

INDUSTRIAL DEVELOPMENT CORPORATION OF SOUTH AFRICA LIMITED (IDC)

MANUAL

Published in terms of Section 14 of the

**PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000
(PAIA)**

**as amended by the
PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013
(POPIA)**

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1. TERMS AND DEFINITIONS

“**Data Subject**” means the person to whom personal information relates.

“**Deputy Information Officer**” is the person delegated to assist the information officer with the performance of his or her responsibilities and duties with proper fulfilment of his or her mandate as prescribed in POPIA [Section 56] read together with the provisions of [Section 17] of PAIA.

“**IDC**” is a development finance institution established in terms of the Industrial Development Corporation Act No. 22 of 1940 to promote economic growth and industrial development. It is owned by the South African government under the supervision of the Economic Development Department.

“**Information Officer**” by virtue of their positions, Information Officers are appointed automatically in terms of PAIA and POPIA. For a Public Body or Organ of State (as defined in section 239 of the Constitution) the position is automatically assigned to the Head of an organisation (CEO).

“**Information Regulator**” means the Information Regulator established in terms of section 39 of POPIA.

“**Internal Appeal**” means an internal appeal to the relevant authority in terms of section 74.

“**PAIA**” means Promotion of Access to Information Act No. 2 of 2000.

“**Person**” means a natural person or a juristic person.

“**Personal Information**” means information relating to an identifiable, living, natural person and, where it is applicable, an identifiable, existing juristic person, but excludes information about an individual who has been dead for more than 20 years.

“**POPIA**” means Protection of Personal Information Act No. 4 of 2013.

“**Processing**” means any operation or activity concerning personal information, including the collection, receipt, recording, organisation, collation, storage, updating, retrieval, alteration, dissemination, distribution or making available in any other form; or merging, linking, as well as restriction, degradation, erasure or destruction of information.

“**Record**” means any recorded information, regardless of form or medium, in the possession or under the control the responsible party.

“**Requestor**” means any person making a request for access to a record at the IDC

“**Responsible Party**” means IDC, which is the party that processes personal information,

determines the purpose for which the personal information is needed and can even outsource a part or all the processing of the personal information to a third party.

“Responsible party” refers to organisations which determine the purposes for which, and the manner in which, any personal information is processed. They have a responsibility to establish practices and policies in line with POPIA. IDC is the responsible party of all personal information used in its business.

2 INTRODUCTION

- 21** The Promotion of Access to Information Act, No. 2 of 2000 as amended through the Promotion of Access to Information Amendment Act 31 of 2019 (“PAIA”) gives effect to the constitutional right of access to any information held by public (government) or private (non-government) bodies that is required for the exercise of protection of any rights. Where a request is made in terms of the Act, IDC is obliged to release the information, except where the Act expressly provides that the information may or must not be released.
- 22** Section 9 of PAIA, recognises that rights to have access to information are subject to certain limitations. Such limitations are acknowledged within the provision of PAIA and POPIA.
- 23** POPIA gives effect to the constitutional right to privacy provided in Section 14 of the Constitution;
- 2.3.1 by safeguarding a person’s personal information when processed by public and private bodies;
 - 2.3.2 in a manner which balances the right to privacy with any other rights, including the rights in the Bill of Rights in Chapter 2 of the Constitution, particularly the right to access to information; and
 - 2.3.3 subject to justifiable limitations, including but not limited to effective, efficient and good governance and the free flow of personal information, particularly trans-border transfers.
- 24** Section 14 of PAIA requires public bodies to compile manuals that provide information on the types and categories of records held by such public bodies.
- 25** This IDC PAIA manual (“PAIA Manual”), therefore; informs requesters of procedural and other requirements that a request must meet as prescribed in PAIA and regulates access to records owned, held by, or under the control of the IDC, including the release of any such records by any of IDC’s directors, officers, employees or anyone acting on its behalf. This Manual is not exhaustive and should be read in conjunction with PAIA and POPIA.

