Bible Society of South Africa NPC

(Registration number 2008/007505/08)

PROMOTION OF ACCESS TO INFORMATION MANUAL

DATE OF COMPILATION: 01/11/2021

1. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 1.1. check the categories of records held by a body which are available without a party having to submit a formal PAIA request;
- 1.2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 1.3. know the description of the records of the body which are available in accordance with any other legislation;
- 1.4. access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- 1.5. know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 1.6. know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 1.8. know the recipients or categories of recipients to whom the personal information may be supplied;
- 1.9. know if the body 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
- 1.10. know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

2. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE BIBLE SOCIETY OF SOUTH AFRICA

2.1. Information Officer

Name: Dirk Timothy Gevers

Tel: 021 910 8701

Email: ceo@biblesociety.co.za

2.2 Access to information general contact

E-mail: <u>biblia@biblesociety.co.za</u>

2.3 **Head Office**

Postal Address: PO Box 5500

Tyger Valley, 7536

Physical Address: 134 Edward Street

Bellville, 7530

Telephone: 021 910 8777

Email: biblia@biblesociety.co.za

Website: <u>www.biblesociety.co.za</u>

3. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

- to provide a list of all records held by the legal entity;
- to set out the requirements with regard to who may request information in terms of PAIA as well as the grounds on which a request may be denied;
- to define the manner and form in which a request for information must be submitted;
 and
- to comply with the additional requirements imposed by POPIA

4. ENTRY POINT FOR REQUESTS

PAIA provides that a party may only make a request for information if the information is required for the exercise or protection of a legitimate right.

Information will therefore not be furnished unless a party provides sufficient particulars to enable the Bible Society of South Africa to identify the right that the requester is seeking to protect as well as an explanation as to why the requested information is required for the exercise or protection of that right. The exercise of an individual's rights is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance. PAIA and the request procedure contained in this Manual may not be used for access to a record for criminal or civil proceedings, nor should information be requested after the commencement of such proceedings.

The Information Officer has been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA, in order to ensure proper compliance with PAIA and POPIA.

The Information Officer will facilitate the liaison with the internal legal team on all of these requests.

All requests in terms of PAIA and this Manual must be addressed to the Information Officer using the details in paragraph 2 above.

5. AUTOMATICALLY AVAILABLE INFORMATION

Information that is obtainable via the Bible Society of South Africa's website is automatically available and need not be formally requested in terms of this Manual.

6. INFORMATION AVAILABLE IN TERMS OF POPIA

In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by the Bible Society of South Africa will depend on the nature of the data and the particular data subject.

Categories of data subjects and pe	rsonal information collected by the Bible Society of South Africa
Employees	 Name and contact details Identity number and identity documents including passports Employment history and references Employee number Banking and financial details Details of payments to third parties (deductions from salary) Name and contact details Identity number and identity documents including passports Employment history and references Employee number Banking and financial details Details of payments to third parties (deductions from salary) Employment contracts Employment equity plans Medical aid records Pension fund records Remuneration/salary records Performance appraisals Disciplinary records Leave records Training records Qualifications Parental status Medical records Marital status Disability status Criminal records
Consumers, prospective consumers (which may include employees) and donors	 Postal and/or street address Title and name Contact numbers and/or e-mail address Employment history Age Gender Marital status Language Financial information Identity or passport number Browsing habits and click patterns on the Bible Society of South Africa websites
Vendors /suppliers /other businesses	 Name and contact details Identity and/or company information and directors' information Banking and financial information Information about products or services Other information not specified, reasonably required to be processed for business operations.

The purpose of processing personal information				
For consumers	 Performing duties in terms of any agreement with consumers Make, or assist in making, credit decisions about consumers Operate and manage consumers' accounts and manage any application, agreement or correspondence consumers may have with the Bible Society of South Africa Communicating (including direct marketing) with consumers by e-mail, SMS, letter, telephone or in any other way about the Bible Society of South Africa's products and services, unless consumers indicate otherwise To form a view of consumers as individuals and to identify, develop or improve products, that may be of interest to consumers Carrying out market research, business and statistical analysis Performing other administrative and operational purposes including the testing of systems Recovering any debt consumers may owe the Bible Society of South Africa Complying with the Bible Society of South Africa's regulatory and other obligations Any other reasonably required purpose relating to the Bible Society of South Africa's business 			
For prospective consumers	 Verifying and updating information Pre-scoring Direct marketing Any other reasonably required purpose relating to the processing of a prospect's personal information reasonably related to the Bible Society of South Africa's business 			
For employees	 The same purposes as for consumers (above) Verification of applicant employees' information during recruitment process General matters relating to employees: Pension Medical aid Payroll Disciplinary action Training Any other reasonably required purpose relating to the employment or possible employment relationship. 			
For donors	 Performing administrative duties in terms of financial (or any other) contributions made by donors. Communicating with donors by e-mail, SMS, letter, telephone or in any other way about the Bible Society of South Africa's fundraising projects. To form a view of donors as individuals, families or groups to identify, develop or stay relevant with how they support the Bible Society of South Africa. 			

