakeholder Management

In addition, Programme 2 – Investigations and Information Management is supported by Provinces responsible for the investigation of complaints arising from the Provinces. The Provinces are overseen and managed by Provincial Heads.

4.1.1 Organogram



4.1.2 THE NAMES OF ALL IPID COMMITTEES

1. Appeal Committee
2. Admin Forum Committee
3. Audit Committee
4. Audit Steering Committee
5. Bid Adjudication Committee
6. Batho-Pele Committee
7. Bid evaluation Committee
8. Bid Specification Committee
9. Compliance, Ethics and Risk Committee
10. Departmental Bargaining Committee
11. Editorial Committee
12. Employment Equity Committee
13. Executive Committee
14. Financial Misconduct Committee
15. Budget Control Committee
16. Firearms Control Committee
17. Human Resource Plan Committee
18. ICT Steering Committee
19. Integrity Committee
20. Job Evaluation Committee
21. Transport, Disposal and Loss Control Committee
22. Management Committee
23. Moderation Committee (Level 1-12)
24. Moderation Committee (SMS)
25. Performance Review Committee
26. Procurement Control Committee (General Bid Committee)
27. Programme 2 Forum Committee
28. Regulation and Policy Committee
29. Security Committee
30. Training Committee
31. Transport Advisory Committee
32. Section 23 Implementation Committee
33. Internal Transfer / Retention Committee
34. Occupation Health and Safety Committee
35. Transformation Committee
36. Policy Committee
37. ICT Operational Committee

4.2. FUNCTIONS

PROGRAMME 1: ADMINISTRATION	<ul style="list-style-type: none">• Provides strategic leadership, management and support services to the Department.
PROGRAMME 2: INVESTIGATION AND INFORMATION MANAGEMENT	<ul style="list-style-type: none">• Coordinates and facilitates the Department's investigation process through the development of policy and strategic frameworks that guides and report on investigations.
PROGRAMME 3: LEGAL AND INVESTIGATIONS ADVISORY SERVICES	<ul style="list-style-type: none">• Manage and facilitate the provision of investigation advisory services. Provide legal, civil and labour litigation services.
PROGRAMME 4: COMPLIANCE MONITORING AND STAKEHOLDER MANAGEMENT	<ul style="list-style-type: none">• Monitor and evaluate the relevance and appropriateness of recommendations made to the South African Police Service and Municipal Police Services in terms of the Independent Police Investigative Directorate Act, 2011.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE

5.1. Information Officer

Name: Ms. D.J Ntlatseng
Tel: +27 12 399 0026
Email: Dntlatseng@ipid.gov.za
Fax number: +27 86 614 1698

5.2. Deputy Information Officer

Name: Mr Ms Ramafoko
Tel: +27 12 399 0055/51
Email: SRamafoko@ipid.gov.za

5.3. Access to information general contacts

Email: LegalServices@ipid.gov.za

5.4. National / Head Office

Postal Address: Private Bag X 941

PRETORIA

0001

Physical Address: Independent Police Investigative Directorate

Benstra Building

473 Stanza Bopape Street, Arcadia

Pretoria

Telephone: +27 12 399 0000

Email: LegalServices@ipid.gov.za

Website: www.ipid.gov.za

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE IPID

6.1. Internal Appeal

6.1.1 If dissatisfied with the refusal of access to information and/ or dissatisfied with the extension period and / or the fee payable a personal requester may lodge an internal appeal **within sixty (60) days** of refusal on form "B" available at Legal and Investigations Advisory Services and/ or South African Human Rights Commission.

6.1.2 A third party may lodge an internal appeal **within thirty (30) days** of the decision or outcome of the decision or representation.

6.1.3 The internal appeal must be addressed to the Minister of South African Police through the office of the Information Officer and/ or Deputy Information Officer. The Information officer or Deputy Information Officer will refer the internal appeal to the Minister **within ten (10) days** of receipt and informs the requester that the appeal has been referred to the Minister and the date of referral.

