



PAIA MANUAL

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

**DATE OF COMPILATION: 01/02/2022
DATE OF REVISION: 01/05/2024**

TABLE OF CONTENTS

1.	LIST OF ACRONYMS AND ABBREVIATIONS	3
2.	PURPOSE OF THIS PAIA MANUAL.....	3
3.	ESTABLISHMENT OF THE UNIVERSITY OF CAPE TOWN.....	4
4.	STRUCTURE AND FUNCTIONS OF THE UNIVERSITY OF CAPE TOWN.....	6
5.	KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE UNIVERSITY OF CAPE TOWN	7
6.	DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE UNIVERSITY OF CAPE TOWN.....	8
7.	GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE....	9
8.	DESCRIPTION OF THE SUBJECTS ON WHICH UCT HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE UNIVERSITY OF CAPE TOWN.....	10
9.	THE LATEST NOTICE REGARDING CATEGORIES OF RECORDS OF THE UNIVERSITY OF CAPE TOWN WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS.....	12
10.	SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE UNIVERSITY OF CAPE TOWN AND HOW TO GAIN ACCESS TO THOSE SERVICES.....	12
11.	PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE UNIVERSITY OF CAPE TOWN.....	13
12.	PROCESSING OF PERSONAL INFORMATION	13
13.	REQUESTS	20
14.	FEES	21
15.	AVAILABILITY OF THE MANUAL.....	21
16.	UPDATING OF THE MANUAL.....	22

1. LIST OF ACRONYMS AND ABBREVIATIONS

- | | | |
|------|--------------------|--|
| 1.1 | “COO” | Chief Operating Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “DVC” | Deputy Vice-Chancellor |
| 1.4 | “IO“ | Information Officer; |
| 1.5 | “Minister” | Minister of Justice and Correctional Services; |
| 1.6 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 (as Amended); |
| 1.7 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.8 | “Regulator” | Information Regulator. |
| 1.9 | “UCT” | The University of Cape Town |
| 1.10 | “VC” | Vice-Chancellor |

2. PURPOSE OF THIS 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 the University of Cape Town (UCT), 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 UCT;
- 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 UCT regarding requests 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 UCT, 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 UCT will process personal information, the purpose of processing 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 UCT 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 UCT has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE UNIVERSITY OF CAPE TOWN

UCT is a public higher education institution as set out in the Higher Education Act, No. 101 of 1997, as amended. The University undertakes teaching, research and public service. The internal governance of UCT is determined in terms of the Higher Education Act of 1997 and the Statute of the University of Cape Town as published under the Government Gazette of 20 September 2002 as subsequently amended (24 January 2020 in Government Gazette No 41, in Government Gazette No 42967 and amended under Government Gazette No 45954, Government Notice No 1793 of 25 February 2022).

UCT's legislation can be found on the UCT website at <http://www.uct.ac.za/> or on this UCT webpage: <https://uct.ac.za/about-uct-governance/legislation>. This webpage contains links to UCT's institutional Statute, and certain institutional rules adopted by the University Council. Other institutional rules and policies can also be found at the above links.

3.1. Objectives/Mandate

Vision

An inclusive and engaged research-intensive African university that inspires creativity through outstanding achievements in learning, discovery and citizenship; enhancing the lives of its students and staff, advancing a more equitable and sustainable social order and influencing the global higher education landscape.

Mission

UCT is committed to engaging with the key issues of our natural and social worlds through outstanding teaching, research and scholarship. We seek to advance the status and distinctiveness of scholarship in Africa through building strategic partnerships across the continent, the global south and the rest of the world.

UCT provides a vibrant and supportive intellectual environment that attracts and connects people from all over the world.

We aim to produce graduates and future leaders who are influential locally and globally. Our qualifications are locally applicable and internationally acclaimed, underpinned by values of engaged citizenship and social justice. Our scholarship and research have a positive impact on our society and our environment.