The purpose of processing personal information				
	 Carrying out statistical analysis Performing other administrative and operational purposes including the testing of systems Complying with the Bible Society of South Africa's regulatory and other obligations. Any other reasonably required purpose relating to the Bible Society of South Africa's business 			
For vendors /suppliers /other businesses	 Verifying information and performing checks Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties Payment of invoices Complying with the Bible Society of South Africa's regulatory and other obligations and Any other reasonably required purpose relating to the Bible Society of South Africa's business. 			

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

- Any firm, organisation or party that the Bible Society of South Africa uses to collect payments and recover debts or to provide a service on its behalf;
- Any firm, organisation or party that/who provides the Bible Society of South Africa with products or services;
- Any party who the Bible Society of South Africa has reason to believe to be a data subject's/consumer's parent, carer or helper where he/she is unable to handle his/her own affairs because of mental incapacity or other similar issues;
- Any payment system the Bible Society of South Africa uses;
- Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where the Bible Society of South Africa has a duty to share information;
- Credit bureaus:
- Third parties to whom payments are made on behalf of employees;
- Financial institutions from whom payments are received on behalf of data subjects;
- Any other operator not specified;
- Employees, contractors and temporary staff; and
- Agents

6.2 Planned trans border flows of personal information

- Storing information electronically and
- Making use of third party service providers to fulfil a business function on behalf of the Bible Society of South Africa.

6.3 General description of information security measures to be implemented by the Bible Society of South Africa

The Bible Society of South Africa takes extensive information security measures to ensure the security, confidentiality, integrity and availability of personal information in our possession. This is supported by appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

7. AVAILABILITY OF THE MANUAL

- 7.1 A copy of the Manual is available -
 - 7.1.1 on www.biblesociety.co.za or www.bybelgenootskap.co.za;
 - 7.1.2 head office of the Bible Society of South Africa for public inspection during normal business hours;
 - 7.1.3 to any party upon request and upon the payment of a reasonable prescribed fee; and

Category of records	Records
Internal records The records listed pertain to the Bible Society of South Africa's own affairs	 Memoranda and Articles of Association Financial records Operational records Intellectual property Marketing records Internal correspondence Service records Statutory records Internal policies and procedures Minutes of meetings
Personnel records For the purposes of this section, "personnel" means any party who works for or provides services to or on behalf of the Bible Society of South Africa and receives or is entitled to receive any remuneration and any other party who assists in carrying out or conducting the business of the Bible Society of South Africa. This includes partners, directors, all permanent, temporary and part-time staff as well as consultants and/or contract workers.	 Any personal records provided to us by our personnel Any records a third party has provided to us about any of their personnel Conditions of employment and other personnel-related contractual and quasi legal records Employment policies and procedures Internal evaluation and disciplinary records and Other internal records and correspondence.
Client-related records	Contracts with a client and between a client and other parties

Other third party records Records are kept in respect of other parties, including without limitation joint ventures and consortia of which the Bible Society of South Africa is a party, contractors and subcontractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to the Bible Society of South Africa.	•	Personnel, client, or Bible Society of South Africa records which are held by another party as opposed to being held by Bible Society of South Africa; and Records held by the Bible Society of South Africa pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers.		
Other records	•	Information relating to the Bible Society of South Africa; and Research information belonging to the Bible Society of South Africa or carried out on behalf of a third party.		

7.1.4 to the Information Regulator upon request.

8. CATEGORIES OF RECORDS AVAILABLE UPON REQUEST

The Bible Society of South Africa maintains records on the categories and subject matters listed above. 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 honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of PAIA.

Please note further that many of the records held by the Bible Society of South Africa are those of third parties, such as clients and employees, and the Bible Society of South Africa takes the protection of third party confidential information very seriously.

9. REQUEST PROCEDURE

It should be noted that any and all records, whether specifically listed herein or not, shall only be made available subject to the provisions of the Act.

9.1. Completion of the prescribed form

PAIA provides that a requester must be given access to a record of a public body if the requester complies with the procedural and substantive requirements in the Act and Regulations, and provided that the request for access to the record is not refused in terms of any ground for refusal contemplated in the Act.