- 26** The IDC PAIA manual will assist members of the public to:
- 2.6.1 check the nature of the records which may already be available at the IDC, without the need for submitting a formal PAIA request;
 - 2.6.2 have an understanding of how to make a request for access to a record of the IDC;
 - 2.6.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access from the IDC;
 - 2.6.4 know all the remedies available from the IDC regarding request for access to the records, before approaching the Regulator or the Courts;
 - 2.6.5 the description of the services available to members of the public from the IDC and how to gain access to those services;
 - 2.6.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
 - 2.6.7 if the IDC 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;
 - 2.6.8 know if the IDC 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
 - 2.6.9 know whether the IDC has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.
- 27** Copies of the PAIA Manual can be obtained from the Deputy Information Officer of the IDC or the IDC corporate website and is available in English, Afrikaans, Zulu and South Sotho.

3. OVERVIEW OF THE IDC

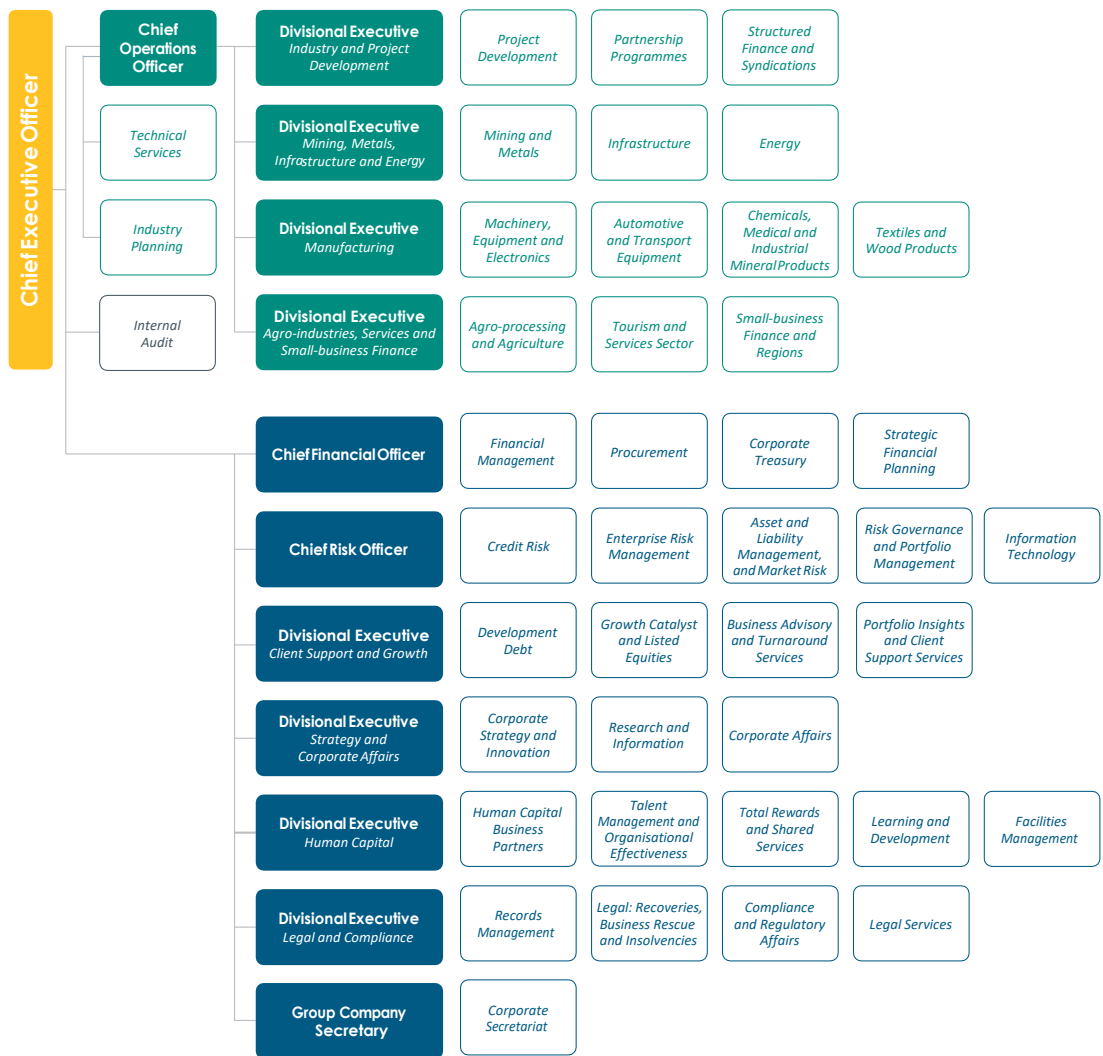
- 3.1** The IDC is a development finance institution established in terms of the Industrial Development Corporation Act No. 22 of 1940 to promote economic growth and industrial development. It is owned by the South African government under the supervision of the Economic Development Department.
- 3.2** The Corporation's priorities are aligned with national policy direction set out in the National Development Plan (NDP), industry masterplans and other policies.
- 3.3** To satisfy its mandate, the IDC needs to ensure its long-term sustainability through prudent financial and human capital management, while safeguarding the natural environment and positioning itself as a forerunner in development finance in South Africa and on the continent.
- 3.4** The IDC Vision is to be the primary driving force of commercially sustainable industrial development and innovation to the benefit of South Africa and the rest of the African Continent.