We will actively advance the pace of transformation within our University and beyond, nurturing an inclusive institutional culture which embraces diversity.

4. STRUCTURE AND FUNCTIONS OF THE UNIVERSITY OF CAPE TOWN

The University is a higher education institution established in terms of the Higher Education Act, 1997 (Act No. 101 of 1997) (the “HEA”). The University’s governance structure is set up as follows:

4.1. Structure

In terms of Section 26 of the Higher Education Act and section 3 of the Statute of the University of Cape Town, the University consists of –

- a) the chancellor
- b) the vice chancellor
- c) the deputy vice chancellors
- d) the council
- e) the senate
- f) the institutional forum
- g) the SRC
- h) the convocation
- i) the students
- j) the staff; and
- k) such other structures and offices as may be determined by the institutional statute.

4.2 Functions

The University’s core functions are teaching, learning, research, and related social responsiveness.

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE UNIVERSITY OF CAPE TOWN

5.1. National/Head office

Postal address	UCT, Private Bag X3, Rondebosch, 7701
Physical address	Bremner Building, Lovers' Walk, Rondebosch
Telephone	021 650 2115/6
Email	vc@uct.ac.za registrar@uct.ac.za
Website	www.uct.ac.za

5.2. Information Officer

Name and surname	Prof Daya Reddy
Position	Vice-Chancellor & Principal
Postal address	Private Bag X3, Rondebosch, 7701
Physical address	Bremner Building, Lovers' Walk, Rondebosch
Telephone	021 6502155
E-mail	vc@uct.co.za

The Registrar and the Chief Operating Officer (COO), and any other persons appointed act as Deputy Information Officers in terms of the powers and duties delegated to them by the Vice-Chancellor.

Requests in terms of the Promotion of Access to Information Act (PAIA) should be sent to the Deputy Information Officers (DIOs) listed below.

5.3. Deputy Information Officer(s)

Name and surname	Royston Pillay
Position	Registrar
Postal address	Private Bag X3, Rondebosch, 7701
Physical address	Room 201, Bremner Building, Lovers' Walk, Rondebosch
Telephone	021 650 2115/6

E-mail	registrar@uct.ac.za
--------	--

Name and surname	Mughtar Parker
Position	Chief Operating Officer (COO)
Postal address	Private Bag X3, Rondebosch, 7701
Physical address	Meulenhof Building, 93, 96 Main Road, Mowbray
Telephone	0216509111
E-mail	coo@uct.ac.za

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

Remedies available in respect of any act or a failure to act by UCT:

a. Staff members may use the University's internal grievance procedure to lodge complaints.

b. Students must follow the procedures for student complaints and appeals as set out in the annual handbooks available at <http://www.uct.ac.za/>.

Should the complaint still prove unsatisfactory, complainants retain the option to either lodge a complaint with the Information Regulator or pursue relief through an application to a Court with jurisdiction (see remedies below).

c. Complaint to the Information Regulator or any regulatory body:

To submit a complaint to the Information Regulator about UCT, complete **FORM 5** (Complaint form) on the Information Regulator's website <https://info regulator.org.za/paia-forms/> or see attached as Annexure A

Complete **FORM 5** and send it to the following email address: PAIAComplaints@infoRegulator.org.za or complete the form online at the link above.

d. Approach the Court with jurisdiction for appropriate relief:

If all other remedies for relief are exhausted, the complainant may initiate legal proceedings against UCT in a court with jurisdiction.