Access Request Form

A requester must make the request for access to a record on the prescribed form (Appendix A – Form 1) and submit it to the Information Officer at the postal or physical address or e-mail address: biblia@biblesociety.co.za.

A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.

Access to Personal Information

POPIA provides that a data subject may, upon proof of identity, request the Bible Society of South Africa to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.

POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, the Bible Society of South Africa must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.

A requester must make the request for access to a record on the prescribed form (Appendix B – Form 2) and submit it to the Information Officer at the postal or physical address or e-mail address: biblia@biblesociety.co.za.

Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information

A data subject may also request the Bible Society of South Africa to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that the Bible Society of South Africa is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

A data subject that 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 Information Officer at the postal or physical address or e-mail address: biblia@biblesociety.co.za set out above on the form , attached hereto as Appendix C - Form 3.

Objection to the Processing of Personal Information

POPIA provides that a data subject may object, at any time, to the processing of personal information by the Bible Society of South Africa, on reasonable grounds

relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as Appendix D - Form 4 and submit it to the Information Officer at the postal or physical address or e-mail address: biblia@biblesociety.co.za.

9.2. Proof of identity

Proof of identity is required to authenticate your identity and the request. You will, in addition to this prescribed form, be required to submit acceptable proof of identity such as a certified copy of your identity document or other legal forms of identity.

9.3. Payment of the prescribed fees

There are two categories of fees which are payable:

• The request fee: R50

• The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs.

Section 54 of PAIA entitles the Bible Society of South Africa to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Regulation 9(2)(c) promulgated under PAIA.

When a decision to grant a request has been taken, the Bible Society of South Africa will provide the data subject with a written estimate of the payable amount and the record will not be disclosed until the necessary fees have been paid in full.

9.4. Timelines for consideration of a request for access

Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

9.5. Grounds for refusal of access and protection of information

There are various grounds upon which a request for access to a record may be refused. These grounds include:

the protection of personal information of a third party (who is a natural person)
 from unreasonable disclosure;

- the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
- if disclosure would result in the breach of a duty of confidence owed to a third party;
- if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third party;
- if the record was produced during legal proceedings, unless that legal privilege has been waived:
- if the record contains trade secrets, financial or sensitive information or any information that would put the Bible Society of South Africa at a disadvantage in negotiations or prejudice it in commercial competition; and/or
- if the record contains information about research being carried out or about to be carried out on behalf of a third party or by the Bible Society of South Africa.

Disclosure of a record is compulsory if it would reveal (i) a substantial contravention of, or failure to comply with the law; or (ii) there is an imminent and serious public safety or environmental risk; and (iii) the public interest in the disclosure of the record in question clearly outweighs the harm contemplated by its disclosure.

If the request for access to information affects a third party, then such a third party must first be informed within 21 (twenty-one) days of receipt of the request. The third party would then have a further 21 (twenty-one) days to make representations and/or submissions regarding the granting of access to the record.

10. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

If the Information Officer decides to grant you access to the particular record, such access must be granted within 30 (thirty) days of being informed of the decision.

There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. In the event that you are not satisfied with the outcome of the request, you are entitled to apply to a court of competent jurisdiction to take the matter further.

Where a third party is affected by the request for access and the Information Officer has decided to grant you access to the record, the third party has 30 (thirty) days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 (thirty) days, you must be granted access to the record.

11. AVAILABILITY OF THIS MANUAL

- 11.1 A copy of this Manual or the updated version thereof, is also available as follows-
- 11.2 on www.bibliesociety.co.za and www.bybelgenootskap.co.za, if any, of the public body;
- 11.3 at the head office of the public body for public inspection during normal business hours; and
- 11.4 to the Information Regulator upon request.

ACCESS REQUEST FORM

Requests can be submitted either via post or e-mail: biblia@biblesociety.co.za and should be addressed to the Information Officer.