6.1.4 The Information Officer or Deputy Information Officer will inform the requestor of the outcome or decisions of the internal appeal within 5 days of receiving the Minister's decision or respond.

6.2. Complaints to Information Regulator.

6.2.1 A requester or third party referred to in section 74 may only submit a complaint to the Information Regulator in terms of this section after that requester or third party has exhausted the internal appeal procedure against a decision of the information officer of a public body provided for in section 74.

6.2.2 A requester may within 180 days of the decision, submit a complaint, alleging that the decision was not in compliance with this Act, to the Information Regulator in the prescribed manner and form for appropriate relief.

6.3. Application to Court (Review)

6.2.1 A personal requester and a third party may approach court for review if still dissatisfied with the response of the Minister **within hundred and eighty (180) days** of the decision or outcome of the request.

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

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

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

7.3. The aforesaid Guide contains the description of-

7.3.1. the objects of PAIA and POPIA;

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

- 7.3.2.1. the Information Officer of every public body, and
- 7.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 7.3.3. the manner and form of a request for-
 - 7.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 7.3.3.2. access to a record of a private body contemplated in section 50⁴;
- 7.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 7.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 7.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 7.3.6.1. an internal appeal;
 - 7.3.6.2. a complaint to the Regulator; and

¹ Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

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

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

- 7.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 7.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 7.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 7.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 7.3.10. the regulations made in terms of section 92¹¹.

7.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

7.5. The Guide can also be obtained-

- 7.5.1. upon request to the Information Officer or head of the private body, using Form 2 available at <https://info regulator.org.za/paia-forms/>;
- 7.5.2. upon request, to the Information Regulator, by sending Form 2 (a request for a copy of the Guide) to- PAIACompliance@infoRegulator.org.za; and
- 7.5.3. from the website of the Regulator (<https://info regulator.org.za/paia-guidelines/>).

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE IPID

Subjects on which the body holds records	Categories of records held on each subject
<p>PROGRAMME 1:</p> <p>Administration</p> <p>Corporate Governance</p> <ul style="list-style-type: none"> ➤ Risks <p>➤ Financial disclosures</p> <p>Information Communication Technology</p> <ul style="list-style-type: none"> ➤ ICT Governance ➤ ICT 	<ul style="list-style-type: none"> ➤ Strategic risk register ➤ Operational risk register ➤ Register with information declared supporting documents. ➤ Report on SMS disclosures and MMS declarations on conflict of interest. ➤ ICTGC Committee appointment letters. ➤ ICT Governance Charter ➤ Minutes of ICTGC Committee Meetings ➤ Strategic Plan ➤ ICT Implementation Plan ➤ Operational Plan ➤ ICT Reports ➤ ICT Policies

Subjects on which the body holds records	Categories of records held on each subject
<p>Financial Management</p>	<ul style="list-style-type: none"> ➤ Payroll corticates ➤ Payment batches (BAS and Persal) ➤ Suspense Account Reports ➤ Petty Cash Reports ➤ Finance policies ➤ Tax reconciliation reports (EMP201 & EMP501) ➤ Debtors Statement Reports ➤ Financial Statements
<p>Human Resource Management & Development</p> <ul style="list-style-type: none"> ➤ Human Resource Development ➤ Service Delivery 	<ul style="list-style-type: none"> ➤ Human resource Development:- Annual Training plan ➤ Annual Training Report ➤ Workplace Skills plan ➤ Bursary awards – award letters, bursary contacts, payment stubs, bursary results ➤ Skills programme, List of implemented training programs, list of employees who attended training ➤ Internship recruitment and selection, ➤ Skills development levy payment: Invoice, Financial Statements (SETA) ➤ Discretionary grant funded projects (DG Agreements, invoices, proof of payments) ➤ Internship, Learnership and bursary policies ➤ Training Budget and expenditure ➤ Service Delivery commitment charter ➤ Service Delivery Improvement plan