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 body designated in terms of section 17(1) of PAIA and section 56 of POPIA.
 - 7.3.3. the manner and form of a request for access to a record of a public body contemplated in section 11.
 - 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
 - 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;

- 7.3.7. the provisions of section 14 of PAIA requiring a public body, to compile a manual, and how to obtain access to a manual;
 - 7.3.8. the provisions of section 15 of PAIA providing for the voluntary disclosure of categories of records by a public body;
 - 7.3.9. the notice issued in terms of section 22 of PAIA regarding fees to be paid in relation to requests for access; and
 - 7.3.10. the regulations made in terms of section 92 of PAIA.
- 7.4. Members of the public can inspect or make copies of the Guide from the office of UCT, including the office of the Regulator, during normal working hours.
- 7.5. The Guide can also be obtained-
- 7.5.1. Upon request to the Information Officer of UCT, using **FORM 1** (Request for a copy of the Guide from the Information Officer) available at: <https://info regulator.org.za/paia-forms/> or see attached as annexure B
 - 7.5.2. upon request, to the Information Regulator, by sending **FORM 1** (Request for a Guide from the Regulator) available at <https://info regulator.org.za/paia-forms/> or see attached as annexure C (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 UCT HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE UNIVERSITY OF CAPE TOWN

Subjects on which the body holds records	Categories of records held on each subject
Strategic documents, plans, proposals	Annual reports, strategic plan, annual performance plan
Corporate Governance	Organisational and business plans, memorandum of understanding, policies and procedures

Subjects on which the body holds records	Categories of records held on each subject
Finances	Budgets, financial statements, transaction records, vendor contracts, service agreements, collaboration agreements, partnership contracts, funding agreements, donation records (for scholarships, bursaries, grants and donations), tender documents, service provider contracts, institutional annual reports, tax records, tax filings, exemption certificates, insurance policies, claims history, credit check reports, insurance records
Human Resources	HR policies and procedures, advertised posts, skills development and training plans, Employment equity plan and statistics, Employee records, Employment Equity Plan and statistics
Information Technology	System event logs, system performance logs, system maintenance checks, system configurations, inventory records of technical equipment, records of equipment maintenance and schedules, access control lists, security incident reports, plans for data backup, software licenses, user manuals and technical specifications, firewall configuration, system logs, IT asset disposal records, ICT Policies and procedure manuals
Manual	PAIA manual
Administrative	Minutes of meetings, agendas, meeting schedules, recordings of virtual meetings, transcriptions
Publications	Newspapers, journals, programmes, reports, yearbooks, calendars, guides, theses and dissertations
Funding and collaboration	Scholarship and grant agreements, financial aid records, research grant agreements, funding proposals, exchange agreements, student exchange records, collaboration agreements, research partnership records
Marketing	Promotional materials, advertising campaigns, newsletters, event and publication schedules, pamphlets, infographics, brochures, flyers, social media campaign records, records of marketing events (open houses, campus tours, recruitment fairs)
Third parties, suppliers, and vendors	Contact information, partnership agreements, non-disclosure agreements (for funders, donors, collaborators, clients), payment terms and payment details, product catalogues, service descriptions

Subjects on which the body holds records	Categories of records held on each subject
Teaching and research	Course syllabus, lecture notes, recordings, research proposals, research datasets, academic publications, research papers, academic development plans, accreditation records, accreditation reports, research ethics applications, committee decisions
Learning and development	Skills development and training plans, surveys, assessments to identify skills gaps, curriculum outlines, handbooks, manuals, e-learning modules, training attendance registers, participation logs, post-training assessments, training certificates, qualification information, CPD tracking records, CPD credit accumulation, LMS usage statistics, course completion rates, internship agreements, regulatory training requirements
Alumni	Alumni directories, contact information, feedback surveys, alumni updates, newsletters, alumni award recipients, award ceremony details, records of alumni donations, records of alums networking initiatives, online alumni platform information.
Student Records	Application forms, academic results, academic progression records, financial aid documents, student housing.

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

To date no notice has been published.

Publicly available information is available on the UCT website

<http://www.uct.ac.za/>.

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE UNIVERSITY OF CAPE TOWN AND HOW TO GAIN ACCESS TO THOSE SERVICES

You can find a comprehensive list of services in the University's annual handbooks available at

<https://www.uct.ac.za/students/study-uct-handbooks/handbooks>.

The list includes services relating to student housing, student support, qualifications, short courses, funding and financial assistance.