3.5 Our day-to-day activities and business conduct are guided by our values, which are:





- Passion
- Partnership
- Professionalism







3.6 Our corporate structure is as follows:




ORGANISATIONAL STRUCTURE



3.7 Sectors funded by the IDC are as follows:

<p>Agro-processing and Agriculture</p>  <p>Agro-processing (food and non-food) sectors, such as:</p> <ul style="list-style-type: none"> • Horticulture, including citrus, grapes, nuts, berries, avocados, and others. • Field crop value chain, including vegetables, maize, wheat, and others. • Livestock value chain such as cattle, poultry, and pigs • Dairy value chain • Fish processing and aquaculture • Beverages • Forestry 	<p>Automotive and Transport Equipment</p>  <p>Automotive, rail, aerospace, and ship industries, namely:</p> <ul style="list-style-type: none"> • Manufacture of motor vehicles, trailers, and semi-trailers • Manufacture of parts and accessories for motor vehicles and their engines • Manufacture of rail locomotives and rolling stock • Building and repairing of boats and ships • Manufacture of aircraft and spacecraft • Manufacture of motorcycles and bicycles
<p>Basic and Speciality Chemicals</p>  <ul style="list-style-type: none"> • Oil and gas • Basic chemicals • Fertilisers • Plastics in their primary form • Synthetic rubber • Speciality chemicals from various sources 	<p>Basic Metals and Mining</p>  <ul style="list-style-type: none"> • Development of basic metals manufacturing capacity • Mining of minerals that supports the inputs to metals value. • Chain and strategic minerals such as energy and food security minerals • Projects that beneficiate and add value to locally mined minerals in support of downstream manufacturing. The aim is to boost exports of local minerals. • Funding is also considered for businesses that are involved in the development of projects that increase production of non-ferrous metals, ferrous metals, ferro-alloys, and large mines