Subjects on which the body holds records	Categories of records held on each subject
<ul style="list-style-type: none"> ➤ Performance Management & Development System ➤ Employee Health and Wellness ➤ Human Resource Planning ➤ Human Resource Administration 	<ul style="list-style-type: none"> ➤ Complaints & Compliments mechanism(Complaints and complements received) ➤ Performance Agreements ➤ Performance Assessment Results ➤ Performance Assessment Review minutes ➤ Incentives/ Performance rewards implemented ➤ Performance Management Policy ➤ Pillar Documents ➤ Wellness files and profiles ➤ Disability Information ➤ Special Programs Information ➤ Policies on HR matters, recruitment & selection, leave, retention, skills development, social matters, performance management , etc ➤ Human Resource Plan ➤ Employment Equity Plan ➤ Employment Equity Targets ➤ Job evaluation results ➤ Job profiles or descriptions ➤ Establishment matters or Structure ➤ Delegation of powers or authority

Subjects on which the body holds records	Categories of records held on each subject
<p>➤ Conditions of Service</p> <p>Integrity Strengthening</p> <p>Auxiliary Services</p> <p>➤ Transport (Departmental vehicles)</p> <p>➤ Facilities (Accommodation & Telephone services)</p>	<ul style="list-style-type: none"> ➤ Vacancy status, Appointments, Advertisements ➤ Selection panels ➤ Shortlisting minutes (scores and criteria) ➤ Submission for appointments ➤ Personal records and appointment records ➤ Leave and Housing files ➤ Leave records, records on payment of unused leave ➤ Acting allowance approvals and acting in higher positions approval ➤ Termination of service records, transfers and movement of personnel ➤ Exit benefit records ➤ Investigation reports ➤ Search reports ➤ Lifestyle audit investigation reports ➤ Alcohol and drug testing reports ➤ Trip requests and authorisations ➤ License renewals ➤ Petrol invoices ➤ Office space requests ➤ Communication file with the Department of Public Works records ➤ Funding records ➤ Accommodation and service charge invoices

Subjects on which the body holds records	Categories of records held on each subject
<ul style="list-style-type: none"> ➤ Registry 	<ul style="list-style-type: none"> ➤ Telephone installation requests ➤ Telephone invoices
<p>Labour Relations</p>	<ul style="list-style-type: none"> ➤ Mail register (incoming & outgoing mail) ➤ Bargaining Chamber files, minutes of the DBC meetings and correspondence (between the GPSSBC, Labour and Employer)
<p>Internal Audit</p> <ul style="list-style-type: none"> ➤ Audit Committee ➤ Internal Audit 	<ul style="list-style-type: none"> ➤ Appointment letters ➤ Audit Committee Charter ➤ Minutes of the Audit Committee Meetings ➤ Internal Audit Manual ➤ Audit Plans ➤ Audit Charter
<p>Security Management</p>	<ul style="list-style-type: none"> ➤ Access Control records ➤ CCTV footage ➤ Investigation reports ➤ Security inspection reports ➤ Strategic Plan
<p>Strategy and Performance Monitoring</p>	<ul style="list-style-type: none"> ➤ Annual Performance Plan ➤ Annual report
<p>PROGRAMME 2: INVESTIGATION AND</p>	<ul style="list-style-type: none"> ➤ Dockets on Section 28(1)(a) to S28(1)(h) of the IPID Act ➤ Dockets on S28(2) of the IPID Act

