



## **PAIA Manual**

Prepared in terms of section 51 of the  
Promotion of Access to Information Act 2 of 2000 (as amended)

**DATE OF COMPILATION: June 2025**

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## 1. List of acronyms and abbreviations

<b>CEO</b>	Chief Executive Officer
<b>IO</b>	Information Officer
<b>Minister</b>	Minister of Justice and Correctional Services
<b>PAIA</b>	Promotion of Access to Information Act No. 2 of 2000( as Amended)
<b>POPIA</b>	Protection of Personal Information Act No.4 of 2013
<b>Regulator</b>	Information Regulator
<b>Republic</b>	Republic
<b>The Otto Foundation</b>	The Chris Otto Foundation (trading as the Otto Foundation)

## 2. Purpose of the PAIA Manual

- 2.1. This Manual is published pursuant to section 51 of PAIA which requires organisations to compile a manual as a guide to requesters of information.
- 2.2. This Manual also serves to:
  - 2.2.1. indicate the types of records held by the Otto Foundation and the availability of such records from the Otto Foundation
  - 2.2.2. provide the public with a sufficient understanding of how to make a request for access to a record of the Otto Foundation, by providing a description of the subjects on which the Otto Foundation holds records and the categories of records held on each subject
  - 2.2.3. provide a description of the records of the Otto Foundation which are available in accordance with any other legislation
  - 2.2.4. provide access to all relevant contact details of the Information Officer who will assist the public with the records they intend to access
  - 2.2.5. provide a description of the guide on how to use PAIA, as updated by the Regulator
  - 2.2.6. inform the public as to the personal information the Otto Foundation processes, the purposes thereof, the categories of data subjects relating thereto, the recipients or categories of recipients to whom the personal information may be supplied, and whether or not the Otto Foundation plans to conduct transborder flows of personal information;
  - 2.2.7. to describe the appropriate security measures implemented by the Otto Foundation to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. Key Contact Details for Access to Information of the Otto Foundation**

- 3.1. The CEO and Information Officer of the Otto Foundation is Frouwien Bosman. Her contact details are as follows:

Email: [frouwien@ottofoundation.org](mailto:frouwien@ottofoundation.org)

Telephone: 082 938 7043

- 3.2. The National Head Office details of the Otto Foundation are as follows:

Email: [info@ottofoundation.org](mailto:info@ottofoundation.org)

Telephone: 082 938 7043

Postal address: 10 Keet Street, Mostertsdrif, Stellenbosch, 7600

Physical address: Otto Foundation, Zonnebloem College Estate, Walmer Estate, Cape Town, 7925

Website: [www.ottofoundation.org](http://www.ottofoundation.org)

### **4. Guide on how to use PAIA and how to obtain access to the Guide**

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, 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.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-
- 4.3.1. the objects of PAIA and POPIA;
  - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of:
    - 4.3.2.1. the Information Officer of every public body, and
    - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;
  - 4.3.3. the manner and form of a request for-
    - 4.3.3.1. access to a record of a public body contemplated in section 11; and
    - 4.3.3.2. access to a record of a private body contemplated in section 50;
  - 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
  - 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
  - 4.3.6. 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:

- 4.3.6.1. an internal appeal;
- 4.3.6.2. a complaint to the Regulator; and
- 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
  - 4.5.1. upon request to the Information Officer;
  - 4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).
- 4.6. A copy of the Guide is also available in English and Afrikaans, for public inspection during normal office hours.

## 5. Categories of Records of the Otto Foundation

- 5.1. The Otto Foundation maintains records on the following categories and subject matters, however, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be granted.
- 5.2. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA and/or POPIA.