<p>Chemical Products and Pharmaceuticals</p>  <ul style="list-style-type: none"> • Pesticides and other agro-chemical products • Paints, varnishes, and similar coatings • Pharmaceuticals, medicinal chemicals, and botanical products • Soaps, detergents, perfumes, and toilet preparations • Man-made fibres • Plastic products, including plastics recycling. • Medical devices 	<p>Clothing and Textiles</p>  <ul style="list-style-type: none"> • Clothing manufacturing • Dyeing, printing, and finishing of fabrics. • Fibre processing – natural and synthetic • Household textiles • Non-woven textiles • Spinning, knitting, and weaving • Technical textiles • Footwear manufacturing • Leather processing • Leather products
<p>Heavy Manufacturing</p>  <ul style="list-style-type: none"> • Cement, lime, and stone products • Glass production and products • Pulp, paper, and paper products • Rubber products • Wood processing and wood products • Clay and ceramic products • Non-metallic scrap and waste recycling • General lines of credit to rest of Africa 	<p>Industrial Infrastructure</p>  <ul style="list-style-type: none"> • Logistics (road, rail, and ports) • Energy infrastructure (energy efficiency and alternative energy sources) • Biofuels (bioethanol) • Telecommunications broadband • Health and water infrastructure
<p>Light Manufacturing and Tourism</p>  <p>Light manufacturing:</p> <ul style="list-style-type: none"> • Radio, television and communication equipment • Electronic valves and tubes and other components • Television and radio transmitters, including receivers. • Medical and surgical equipment, orthopaedic appliances • Measuring, checking, testing and navigation appliances • Industrial process control equipment • Optical instruments and photographic equipment • Watches and clocks • Other manufacturing • Furniture • Jewellery • Musical instruments • Sports goods • Games and toys <p>Hotels and restaurants:</p> <ul style="list-style-type: none"> • Hotels, camping sites and other short stay accommodation 	<p>Machinery and Equipment</p>  <ul style="list-style-type: none"> • Manufacturing of machinery and equipment for: • Electricity generation and distribution – transformers, generators, electricity-supply components, switchgears and related measuring devices or apparatus • Mining, quarrying and construction – self-propelled, off-road machinery and equipment for mining and construction sectors; equipment for sorting, screening, separating or washing, crushing and grinding of stones/ores and other minerals. • Oil, gas and water storage and distribution – reservoirs and tanks, bunkers/bullets, distribution components such as ducts, vessels, heat exchangers, pumps, valve actuators, compressors and measuring equipment. • Manufacture of lifting and handling equipment – cranes, lifts, elevators, conveyors, specialised parts for lifting and handling including buckets, shovels, grabs. Cargo/shipping containers carried by one or more modes of transport such as rail, water, and air. • We also consider the manufacturing of complex structural metal products, agriculture and forestry equipment, food processing equipment and textile and apparel equipment.

<p>Media and Audio Visual</p>  <ul style="list-style-type: none"> • Production of content, with emphasis on feature films, animation as well as series • Digital cinemas in townships and rural areas • Infrastructure such as studios • The creation and acquisition of platforms across TV, radio and digital • The development of new or alternative distribution systems for content • Post-production facilities 	<p>New Industries</p>  <ul style="list-style-type: none"> • Prioritised focus areas and related industry end-goals are as follows: • The localisation and domestication of Clean Energy Solutions, the local adoption thereof and ultimately the export thereof. These solutions include energy storage, fuel cells and renewable inputs. • The creation of 4IR technologies and business models. These technologies include but are not limited to additive manufacturing, nanotechnology, internet-of-things, robotics and artificial intelligence. • Establishment of the full Gas Separation value chain around Klyden Gas, a globally unique and competitive SA-developed gas separation technology for supply to local and global markets • Landfill site operators • Any industrial operation that produces harmful CO2 emissions (e.g., Sasol) • International oil and gas companies
<p>Rest of Africa</p>  <p>The unit identifies and develops regional suppliers for South African industries, thereby building long-term, sustainable supply chains across the continent that in turn generate jobs. Key focus areas:</p> <ul style="list-style-type: none"> • Agriculture • Manufacturing • Tourism • Minerals and mining • Petroleum and energy • Transport and other related infrastructure. 	

4. CONTACT DETAILS

4.1 INFORMATION OFFICER

The Chief Executive Officer of IDC is the Information Officer. The contact details of the Information Officer are as follows:

Full Name	David Jarvis (Interim CEO)
Physical Address:	19 Fredman Drive Sandton 2196
Postal Address	PO Box 784055 Sandton 2146
Telephone Number	011 269 3000
Fax Number	011 269-3116
Website	https://www.idc.co.za/

4.2 DEPUTY INFORMATION OFFICER

The CEO has delegated all duties imposed on the Information Officer by PAIA to the General Counsel (Deputy Information Officer). All requests for information should be directed to the Deputy Information Officer. The contact details of the Deputy Information Officer are as follows:

Full Name	Tshepo Legodi
Physical Address:	19 Fredman Drive Sandton 2196
Postal Address	PO Box 784055 Sandton 2146
Telephone Number	011 269 3499
Fax Number	011 269 3801
Email Address	paiarequests@idc.co.za
Website	https://www.idc.co.za/