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE UNIVERSITY OF CAPE TOWN

Students and staff participate in policy and decision-making processes of the University of Cape Town in accordance with section 14(g) of the Higher Education Act 101 of 1997, as amended, and in terms of internal procedures as agreed with student and staff representative bodies from time to time.

The Council governs the University and it is constituted according to the provisions of the “HEA” and the University of Cape Town Statute (UCT Statute). At least 60 per cent of the members must be people who are not staff or students. The “HEA” and the UCT Statute include three persons appointed by the Minister of Higher Education, one person appointed by the Premier of the Western Cape, one person appointed by the Cape Town City Council, six persons appointed by the UCT convocation, and two persons appointed by donors.

Other interested persons may submit their comments or proposals in writing to the Registrar at the address stated in paragraph 5 above.

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of Processing

UCT processes the personal information of data subjects under its care in the following ways:

12.1.1 Students:

- UCT uses applicants’ information to make decisions about student applications and for internal planning purposes. Some of the information applicants share with UCT must be verified and the University may use third-party service providers to assist with the verification. UCT uses applicants’ and students’ information to create an institutional profile to obtain funding from the government.

- UCT uses students' contact information to provide them with important information.
- UCT uses information about students' disabilities to assist and support them.
- UCT uses students' information to deliver the services students signed up for. For example, UCT must communicate with and bill students, provide catering in residences and process applications for deferment or leave of absence.
- UCT may use students' information to keep them safe. For example, UCT collects biometric information (like fingerprints) to give students access to buildings on campus. UCT also monitors its campuses with CCTV cameras. If there are security incidents, such as suspected theft, assault or fraud, UCT will share information with the police.
- UCT uses students' contact details to send them marketing information if the students signed up for any marketing.
- UCT will use students' photographs for marketing, but the University will get the student's consent before using individual photographs of them.

12.1.2 **Job applicants:**

- UCT uses job applicants' information to review, correspond and arrange travel plans and accommodation for interviews.
- UCT uses information about job applicants' race, gender, disability and nationality to implement the University's employment equity plan under the Employment Equity Act.
- UCT may need to use third parties to verify job applicants' information by contacting the references provided and confirming qualifications. For some roles, UCT may do criminal and credit checks

12.1.3 **Employees:**

- UCT uses employees' information to manage the relationship between employees and the University in terms of their employment contracts, to run the business of the University, and to comply with legal obligations. For instance, to implement UCT's employment equity plan under the Employment Equity Act.
- UCT uses health information to comply with health and safety regulations and may need health information to manage sick leave, access to benefits, and travel requirements.

- UCT may intercept and monitor any real-time, stored, or archived communication when employees use UCT's communication services.
- UCT may need to use third parties to assist with verifying some of the information employees shared with UCT, for instance, to confirm qualifications.
- UCT may use employees' information to keep them safe. For example, UCT collects biometric information (like fingerprints) to give employees access to buildings on campus and monitors campus with CCTV cameras. If there are security incidents such as suspected theft, assault, or fraud, UCT will share information with the police.

12.1.4 **Vendors:**

- UCT uses vendor information to conclude contracts with them and to meet their contractual obligations. UCT reviews all prospective vendors' information to assess their level of compliance with UCT's procurement policies and BBBEE requirements.
- UCT must provide some information as required in terms of the Higher Education Act. For example, the Higher Education Act (Regulations for Reporting by Public Higher Education Institutions) encourages all South African public higher education institutions to comply with corporate governance standards as set out in the King Code. In addition, the Act requires all South African public universities to comply with International Financial Reporting Standards. This means that UCT must submit an independent auditor report in the University's annual report to the Department of Higher Education and Training.
- UCT may need to use third parties to assist in verifying some of the information vendors shared with the University. When independent auditors conduct an annual financial audit, the law requires UCT to share vendor information with the independent auditor.