REQUEST FOR ACCESS TO THE RECORD OF A PRIVATE BODY

Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) [Regulation 10]

A. Particulars of private body
The Head:
B. Particulars of party requesting access to the record
 a) The particulars of the person who requests access to the record must be given below. b) The address in the Republic to which the information is to be sent must be given. c) Proof of the capacity in which the request is made, if applicable, must be attached.
Full names and surname:
Identity number:
Postal address:
Telephone number:
E-mail address:
Capacity in which request is made, when made on behalf of another party:
C. Particulars of party on whose behalf request is made
This section must be completed ONLY if a request for information is made on behalf of another party.
Full names and surname:
Identity number:

a) 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. b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios. Description of record or relevant part of the record: 2. Reference number, if available: 3. Any further particulars of record: E. Fees a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid. b) You will be notified of the amount required to be paid as the request fee. c) 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. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption. Reason for exemption from payment of fees: F. Form of access to record If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required. Disability:

D. Particulars of record

Form in which record is required: Mark the appropriate box with an X

NOTES:

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

1. I	f the	record is	s in	written	or	printed	form:
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1.	1. If the record is in written or printed form:								
	Copy of record*				Inspection of record				
2.	If record consists of vis (This includes photograp etc)		•	ordin	gs, comp	outer	-generated image	es, sketches,	
	View the images		Copy of the ima	ages'	•		Transcription of t	he images*	
3.	3. If record consists of recorded words or information which can be reproduced in sound:								
	Listen to the soundtrack	(CD))		Transcr	nscription of soundtrack*			
4.	4. If record is held on computer or in an electronic or machine-readable form:								
	Printed copy of record*		Printed copy of derived from r				Copy in computer readable form*(CD)		
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? (POSTAGE IS PAYABLE) NO					NO				
G.	Particulars of right to b		•			sono	prato folio and att	och it to this	
	If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.								

1. Indicate which right is to be exercised or protected:

H. Notice of decision regarding requ			
H. Notice of decision regarding requ			
	est for access		
You will be notified in writing whether be informed in another manner, perticulars to enable compliance with	lease specify th		_
How would you prefer to be informed of record?	_	arding your request for	
Signed at	this	day of	.20
Signature of requester/party on behalf of wh			

ACCESS TO PERSONAL INFORMATION

REQUEST FOR ACCESS TO PERSONAL INFORMATION IN TERMS OF SECTION 23 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

Requests can be submitted either via post or e-mail: biblia@biblesociety.co.za and should be addressed to the Information Officer.

Name of Responsible Party reque	est is made to:		
If request is for access to your ov Last name appearing on records:	•	tion records:	
Mr	Mrs		Ms
Full names and surname:			
Identity number:			
Postal address:			
Telephone number:			
E-mail address:			
Detailed description of requested access to your personal information the personal information, if known	on, please identify tl		
Preferred method of access to rec	cords:		
Examine original	Receive a	сору	

Responsible party us	e	
Date Received:	Request Number:	Comments:

Personal Information contained on this form is collected pursuant to the Protection of Personal Information Act, 2013 and will be used for the purpose of responding to your request. Questions about this collection should be directed to the Information Officer of the Responsible Party.

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

Requests can be submitted either via post or e-mail: biblia@biblesociety.co.za and should be addressed to the Information Officer.

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 3]

Note:

- 1 Affidavits or other documentary evidence as applicable in support of the request may be attached.
- 2. If the space provided for in this form is inadequate, submit information as an annexure to this form and sign each page.
- 3. Complete as is applicable.

Mark the	appro	priate	box	with	an	"x"
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Request for:	
	Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
Destroying or	deletion of a record of personal information about the data subject which is in

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

Α	DETAILS OF THE DATA SUBJECT				
Name(s) and surname / registered name of data					
subject:					
Unique identifier/ Identity					
Number:					
Residential, postal or					
business address:					
Contact number(s):					
E-mail address:					

В	DETAILS OF RESPON	ISIBLE PARTY		
Name(s) and surname / registered name of responsible party:				
Residential, postal or business address:				
Contact number(s):				
E-mail address:				
С	INFORMATION TO BE DESTRUCTED / DEST	CORRECTED/DELETE	D /	
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OF UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and/or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. (Please provide detailed reasons for the request)		ATA SUBJECT IN POSSESSION OR IBLE PARTY; DELETION OF A BOUT THE DATA WHICH THE	
Signed at	this	day of	20	
	signated party			

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

Requests can be submitted either via post or e-mail: biblia@biblesociety.co.za and should be addressed to the Information Officer.

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 2]

Note:

- 1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
- 2. If the space provided for in this form is inadequate, submit information as an annexure to this form and sign each page.
- 3. Complete as is applicable.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data	
subject:	
Unique identifier/ Identity	
Number:	
Residential, postal or	
business address:	
Contact number(s):	
E-mail address:	

В	DETAILS OF RESPONS	SIBLE PARTY	
Name(s) and surname / registered name of			
responsible party:			
Residential, postal or business address:			
Contact number(s):			
E-mail address:			
С	REASONS FOR OBJECT		
Signed at	this	day of	20
<u> </u>	,		
Signature of data subject/ de	signated party		