Category of Information	Types of information Held	Availability
Administration	Database of partners and contacts, correspondence with internal and external parties, company contact details	Not automatically available  Company contact details available on website
Company secretarial	Founding documents including the Trust Deed and Letter of Authority, minutes of Board and Committee meetings	Not automatically available
Finance and accounting	Accounting records, audited annual financial statements, management accounts, reports and returns, banking details and bank statements, invoices, receipts, annual budget	Not automatically available

Human resources	Policies and procedures, employee information, leave records, disciplinary records, personnel files, employment contracts, child protection documents	Not automatically available
Insurance	Insurance policy	Not automatically available
Legal	Agreements with beneficiaries, donors, partners, service providers and other parties	Not automatically available
Moveable and immovable property	Lease agreements and ordinary and conditional sale agreements	Not automatically available
Operations	Operational plans, standard operating procedures, project plans, grant application documents, project proposal documents, project output data	Strategic plans available for download on website.  Project descriptions available on website.  Other operational data not automatically available
Programme records	Project proposals and reports, Monitoring and evaluation data, partnership agreements	Not automatically available
Public Relations	Media releases	Available on website
Risk Management	Risk management plans and Strategic risk register	Not automatically available
Taxation	Records related to Value Added Tax (VAT), Pay as You Earn (PAYE), Skills Development Levies, Unemployment Insurance Fund, Workmen's Compensation	Not automatically available

## **6. Categories of Records in accordance with any other legislation**

6.1. Certain records held by the Otto Foundation are available in terms of legislation other than PAIA. The specific records which are available in terms of such legislation are set out therein and these records may in certain instances only be accessed by the persons specified in the relevant legislation. The legislation is as follows:

- 6.1.1. Basic Conditions of Employment Act 75 of 1997
- 6.1.2. Broad-Based Black Economic Empowerment Act of 2003
- 6.1.3. Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 6.1.4. Employment Equity Act 55 of 1998
- 6.1.5. Income Tax Act 58 of 1962
- 6.1.6. Labour Relations Act 66 of 1995
- 6.1.7. Occupational Health and Safety Act 85 of 1993
- 6.1.8. Skills Development Levies Act 9 of 1999
- 6.1.9. Trust Properties Control Act of 1988
- 6.1.10. Unemployment Insurance Act 63 of 2001
- 6.1.11. Unemployment Insurance Contributions Act 4 of 2002
- 6.1.12. Value Added Tax Act 89 of 1991

## **7. Processing of Personal Information**

7.1. The Otto Foundation processes Personal Information which includes information related to, but not limited to, the following purposes:

- 7.1.1. Employee administration
- 7.1.2. Employee health and safety
- 7.1.3. General administration
- 7.1.4. Financial and tax purposes
- 7.1.5. Rendering of services or providing support to Otto Foundation beneficiaries
- 7.1.6. Reporting to Otto Foundation donors and partners
- 7.1.7. Sharing resources and information with individuals registered on our client database
- 7.1.8. Transacting with suppliers
- 7.1.9. Responding to website enquiries

7.2. The recipients or categories of recipients to whom the personal information may be supplied are summarised in the table below:

<b>Category of personal information</b>	<b>Recipients or categories of recipients to whom personal information may be supplied</b>
Names and identity numbers of beneficiaries	Donors and entities requiring details on natural persons as beneficiaries of Broad-Based Black Economic Empowerment
Names and contact details of employees	Organisations providing training and psycho-social support to employees
Names and contact details of trustees	Organisations and regulatory bodies requiring individual contact details of Otto Foundation trustees
Names and contact details of beneficiary representatives	Donors and partners requesting references for Otto Foundation project partners
Names and contact details of suppliers	Questions on suppliers from partner-organisations and organisations in our network

7.3. Where information is shared in terms of 7.2. above, explicit consent for sharing information is obtained from the relevant data subjects or organisations representing the data subjects.