12.1.5 **Alumni:**

- UCT uses alumni's contact information to communicate and provide services to them, including information about: UCT Alumni Connect; events; news and publications; chapters and associations; and convocation meetings.
- UCT collects personal information of alumni to issue tax receipts when alumni donate or bequest funds or material to UCT. UCT may publish alumni's names on the UCT Donor Recognition page.

12.1.6 Donors:

- UCT collects and uses donors' personal information to issue tax receipts.
- UCT may publish donor's names on the UCT Donors Recognition page.

12.1.7 Website users:

- When someone visits UCT's website, the University collects personal information about how website users interact with the site and submit online forms. UCT uses this information to respond to requests and to improve the University's website.
- When someone completes online forms available on UCT's website, the University uses this to review and respond to applications, queries, or requests. When appropriate, UCT will provide more detail about how the University uses website users' information on the form.
- UCT uses cookies to make the University's website work and measure how website users use the site. Essential cookies enable core functionality, such as security, network management and accessibility. UCT also uses cookies to manage preferences. For instance, to hide a pop-up notice for a specific time after it has been acknowledged.
- UCT uses analytics software to collect information about the behaviour of website users when they visit the University's website. UCT uses the aggregated view of website users' behaviour to improve their overall experience. The University does not track individual users, however UCT uses analytics, market research and targeted advertising tracking technologies to share individuals' website usage data with third parties.

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
Students	Name and surname, address, date of birth, nationality, race, gender, identity document, home language, passport, study permit, permanent residence, contact details, financial requirements, disability information, educational history, employment history, banking details, dietary requirements, participation in sports and cultural activities, biometric information,

Categories of Data Subjects	Personal Information that may be processed
	emergency contact information, student profiles, student academic performance, photographs, appeals and disciplinary records, reports on student applications.
Job applicants	Name and surname, address, date of birth, identity number, race, gender, disability, contact details, work permit and residence status, employment history, educational history, publications, research and memberships, disciplinary and criminal history, criminal checks, credit checks, interview notes, results of competency assessments and psychometric tests, shortlisting summary, selection committee meeting reports.
Employees	Name and surname, address, date of birth, identity number, race, gender, disability, contact details, banking details, health information, work permit and residence status, employment history, educational history, visual images and videos, beneficiaries and dependants for medical aid, pension scheme and provident fund, publications, research and memberships, disciplinary and criminal history, performance reviews, investigations and disciplinary, grievance and dismissal proceedings records, training participation records, acknowledgement and compliance with safety rules and codes of conduct when using UCT's facilities, access to facilities, CCTV footage, use of support services.
Vendors	Name, identity documents, CIPC registration certificates, VAT number, banking details, BBBEE certificate, tax compliance verification certificate, health certificate, trade references, company profiles and annual turnover, conflict of interest declaration, industry certifications, proof of insurance, proof of registration with a professional body, details of previous projects worked on, financial statements, online profile of tender applications, tender evaluation reports, minutes of committee meeting documenting decisions when a current or potential vendor has to be awarded a tender or commercial lease, online profile for all UCT registered vendors used for payment and other day-to-day administration.

Categories of Data Subjects	Personal Information that may be processed
Alumni	Name and surname, contact details, event attendance records, donation records, alumni profiles, minutes of meetings.
Donors	Name and surname, contact details.
Website users	Cookies and how the site is being used, user preferences, all information from online forms, behaviour on UCT's websites.

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. CCTV camera footage or biometric information if there are security incidents such as suspected theft, assault or fraud.	South African Police Services
Full name, surname, identity number, contact details, residential address, postal address and work address of drivers of UCT's vehicles against whom fines were issued.	Municipal Traffic Department(s)
Qualifications, for qualification verifications	South African Qualifications Authority
Name, ID/registration number, and contact information for credit checks	Credit bureaus
Post-Doctoral Research Fellow number, South African Identity number, Post-Doctoral Research Fellow, Name of doctoral qualification obtained, date when doctoral qualification obtained, CESM category for first (or primary) area of specialisation (of doctoral	Department of Higher Education and Training

