



# PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

FSI.MA.02

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# 1. Document Control

## 1.1. Version Control

Document Name	PAIA Manual
Document No. and Version	FSI.MA.02 Version 2
Next Review Date	January 2026
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Authors	Chief Operations Officer
Authorised By	Chief Executive Officer

## 1.2. Updates to this document

This document will be reviewed biennially, or when changes to the South African Promotion of Access to Information Act No.2 of 2000 occur to ensure that the information is accurate and updated.

## 1.3. Change History

All changes to this document must be approved and authorised by the Chief Operations Officer.

The record below is to be completed by the person making the amendment(s). Each new document will have a version number and date of issue printed on it. If a review is performed, and no changes to the document is made, the issue date will be updated, but not the version number. Format changes do not require a new version number or issue date.

Version	Issue Date	Pages Amended	Amended by	Approved by
1.0	14/03/2022	All – Document Created	J. Stols	P. Pather
2.0	15/01/2024		J. Stols	P. Pather

## 1.4. Distribution

Once approved, the document will be circulated to the following individuals:

Issued To	Issue Date	Position/s
www.f-si.co.za		FSI Website – Publicly Available Information

The PAIA Manual document is available on the company shared drive.

## 2. Purpose

The Promotion of Access to Information Act (“PAIA”) manual aims to ensure transparency, accountability, and the lawful access to information within the organisation. It serves as a guide that informs the public, employees, and stakeholders about their rights to access specific information held by Forensic Sciences Institute (PTY) Ltd also referred to as “FSI” in this manual document.

## 3. Scope

The PAIA manual aligns with the requirements defined in the South African Promotion of Access to Information Act No.2 of 2000. PAIA is a legislative framework that promotes transparency and accountability by granting individuals the right to access information held by public and private bodies. Enacted in 2000, PAIA allows citizens to request access to records, documents, or information held by institutions, thereby fostering a culture of openness and facilitating informed decision-making. The Act outlines procedures for submitting information requests, the grounds for refusing access, and the mechanisms for appealing denials. PAIA plays a crucial role in enhancing government and corporate accountability, ensuring that information relevant to the public interest is accessible to citizens in South Africa.

## 4. Roles and Responsibilities

Role	Responsibility
Chief Operations Officer	Reviewing and updating this document. Staying informed about legislative updates and changes. Making this manual available to the intended users.

## 5. References

- Promotion of Access to Information Act No.2 of 2000.
- Protection of Personal Information Act No.4 of 2013
- FSI.ST.02 Records Retention Standard

## 6. Records Management

### 6.1. Record availability in terms of Legislation

All records prescribed by applicable South African Legislation relevant to FSI, as it applies to the business type and sector in which the company operates, are retained and available in accordance with the legislative requirement. The FSI.ST.02 Records Retention Standard defines the types of records and the retention periods.

Legislation applicable to FSI includes:

- The Constitution of the Republic of South Africa, 1996
- Consumer Protection Act, 68 of 2008
- Companies Act, 71 of 2008
- Income Tax Act, 58 of 1962
- Protection of Personal Information Act, 4 of 2013
- Basic Conditions of Employment Act, 75 of 1997
- Occupational Health and Safety Act, 85 of 1993
- Employment Equity Act, 55 of 1998
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- Value Added Tax Act, 89 of 1991
- Electronic Communications and Transactions Act, 25 of 2002
- Regulation of Interception of Communications and Provision of Communication-Related Information Act, 70 of 2002
- The Cybercrimes Act, 19 of 2020

### 6.2. Records available without a request

A private body may, on a voluntary and periodic basis, submit to the Minister of Justice a description of categories of records, which are automatically available without a person having to request access in terms of the Act. The Minister must publish any description so submitted by way of a notice in the Gazette.

FSI does not voluntarily submit any company records to the Minister of Justice under this Act.

### 6.3. Records available upon request

Set out below are the subjects and categories of records available for the purposes of the Act, subject to grounds for refusal to access. Records are maintained on the following subjects:

- 6.3.1. Personnel records
- 6.3.2. Client related records

6.3.3. Records in the possession of or pertaining to other parties

## 6.4. Personnel Records

“Personnel” refers to any person who works for, or provides services to or on behalf of FSI, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of FSI. This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff, as well as contract workers. Personal records include the following:

- 6.4.1. Personal records provided to FSI by their personnel;
- 6.4.2. Records provided by a third party to FSI relating to their personnel;
- 6.4.3. Conditions of employment and other personnel-related contractual and quasi-legal records;
- 6.4.4. Internal evaluation records and other internal records; and
- 6.4.5. Correspondence relating to personnel.

## 6.5. Client Records

A “client” refers to any natural or juristic entity receiving FSI services. Client records include the following:

- Records provided by the client to a third party acting for or on behalf of FSI;
- Records provided by a third party to FSI;
- Records generated by or within FSI pertaining to the client including transactional records; and
- Records of FSI.