## **8. Transborder flows of personal information**

8.1. Potential transborder flows of personal information and methods for protecting personal information in transborder flows are summarised below:

<b>Potential transborder information flows</b>	<b>Potential data sharing method</b>	<b>Measures to protect personal information</b>
Contact details of partners and suppliers	Offshore cloud storage by enterprise software providers	Secure passwords and review of data protection policies
Names and identity numbers of beneficiaries	Offshore cloud storage by enterprise software providers	Secure passwords and review of data protection policies
Names and contact details of employees	Offshore cloud storage by enterprise software providers	Secure passwords and review of data protection policies
Names and contact details of trustees	Offshore cloud storage by enterprise software providers  International partners requiring individual contact details of Otto Foundation trustees	Secure passwords and review of data protection policies  Confidentiality agreements in place where necessary
Names and contact details of beneficiary representatives	Offshore cloud storage by enterprise software providers	Secure passwords and review of data protection policies



## **9. Description of Information Security Measures**

- 9.1. The Otto Foundation takes reasonable, appropriate and adequate technical and organisational measures to ensure that personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction, damage, alteration, disclosure or unauthorised access. We mandate any third parties to which your personal information is transferred to do the same.
- 9.2. The Otto Foundation regularly reviews our security controls and related processes to ensure that personal information is secure. However, where there are reasonable grounds to believe that personal information has been accessed or acquired by any unauthorised person, we will notify the Regulator and the relevant data subject, unless the Regulator or a public body responsible for detection, prevention or investigation of offences, informs us that notifying the data subject will impede a criminal investigation.

## **10. Requests for access to records**

- 10.1. Requests for access to records must be made in writing on the prescribed form, available from the South African Human Rights Commission or the Information Regulator's website (included in this document as Annexure A), and sent to the Information Officer.
- 10.2. Requests should:
  - 10.2.1. Provide sufficient details to identify the record requested
  - 10.2.2. Indicate the manner of access required
  - 10.2.3. State the requester's contact details
  - 10.2.4. Indicate the preferred language if applicable
  - 10.2.5. Identify the right being exercised or protected
  - 10.2.6. Provide an explanation of why the record is required to exercise or protect that right
- 10.3. Fees may be charged in accordance with PAIA.

## **11. Applicable time periods**

- 11.1. The Otto Foundation will inform the requester within 30 days after receipt of the request of its decision whether or not to grant the request.
- 11.2. The 30-day period may be extended by a further period of not more than 30 days if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the Otto Foundation or the records are not located at the Otto Foundation offices.

## **12. Outcome of the request**

- 12.1. Should the request be refused, the notice will state adequate reasons for the refusal, including the provisions of the PAIA relied upon; and that the requester may lodge an application with a Court against the refusal of the request.

## **13. Grounds for Refusal of Access**

- 13.1. Access may be refused on grounds set out in PAIA, including:
- 13.1.1. Protection of the privacy of a third party
  - 13.1.2. Protection of the commercial information of a third party or the organisation
  - 13.1.3. Protection of confidential information supplied by a third party
  - 13.1.4. Protection of safety of individuals or property
  - 13.1.5. Protection of records privileged from production in legal proceedings
  - 13.1.6. Protection of the research information of the organisation

## **14. Availability of the Manual**

- 14.1. A copy of this manual is available on:
- 14.1.1. The Otto Foundation website at [www.ottofoundation.org](http://www.ottofoundation.org)
  - 14.1.2. The Otto Foundation Head Office on the Zonnebloem College Estate (Walmer Estate, Cape Town, 7925) during normal business hours
  - 14.1.3. To any person upon request and upon the payment of a reasonable prescribed fee
  - 14.1.4. To the Information Regulator upon request
- 14.2. 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.

## **15. Updating of the Manual**

- 15.1. The trustees of the Otto Foundation will review and update this manual on a regular basis.

### **Issued by**

Dr. Frouwien Bosman  
CEO, Otto Foundation

**ANNEXURE A:**

**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): <input type="text"/> Facsimile: <input type="text"/>
	Cellular: <input type="text"/>
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		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<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			
<b>TYPE OF RECORD</b> <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			

<b>FORM OF ACCESS</b> <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	

<b>MANNER OF ACCESS</b> <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>	

<b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b>	
<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:	

<b>FEEES</b>	
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**

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

\_\_\_\_\_  
**Signature of Information Officer**