Category of personal information	Recipients or Categories of Recipients
qualification), date of birth, gender, race, nationality, citizen-resident status, home language, research field CESH, home postcode, disability status, start date of contract, institution where doctoral qualification obtained, funding source 1 – 4 and staff number.	
Staff's date of birth, race, gender, nationality, qualifications, year of employment, appointment type and appointment category.	Higher Education Management Information System

12.4 Planned transborder flows of personal information

UCT may share personal information with service providers, research partners and collaborating universities in other countries. These third parties must agree to keep personal information safe and confidential before we share information with them. They must also agree to only use personal information for the reasons we shared it with them.

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

12.5.1 UCT is continuously working towards establishing, and maintaining appropriate, reasonable technical and organisational measures to prevent:

- loss of, damage to or unauthorised destruction of personal information; and
- unlawful access to personal information or unlawful processing of personal information.

12.5.2 UCT is taking reasonable measures to:

- identify reasonably foreseeable internal and external risks to personal information in its possession or under its control;
- establish and maintain appropriate safeguards against the risks identified;
- regularly verify that the safeguards are effectively implemented; and
- ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

13. REQUESTS

13.1 Requester:

A requester must be given access to a record of UCT as a public body, if the requester complies with:

- all the procedural requirements of PAIA relating to the request for access to that record; and
- access to that record is not refused on any grounds of refusal mentioned in the Act.

13.2 Nature of the request:

A request for access to a record must be made by completing the prescribed **FORM 2** (PAIA Regulation 7). The prescribed **FORM 2** is available on the Information Regulator's website at <https://info regulator.org.za/paia-forms/> or see attached as annexure D.

The requester must indicate if the request is for a copy of the record and the form in which they want to receive the copy, or if the requester wants to inspect the record. (If the record is not a document, the record can be viewed in the requested form, if possible [s 29(2)].)

A requester who asks for access in a particular form should get access in the manner they asked for unless providing access in this manner would unreasonably interfere with the running of the University or would damage the record or infringe copyright. If, for practical reasons, access cannot be given in the requested form but in another way, the fee must be calculated according to the way the requester asked for it [s29(3) and (4)].

The requester must indicate if they want a written reply or want to be informed about the decision in any other way, for example, by telephone [s 18(2) (e)].

The requester must indicate the capacity in which the request is being made if a requester is asking for the information on behalf of somebody else [s 18(2)(f)].

A requester who is unable to read or write due to a disability can make a verbal request to the Information Officer, who will then be responsible to complete **FORM 2** on behalf of that requester [s 18(3)].

If a disability prevents a requester to view, read or listen to the mentioned record, the Information Officer must, at the requester's request, take reasonable steps to make the mentioned record available in such a format that the requester will be able to read, view or hear the record [s29(5)].

14. FEES

14.1 The prescribed fees are listed in item 1 of Annexure B of the PAIA Regulations.

14.2 A requester who seeks access to any record may be required to pay a fee, unless one of the exemptions in 14.3 below applies.

14.3 The requester does not need to pay an access fee if:

- the requester is a single person whose annual income, after permissible deductions such as PAYE and UIF, is less than R14 712 a year; or
- the requestor is married and the joint income with their partner, after permissible deductions such as PAYE and UIF, is less than R27 192 per year

15. AVAILABILITY OF THE MANUAL

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

15.1.1 English;

15.1.2 Afrikaans; and

15.1.3 Xhosa.

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

15.2.1 on UCT'S website at <http://www.uct.ac.za>;

15.2.2 at the head office of UCT for public inspection during normal business hours;

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

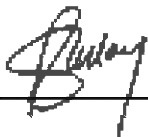
15.2.4 to the Information Regulator upon request.

15.3 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.

16. UPDATING OF THE MANUAL

UCT will, if necessary, update and publish this Manual annually.

Issued by



Registrar: University of Cape Town

May 2024