5. AVAILABILITY OF GUIDES ON PAIA AND POPIA

- 51** Section 10(1) of PAIA requires the Information Regulator to update and make available the existing Guide that on how to use PAIA, 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.
- 52** The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated the PAIA Guide, as initially compiled by the SAHRS.
- 53** The aforesaid Guide contains the description of:
- the objects of PAIA and POPIA
 - the postal and street address, phone and fax number and, if available, electronic mail address of-
 - the Information Officer of every public body and;
 - every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
- 54** The guide is available in each of the official languages and can be obtained from:
- Government Gazette
 - Upon request from the Regulator
 - From the website of the Regulator <https://info regulator.org.za/> or

55 Enquiries regarding the guide can be addressed from the Information Regulator at:

Name	The Information Regulator (South Africa)
Physical Address	JD House 27 Stiemens Street Braamfontein, Johannesburg 2001
Postal Address	P.O Box 31533 Braamfontein 2017
Telephone Number	010 023 5200
Fax Number	086 500 3351
Website	http://www.justice.gov.za/inforeg

6. ACCESS TO RECORDS HELD BY THE IDC

6.1 Procedure for Requesting Access

- 6.1.1 Section 18 of PAIA prescribes the procedure to be followed in making a request for access to information held by the IDC. Section 23(1) of POPIA also provides the procedure to access personal information. The manner of access to personal information in terms of section 23 of POPIA should be in accordance with section 18 of PAIA.
- 6.1.2 A request for access to a record must be made on the prescribed request form, (Form 2) and sent to the Deputy Information Officer on the details as mentioned in point 4.2 above. These forms are available from:
- a) The Deputy Information Officer or the IDC website; and
 - b) The Information Regulator website.
- 6.1.3 The request form can be sent via email, post, facsimile or hand delivered to IDC offices.
- 6.1.4 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Deputy Information Officer.
- 6.1.5 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 6.1.6 The requester must pay the prescribed fee before any further processing can take place.
- 6.1.7 The requestor must provide sufficient information of the record(s) requested in order for the Deputy Information Officer to identify the requested record(s), i.e.:
- a) who the requester is;
 - b) what record(s) are being requested;
 - c) contact details in the form of an email address, facsimile number and/or postal address;
 - d) the manner in which the requester wishes to be informed of the decision;
 - e) what the access fee will be paid, should access be granted

- 6.1.8 It is important to note that access is not automatic. The requester must identify the right they are seeking to exercise or protect and explain why the record is required for the exercise or protection of that right.
- 6.1.9 The requester will be notified in the manner indicated by the requester on the request form whether the request has been approved.
- 6.1.10 The requestor 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.

6.2 Decision

- 6.2.1 IDC will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons to that effect.
- 6.2.2 The 30-day period within which IDC must decide whether to grant or refuse the request may be extended for a further period of not more than 30 days if:
 - a) the request is for a large amount of information,
 - b) the information cannot reasonably be obtained within the original 30-day period. IDC will notify the requester in writing should an extension be sought.
- 6.2.3 IDC may in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA, which include:
 - a) that access would result in the unreasonable disclosure of personal information about a third party.
 - b) the necessity of protecting the commercial information of a third party or of IDC itself.
 - c) the necessity of protecting the confidential information of a third party.
 - d) the necessity of protecting the safety of individuals and protecting property.
 - e) that a record constitutes privileged information for legal proceedings; and
 - f) the necessity of protecting the research information of a third party or IDC itself.

6.3 Categories of Records Held by the IDC

- 6.3.1 IDC holds records applicable to its operations and in terms of relevant statutes. Access to the following records can only be obtained by means of a formal request include but are not limited to:
 - a) IDC policies and procedures
 - b) Client/Applicant records processed and/or generated as part of the IDC funding process

- c) Minutes of meetings and decision records
- d) Post-investment monitoring and evaluation reports
- e) Personnel files (includes staff, IDC directors, co-opted committee members and nominee directors)
- f) IDC's financial records
- g) IDC's operational records
- h) Agreements, memorandum of understanding, legal opinions, and litigation records
- i) IDC's research and scientific or technical information
- j) Bid documents.
- k) Service Provider and other third-party information; and
- l) Records kept in the IDC library.