These records include, but are not limited to, the records which pertain to FSIs’ own affairs:

- 6.5.1. Financial records;
- 6.5.2. Operational records;
- 6.5.3. Databases;
- 6.5.4. Information Technology;
- 6.5.5. Marketing records;
- 6.5.6. Internal correspondence;
- 6.5.7. Records relating to products and services;
- 6.5.8. Statutory records;
- 6.5.9. Internal policies and procedures
- 6.5.10. Records held by officials of the private body.

## 6.6. Other Party Records

“Other party records” refer to personnel, client, or FSI records which are held by another party, as opposed to the records held by FSI; and records held by FSI pertaining to other parties.



Other party records include without limitation, financial records, correspondence, contractual records, records provided by the other party and records third parties have provided about the contractors and suppliers.

## 7. Processing of Personal Information

### 7.1. Processing Purpose

FSI use the Personal Information under their care in the following ways:

- 7.1.1. Performing business operations
- 7.1.2. Staff administration
- 7.1.3. Keeping of accounts and records
- 7.1.4. Complying with tax laws

### 7.2. Sharing of Personal Information

FSI may supply the personal information under our care to service providers who render the following services FSI:

- 7.2.1. Cloud-based services such as data storage, network, email and security services;
- 7.2.2. Cloud-based applications such as Financial solutions;
- 7.2.3. Third-party organisations providing legal services;
- 7.2.4. Third-party organisations engaged for common commercial purposes, such as service provision, joint ventures, or collective bid responses;
- 7.2.5. Credit reference entities, used in the normal course of business; and
- 7.2.6. Government organisations such as South African Revenue Services, as required for legal purposes.

### 7.3. Information Quality and Security Safeguards

FSI have implemented an Information Security Management System according to the requirements defined in ISO 27001: 2022 and ISO 27002: 2022 to ensure the confidentiality, integrity and availability of its information assets which include the Personal Information under its care. Information security controls include:

- 7.3.1. Boundary firewalls and Internet gateways;
- 7.3.2. Secure configuration of all devices and software which make up the IT infrastructure;
- 7.3.3. Both logical and physical access controls;
- 7.3.4. Malware protection; and
- 7.3.5. Patch management to keep software up to date.

Service Providers who process Personal Information on behalf of FSI are bound by an agreement to implement similar information security controls to those employed by FSI.



## 7.4. Your Right to Access Information

Both the Promotion of Access to Information Act and the Protection of Personal Information Act entitle you to have access to our records, if:

- 7.4.1. You need access to exercise or protect any of your rights.
- 7.4.2. You apply for access according to the procedure set out in this manual.
- 7.4.3. FSI does not have grounds for refusing you access.

## 7.5. Our Right to Refuse Access to Information

FSI has the right to refuse to give you access to our records if any of the following grounds apply:

- 7.5.1. The record would unreasonably disclose Personal Information about a natural person, including a deceased individual (unless that third party or a representative of the deceased gives written permission for access).
- 7.5.2. The record contains (a) trade secrets, (b) financial, commercial, scientific or technical information, or (c) information about research by a third party, which could put that third party at a disadvantage in a negotiation or prejudice him in competition (unless that third party gives written permission for access);
- 7.5.3. Access would put us in breach of a duty of confidence that we owe to a third party (unless that third party gives written permission for access).
- 7.5.4. Access could reasonably be expected to (a) endanger someone's life or physical safety, or (b) prejudice or impair the security of a building, structure, system, means of transport or other property.
- 7.5.5. The record is privileged from being produced as evidence in legal proceedings (unless the person protected by the privilege has waived that protection).
- 7.5.6. If the request is for access to your Personal Information, and you cannot provide adequate proof of identity to us.

## 7.6. Fees Payable in Respect of Access Requests

The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R2,00 for every photocopy of an A4-size page or part thereof. The reproduction fees referred to in regulation 11 (1) are as follows:

- 7.6.1. For every photocopy of an A4-size page or part thereof 2,00
- 7.6.2. For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form 2,00

For a copy in a computer-readable form on

- 7.6.3. For an A4-sized page or part thereof R400,00
- 7.6.4. For a copy of visual images R60,00
- 7.6.5. For an A4-sized page or part thereof R500,00 o

- 7.6.6. For a copy of an audio record R30,00
- 7.6.7. To search for and prepare the record for disclosure: R30,00 for each hour or part of an hour reasonably required for such search and preparation

For purposes of section 54(2) of the Act, the following applies:

- 7.6.8. Six hours as the hours to be exceeded before a deposit is payable; and
- 7.6.9. One-third of the access fee is payable as a deposit by the requestor.
- 7.6.10. The actual postage is payable when a copy of a record must be posted to a requester.

## 8. Information Request Procedure

### 8.1. Request

If you want access to any of the records listed in this manual, you should follow the procedure below, and a non-refundable request fee of R50.00 + VAT.

- 8.1.1. Fill in the application form contained in this manual and send it to us via hand delivery or email.
- 8.1.2. Hand in your completed application form, and a non-refundable request fee of R50.00 + VAT at our office. If you are an employee or ex-employee requesting access to your personnel record, then you do not have to pay the request fee.
- 8.1.3. If you cannot visit our office in person, you can email the form to us and contact us to make payment arrangements.