Subjects on which the body holds records	Categories of records held on each subject
<p>INFORMATION MANAGEMENT</p> <ul style="list-style-type: none"> ➤ Investigation Dockets ➤ Statistics <p>PROGRAMME 3: LEGAL AND INVESTIGATIONS ADVISORY SERVICES</p> <ul style="list-style-type: none"> ➤ Litigation Services ➤ Legal Investigations & Advisory Services <p>PROGRAMME 4: COMPLIANCE AND STAKEHOLDER MANAGEMENT</p> <ul style="list-style-type: none"> ➤ Compliance Monitoring 	<ul style="list-style-type: none"> ➤ Received files, finalised investigations, and closed files <ul style="list-style-type: none"> ➤ Litigation claims (received and closed) ➤ Contingent Liability records ➤ SOP ➤ Litigation manual ➤ Regulatory, Legislation and Policies <ul style="list-style-type: none"> ➤ Policing powers records ➤ SOP ➤ Manual on PAIA <ul style="list-style-type: none"> ➤ S7(4) Report to the National Prosecuting Authority ➤ S7(4) Report to the Minister of Police ➤ S7(5) Report to the Minister of Police ➤ S7(5) Report to the Civilian Secretary for Police ➤ S7(6) Report to the National and Provincial Commissioner for Police ➤ S7(7) Report to the Civilian Secretary for Police ➤ Recommendation Reports to the Metro Police Services ➤ Recommendation report by Investigators to the South African Police and Metro Police ➤ Referral reports to the National Prosecuting Authority.

9. THE LATEST NOTICE REGARDING CATEGORIES OF RECORDS OF THE IPID WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

DESCRIPTION OF RECORDS OF CATEGORIES AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1)(a)	
<p>Strategy and Performance monitoring</p> <ul style="list-style-type: none"> ➤ Strategic Plan ➤ Annual Performance Plan ➤ Annual Report <p>Communication</p> <ul style="list-style-type: none"> ➤ Press releases from April 2018 ➤ The leaflets, newsletters and booklets issued by the Department 	<ul style="list-style-type: none"> ➤ These records do not require a request for access and are available from the IPID website www.ipid.gov.za under documents ➤ In the event that a person has no access to the above website a request may be directed to the Information officer at Dntlatseng@ipid.gov.za and/ or Deputy Information officer at; or SRamafoko@ipid.gov.za/ LegalServices@ipid.gov.za ➤ May be collected from the IPID offices at:- Benstra Building 473 Stanza Bopape Street, Arcadia Pretoria Switchboard Telephone: +27 12 399 0000

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE IPID AND HOW TO GAIN ACCESS TO THOSE SERVICES

IPID is obliged to investigate any complaint on alleged misconduct of, or offence committed by a member of the police service. Members of the public may lodge a complaint against members of the police and / or metro police for any offence or misconduct stated in paragraph 3.3 above.

The Directorate commits to assist members of the public who have difficulty in completing the prescribed Form "2" and permitted to lodge their requests by telephone.

Members of the public who are not able to read and write may lodge their request for information orally and will be assisted by the Deputy Information officer to lodge their request.

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY IPID

- a) Public Consultations and Hearings;-
- b) Surveys and Questionnaires;-
- c) Public Comment Periods;-
- d) Open Meetings;-
- e) Outreach events.

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of Processing

- a) **Complainants:** Individuals who lodge complaints against South African Police Service and Metro Police for crimes allegedly committed by members in accordance with the IPID mandate to investigate such crimes.
- b) **South African Police Service and Metro Police:** Under investigations into alleged crime in accordance with the IPID, mandate to investigate such case.
- c) **Witnesses:** Individuals who may have information relevant to a case under investigation by IPID.
- d) **Employees of the Department:** Accessing personal information from staff members is part of the employee administration process
- e) **Companies:** Companies engaging business with the Department are asked to provide their company information.

12.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be Processed
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence.
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person.

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

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Vetting and Security clearance	State Security Agency
Assess tax liabilities, ensure adherence to financial regulations.	Department of Treasury
Natural persons	Complaints ,victims and witnesses

12.4 Planned trans-border flows of personal information

None.

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

- a) Restricted access to the premises;-
- b) Firewall software;-
- c) Legal and Regulatory Compliance: MISS Act and POPIA;-
- d) Access Controls;-
- e) Anti-virus.

13. NOTICE TO THIRD PARTIES

13.1 The information officer of a public body considering a request for access to a record that might be a record contemplated in section 34(1), 35(1), 36(1), 37(1)

or 43(1) of the PAIA Act must take all reasonable steps to inform a third party to whom or which the record relates of the request.