6.4 Records which are Available Without a Request

Records that are automatically available include but are not limited to:

- a) Privacy Statement
- b) Integrated Reports
- c) Statutory records
- d) Economic Reports
- e) Industry Research Reports
- f) Business Plan Guidelines
- g) IDC Funded Business Partners
- h) CSI Application Guidelines
- i) IDC Funding Solutions
- j) IDC printed and electronic publications (marketing brochures, newsletters, booklets); and
- k) Information published on the IDC website.

6.5 Services Available to Members of the Public

Services rendered by IDC revolve around its mandate and core objectives set out in the IDC Act as being:

- a) To facilitate, promote, guide and assist in the financing of new industries, schemes for expansion and modernisation of existing industries.
- b) To promote economic empowerment of historically disadvantaged people and communities.
- c) To foster the development of small and medium enterprises and co-operatives.

- d) To promote employment-creating activities, particularly in underdeveloped communities.
- e) Proactively maximise our development impact through effective and sustainable industrial development, not only in South Africa but across the continent
- f) To encourage the creation of new knowledge-based industries.

6.6 Purpose of Processing of Personal Information

6.6.1 To safeguard the privacy and protection of personal information, all personal information processed by IDC is managed in terms of the IDC Data and Information Management Policy and the POPIA principles.

6.6.2 Personal information will only be used for the purpose for which it was collected and agreed. This may include but is not limited to:

- a) assessment of applications for funding
- b) provision of appropriate IDC products and services
- c) confirmation, verification and updating of client/applicants' details
- d) conducting credit reference searches or verification
- e) maintenance of client records
- f) client relationship management and support
- g) general administration, financial and tax purposes
- h) compliance with legal and regulatory requirements
- i) fraud and crime prevention and detection
- j) to hold and administer securities
- k) recruitment
- l) employee management and support, and
- m) market research, customer satisfaction surveys and statistical analysis

6.7 Categories of Data Subjects

The categories of data subjects are not exhaustive but are meant to give a broad indication of the data subjects:

- a) IDC clients (business partners), potential clients
- b) IDC current and former employees and their families (children, spouses, parents)
- c) IDC suppliers, service providers, and professional consultants
- d) IDC Board Members and Nominee directors

- e) Investee companies including their shareholders, employees, suppliers and service providers
- f) Banking Institutions
- g) unsuccessful applicants for funding and employment as well as bidders, and
- h) visitors to IDC premises

6.8 Categories of Recipients with whom Personal Information is Shared

IDC sometimes shares personal information it processes with the individual themselves and with other third parties. Where necessary or required IDC may share information with:

- a) registered financial services providers.
- b) other development fund institutions
- c) personal information verification and credit reference agencies
- d) regulatory and reporting authorities, government institutions
- e) professional advisors and consultants
- f) suppliers and service providers
- g) current, past, and prospective employers
- h) family, associates, and representatives of the person whose personal information we are processing.
- i) law enforcement agencies such as South African Police Services and courts

6.9 Trans-Border Flows of Personal Information

IDC may from time to time, in the execution of its mandate, need to transfer personal information of data subjects with third parties in other countries. IDC shall ensure that it complies with POPIA in the dissemination of such information. Such transfer will only be done if one of the following requirements are met:

- a) the foreign recipients of personal information are subject a law, binding corporate rule, or a binding agreement which contains provisions substantially similar to POPIA concerning the processing and transfer of personal information.
- b) the data subject consents to the transfer, or;
- c) The transfer is necessary for the performance of a contract between the data subject and the responsible party, or;

- d) The transfer is necessary for the performance of a contract concluded in the interest of the data subject between the responsible party and the third party, or;
- e) The transfer is for the benefit of the data subject, and it is not practical to obtain the consent of the data subject.