### 8.2. Response

We will consider your request and let you know our decision, in writing, not more than 30 days after we receive your request. Our response will be one of the following:

- 8.2.1. Your application does not contain enough information to enable us to search for the record you want. Please provide additional details.
- 8.2.2. It is going to take us more than six hours to search through our records, and before we do so you must pay us a deposit of R60.00 (plus VAT).
- 8.2.3. We have found the record you're looking for, and you may have access to it, on payment of:
- 8.2.4. an access fee of R30.00 (+ VAT) per hour for the time that it took us to find the record (less any deposit which you have already paid), and
- 8.2.5. a reproduction fee for making photocopies or printouts or copying the record onto a storage device - the prescribed fees are set out in this manual.
- 8.2.6. We will not charge fees to an employee or ex-employee requesting access to his/her personnel record:

- a) If your request is for access to your Personal Information in terms of Section 23 of the Protection of Personal Information Act, we will give you a written estimate of the fee before providing the access. We may require you to pay a deposit for all or part of the fee.
- b) You may not have access to the record you want, for reasons which we will state in our reply. If you have paid a deposit, we will refund it (but not the request fee).
- c) If we have searched for the record and cannot find it, we will give you an affidavit explaining what steps we took to try and find the record. Should the missing record later come to light, we will notify you.

8.2.7. If we may or must refuse to give you access to part of the requested Personal Information, we will give you access to every other part.

### 8.3. Information Request Form

Section 53 (1) of the Promotion of Access to Information Act: [Regulation 10]

**Forensic Sciences Institute (PTY)Ltd**

**Block D, 55 Kyalami Blvd, Midrand, Gauteng, South Africa, 2157**

**Email: Jeanine@f-si.co.za**

Particulars of the person requesting access to the record:

Surname:	
First names:	
Identity number:	
Postal address:	
Mobile number:	
Email address:	
Capacity in which a request is made, when made on behalf of another person:	

Particulars of the person on whose behalf the request is made (This section must be completed only if a request for information is made on behalf of another person)

Surname:	
First names:	

Identity number:	
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**Particulars of the Record**

- 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 a separate folio and attach it to this form.

The requester must sign all the additional folios.

Description of record or relevant part of the record:	
Reference number, if available:	
Any further particulars of record:	

- A request for access to a record, other than a record containing Personal Information about yourself, will be processed only after a request fee has been paid.
- You will be notified of the amount required to be paid as the request fee.
- 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.

Mark the appropriate open box with an x:					
If the record is in written or printed form:					
Copy of record		Inspection of record			
If the record consists of visual images (including photographs, video recordings, computer-generated images, sketches, slides, etc.):					
View Images		Copy of images		Transcription of images	
If record consists of recorded words or information which can be reproduced in sound:					
Copy of soundtrack		Transcription of soundtrack* (written or printed document)			
If record is held on computer or in an electronic or machine-readable form:					
Printed copy of record*		Printed copy of information derived from the record		Copy in computer-readable format*	

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?	Yes	No
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NOTES:

- Compliance with your request in the specified form may depend on the form in which the record is available.
- Access in the form requested may be refused in certain circumstances, in such a case you will be informed if access will be granted in another form.
- The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

If you qualify for exemption of the payment of any fee, please state the reason for exemption:

Notice of decision regarding a request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner, and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?	
--	--

Signed at \_\_\_\_\_

This \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

Signature of requestor/person on whose behalf the request is made.

\_\_\_\_\_

## 9. FSI Appointed Information Officer

FSI Information Officer: Jeanine Stols, as appointed by the CEO.

Contact Details:



+27 82 452 4066



jeanine@f-si.co.za

## 10. Contact with the Regulator

### Information Officer

**Chief Executive Officer:**

Mr. Mosalanyane Mosala

**Contact Person:**

Ms. Pfano Nenweli

**Email:**

[PNenweli@justice.gov.za](mailto:PNenweli@justice.gov.za)

**Deputy Information Officer:**

Ms. Varsha Sewlal

**Email:**

[VarSewlal@justice.gov.za](mailto:VarSewlal@justice.gov.za)

### Physical Address:

JD House, 27 Stiemens Street  
Braamfontein  
Johannesburg  
2001

### Postal Address:

P.O. Box 31533  
Braamfontein  
Johannesburg  
2017

### Telephone:

010 023 5200

Reference: [https://dpe.gov.za/wp-content/uploads/2023/08/PAIA-Guide-English\\_20210905.pdf](https://dpe.gov.za/wp-content/uploads/2023/08/PAIA-Guide-English_20210905.pdf)

## 11. Process Records

Record Number	Record Name	Record Location	Record Retention
FSI.MA.02	Information Request Form	FSI Records Management Folder/MS Azure Cloud.	5 Years

## 12. Document Approval

Authorised by:	CEO		
		Signature	Date
	COO		
		Signature	Date





# FSI

## Get In Touch

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### **FSI (PTY)LTD**

Ground Floor Block D  
55 Kyalami Boulevard  
Kyalami Business Park  
Gauteng  
1683

[www.f-si.co.za](http://www.f-si.co.za)



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