13.2 The information officer must inform a third party as soon as reasonably possible, but in any event, within 21 days after that request is received or transferred; and by the fastest means reasonably possible.

14. PROCEDURE FOR ACCESS TO RECORDS HELD BY THE IPID

14.1 A requester or data subject must use the prescribed form, **FORM 2**, when requesting access to a record or personal information. **Form 2** is annexed hereto.

14.2 A requester is any person making a request for access to a record of the IPID and in this regard, PAIA distinguishes between two types of requesters for access to information, i.e. Personal Requester, (data subject) and Other Requester.

14.2.1 A data subject is a requester who, having provided adequate proof of identity, is seeking access to a record containing personal information about the data subject. Subject to the provisions of PAIA and POPIA, the IPID will provide the requested information, or give access to any record with regard to the data subject's personal information within a reasonable time, (at a prescribed fee, if any) in a reasonable manner and format and in a form that is generally understandable. The prescribed fee for reproduction of the personal information requested will be charged by the IPID;

14.2.2 A person falling in the category of Other Requester is entitled to request access to information pertaining to third parties. However, the IPID is not obliged to grant access prior to the requester fulfilling the requirements for access to information in terms of PAIA and POPIA.

14.3 The **Form 2** must be addressed and submitted to the Deputy Information or Information Officer by hand, post, or e-mail, which details are set above.

14.4 The requester must provide sufficient information of the record(s) requested in order for the Information Officer or Deputy Information Officer, if any, to identify

the record(s). The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify.

14.4.1 The identity of the requester;

14.4.2 particulars of record requested; e.g. Case No and Name of the Station where the incident was reported

14.4.3 type of record;

14.4.4 Form of access; and

14.4.5 Manner of access.

14.5 Some additional important points to remember when completing the request form:

14.5.1 each section of the form contains instructions that should be followed to improve the likelihood of the request being granted with minimal delay being experienced;

14.5.2 if records are requested on behalf of another person, please provide a copy of the mandate authorising you to act on behalf of another person;

14.5.3 A detailed description of the records being requested must be provided to enable the Information Officer or Deputy Information Officer to identify it accurately.

14.6 The requester will be notified of the prescribed fee payable, if any, the method of payment and the office to which he/she can make such payment or submit proof of payment before a request for information is processed further. Please note that the requester is exempted from paying an access fee

15. PRESCRIBED FEES

15.1 Section 22(1) of PAIA states that fees payable for access to records of the Regulator are to be prescribed. The prescribed fees are as set out in annexure B, attached hereto.

15.2 A requester who seeks access to any record may be required to pay a fee, unless an exempted, as referred to in paragraph 14.3 below

15.3 The requester does not need to pay an access fee to a public body if

15.3.1 He or she is a single person whose annual income, after permissible deductions, such as PAYE and UIF, is less than R14712 a year, or

15.3.2 He or she is married and the joint income with his or her partner, after permissible deductions, such as PAYE and UIF, is less than R27 192 per year.

15.4 All payments shall be made in the form of cash or EFT into the following IPID banking details.

Bank: ABSA

Account no: 1044190075

Branch Code: branch code: 632005

Reference Number: CAS NO AND NAME OF THE STATION

16. DISPOSAL OF RECORDS

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

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

17. AVAILABILITY OF THE MANUAL

17.1 This Manual is made available in the following three official languages-

17.1.1 English;-

17.1.2 IsiZulu;-

17.1.3 Setswana.

17.2 A copy of this Manual or the updated version thereof, is also available as follows-

17.2.1 on www.ipid.gov.za if any, of the public body;

17.2.2 at the head office of the public body for public inspection during normal business hours;

17.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

17.2.4 to the Information Regulator upon request.

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

18. UPDATING OF THE MANUAL

The IPID will, if necessary, update and publish this Manual annually.

Issued by



MS. DJ NTLATSENG

IPID: EXECUTIVE DIRECTOR/INFORMATION OFFICER