6.10 Information Security Measures to Protect Personal Information

6.10.1 It is a requirement of POPIA to adequately protect the personal information held by the responsible party to avoid unauthorised access and use of your personal information. All personal information processed by IDC is managed in terms of the IDC POPIA Policy

6.10.2 Security controls and processes shall be reviewed regularly to ensure that personal information is secure.

6.10.3 The following procedures are in place to protect personal information:

- a) the IDC Information Officer is responsible for the compliance with the conditions of the lawful processing of personal information and other provisions of POPIA.
- b) IDC's processes shall be updated to ensure that consent is received from data subjects for the collection, processing, distribution, and storage of their information as required POPIA.
- c) data subjects shall be advised of their rights during the information collection stage.
- d) access to information and systems containing personal information shall be limited only authorised users in line with their roles and responsibilities.
- e) requests for access to information and requests for information received from outside IDC shall be managed in line with this manual.
- f) when using third parties to process personal information, the said third parties shall be required to sign a service-level agreement guaranteeing their commitment to the Protection of personal information, and
- g) training and awareness on the IDC POPIA Policy and POPIA to ensure compliance.

6.10.4 IDC security measures include amongst others, the latest and up-to-date technology to ensure confidentiality and integrity, these measures include:

- a) Access control
- b) Data encryption
- c) Anti-virus and Anti-malware Solutions
- d) Data backups
- e) Firewalls

6.11 Objection to the Processing of Personal Information

A data subject who wishes to object to the processing of personal information must submit the objection to the IDC Deputy Information Officer.

The responsible party, or a designated person, must render such reasonable assistance as is necessary, free of charge, to enable the data subject to make an objection.

6.12 Correction/Deletion of Personal Information

A data subject who wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the IDC Deputy Information Officer

The responsible party, or a designated person, must render the necessary assistance to enable a data subject to submit their correction and/or deletion free of charge.

6.13 Remedies Available if Provisions of PAIA are not Completed with/or in respect of Act or Failure to Act by the IDC

Any requestor who is dissatisfied with any decision taken by IDC may lodge an internal appeal, a complaint to the Information Regulator or an application to a court.

6.13.1 Internal Appeal

A requestor may lodge an internal appeal against a decision of the Information Officer or Deputy Information Officer on the following grounds:

- a) Refusal to grant access to the record.
- b) The requirement for the access fee or request fee
- c) Extension of the period to deal with the request is over the prescribed time
- d) Refusal to grant access to records in a particular form.
- e) An appeal must be lodged in the prescribed form (Annexure 2, Form 4) to the Information Office or Deputy Information Officer
- f) An internal appeal must be lodged within 60 days after the has been taken.
- g) If notice to the third party is required, must be lodged within 30 days after notice has been given to the appellant of the decision being appealed against
- h) The appeal must be sent to the address, fax or e-mail address of the Information Officer or Deputy Information Officer
- i) The appeal must identify the subject of the appeal and state the reasons of the internal appeal.

6.13.2 Complaint to the Information Regulator / Application to court

A requestor or third party may only submit a complaint to the Information Regulator after the requestor has exhausted the internal appeal procedure.

7. Availability of the IDC PAIA Manual

The Manual is published on the IDC website and will be made available:

- a) at the IDC's head office for public inspection during normal business hours
- b) to any person upon request and upon the payment of a reasonable amount, and
- c) to the Information Regulator upon request.

8. Prescribed Fees (PAIA Regulations)

The prescribed fee for requesting and accessing information must be paid by the requestor before the IDC contact persons can make any records requested available to the requestor.

The request fee payable by every requestor is per table below:

REPRODUCTION FEES [as per Information Regulator Guide]

Description	Fee
a) For every photocopy of an A4-size page or part thereof	R0.60
b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.40
c) For a copy in a computer-readable form on – (i) Compact disc	R40.00
d) Visual images (i) Compact disc for a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	R22.00 R60.00
e) Audio (i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio	R12.00 R17.00

ACCESS FEES [as per Information Regulator Guide]

Description	Fee
a) For every photocopy of an A4-size page or part thereof	R0.60
b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.40
c) For a copy in a computer-readable form on – (i) Compact disc	R40.00
d) Visual images (i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	R22.00 R60.00
e) Audio (i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio	R12.00 R17.00

9. Annexures

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

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

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

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 <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	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 <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

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

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

requested is required for the exercise or protection of the aforementioned right:	

FEES	
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 exemption</i>	
Reason	

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

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

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

INTERNAL APPEAL FORM

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

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

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

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

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL
APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>				
Date received:				
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				Yes <input type="checkbox"/>
				No <input type="checkbox"/>
OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority