



IZINGA ASSIST NPC

PROMOTION OF ACCESS TO INFORMATION MANUAL



Updated March 2026

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1. INTRODUCTION

This Manual is aimed at helping third parties to exercise their rights as provided under section 51 of the Promotion to Access of Information Act 2 of 2000 (PAIA). iA carries on public benefit activities as a non-profit organisation and this Manual is prepared and published in accordance with Section 51 of PAIA. It provides, amongst other, guidance to data subjects and third parties who may request access to records processed by iA.

The South African Constitution provides that everyone has the right of access to information: held by the State; and held by another person (not being a public or state institution) that is required for the exercise or protection of any right.

PAIA provides, among its primary objects, giving effect to the constitutional right of access to information.

The Protection of Personal Information Act 4 of 2013 (POPIA) provides, amongst its primary purposes, giving effect to the constitutional right of privacy and balancing the right of privacy against other rights, particularly the constitutional right of access to information as governed by PAIA.

POPIA defines “Information Officer” in relation to a private body as “Head of the Private Body” (in the case of the iA its Chief Executive Officer).

The NPC is part of the iZinga Assist Group and that data may be shared with the UK entities in accordance with the Global Privacy Policy.

2. iZinga Assist's DETAILS

Organisational details:

2.1	<i>Organisation’s legal name:</i>	<i>iZinga Assist NPC</i>
2.2	<i>CIPC registration number:</i>	<i>2021/733782/08</i>
2.3	<i>NPO registration number:</i>	<i>308-319 NPO</i>
2.4	<i>Public Benefit Organisation number:</i>	<i>Application Pending</i>
2.5	<i>Postal address:</i>	<i>Ground Floor FFG Building 73 & 75 Berg River Boulevard, Paarl, 7646, Western Cape South Africa</i>
2.6	<i>Registered address:</i>	<i>Ground Floor FFG Building 73 & 75 Berg River Boulevard, Paarl, 7646, Western Cape</i>
2.7	<i>South Africa Phone number:</i>	<i>+27 67 627 9384</i>

2.8	Information Officer:	Ms. ADÉL BURGER
2.9	Preferred contact email address:	adel@izassist.org
2.10	Website:	https://izassist.org/

3. FURTHER INFORMATION OF PAIA

To obtain further information and guidance on how to access to information pursuant to PAIA, the Information Regulator can be contacted. In terms of Section 110 of POPIA provides that the functions of the Human Rights Commission have been transferred to the Information Regulator.

The Information Regulator has published a revised Guide (the Guide) which is available at:

[\(https://www.justice.gov.za/inforeg/\)](https://www.justice.gov.za/inforeg/)

The Guide is available in each of the official languages and in braille and describes, amongst other:

- 3.1 The objects of PAIA and POPIA;
- 3.2 The manner and form of a request for access to a record of a public body and a private body contemplated
- 3.3 The assistance available from the information officer of a public body;
- 3.4 the assistance available from the Information Regulator in terms of PAIA and POPIA; and
- 3.5 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.

The Guide can also be obtained upon request to the Information Officer of iA.

The contact details of the Information Regulator:

- Postal address: P.O Box 31533, Braamfontein, Johannesburg, 2017
- Physical address: JD House, 27 Stiemens Str., Braamfontein, Johannesburg, 2001
- Website: <https://www.justice.gov.za/inforeg/index.html>
- General e-mail: inforeg@justice.gov.za
- Complaints email: complaints.IR@justice.gov.za

4. REQUESTING INFORMATION FROM iA

Any person requesting information from iA must take into account that PAIA requires the requester to:

- 4.1 identify the right he, she or it is seeking to exercise or protect; and
- 4.2 provide an explanation of why the requested record is required for the exercise or protection of that right.

5. RECORDS IN OUR POSSESSION

We hold the following subjects and categories of records:

- 5.1 *Agreements with third parties*
- 5.2 *Beneficiary-related or Programme Participants information*
- 5.3 *Donor-related information*
- 5.4 *Employee and volunteer records*
- 5.5 *Financial records*
- 5.6 *Insurance records*
- 5.7 *Internal policies and procedures*
- 5.8 *Organisational records*
- 5.9 *Policies and directives*
- 5.10 *Published information*
- 5.11 *Reference materials*
- 5.12 *Regulatory documents*
- 5.13 *Supplier and Service-provider records*

*Please note that records that are ‘not automatically available,’ must be requested using the process outlined in the ‘**Accessing information held by iA**’ section of this manual.*

The NPC's records are hosted on a centralised, secure cloud infrastructure managed by IZ Assist UK CIC in the United Kingdom. The NPC retains full control over its records and can access them at any time.

Organisation's records

iA's records relate primarily to the incorporation and administration of the organisation.

<i>Certificate of Incorporation and Memorandum of Incorporation</i>	<i>Automatically available.</i>
<i>Directors' names</i>	<i>Available in Annual Report</i>
<i>Minutes of board and internal meetings</i>	<i>Not automatically available</i>
<i>Written resolutions</i>	<i>Not automatically available</i>
<i>Records relating to appointment of Directors, auditor, public officer, or other officers</i>	<i>Not automatically available</i>
<i>Other statutory records</i>	<i>Not automatically available</i>
<i>Operational records</i>	<i>Not automatically available</i>
<i>Databases</i>	<i>Not automatically available</i>
<i>Published works</i>	<i>Automatically available</i>
<i>Internal correspondence</i>	<i>Not automatically available</i>
<i>Product records</i>	<i>Not automatically available</i>

Financial records

Financial records are records related to iA's finances.

<i>Annual Financial statements</i>	<i>Automatically available from website.</i>
<i>PBO approval letter (once approved)</i>	<i>Automatically available from iA.</i>
<i>Accounting records</i>	<i>Not automatically available</i>
<i>Banking records</i>	<i>Not automatically available</i>
<i>Banking details</i>	<i>Automatically available on request</i>
<i>Bank statements</i>	<i>Not automatically available</i>
<i>Electronic banking records</i>	<i>Not automatically available</i>
<i>Asset register</i>	<i>Not automatically available</i>
<i>Rental agreements</i>	<i>Not automatically available</i>
<i>Financial agreements</i>	<i>Not automatically available</i>

Insurance records

Insurance records are all our records related to iA's insured assets.

<i>Insurance policies held by iA</i>	<i>Not automatically available</i>
<i>Register of all immovable property owned by iA</i>	<i>Not automatically available</i>

Income tax records

Income tax records related to iA's income tax obligations.

<i>PAYE Records</i>	<i>Not automatically available</i>
<i>Documents issued to employees for income tax purposes</i>	<i>Not automatically available</i>
<i>Records of payments made to SARS on behalf of employees</i>	<i>Not automatically available</i>
<i>VAT records (if applicable)</i>	<i>Not automatically available</i>
<i>Skills Development Levy-related (if applicable)</i>	<i>Not automatically available</i>
<i>Unemployment Insurance Fund (if applicable)</i>	<i>Not automatically available</i>
<i>Compensation for Occupational Injuries and Diseases Act</i>	<i>Not automatically available</i>

Employee and Volunteer records

Staff and volunteer records are records about iA's employee and volunteers

<i>List of employees and volunteers</i>	<i>Not automatically available</i>
<i>Employee and volunteer personal information</i>	<i>Not automatically available</i>
<i>Employment and volunteer contracts</i>	<i>Not automatically available</i>
<i>Employment policies and procedures</i>	<i>Not automatically available</i>
<i>Employment Equity Plan (if applicable)</i>	<i>Not automatically available</i>
<i>Medical aid records</i>	<i>Not automatically available</i>

<i>Pension and/or provident fund records</i>	<i>Not automatically available</i>
<i>Salaries and Stipends</i>	<i>Not automatically available</i>
<i>Leave records</i>	<i>Not automatically available</i>
<i>Internal evaluations and performance appraisals</i>	<i>Not automatically available</i>
<i>Training and disciplinary records</i>	<i>Not automatically available</i>
<i>Operating manuals, policies and protocols</i>	<i>Not automatically available</i>
<i>Personal records provided by employees and volunteers</i>	<i>Not automatically available</i>
<i>Records required in terms of legislation</i>	<i>Not automatically available</i>
<i>Correspondence relating to employees and volunteers</i>	<i>Not automatically available</i>

Organisational Policies and Protocols

Organisational policies and protocols (internal and external).

<i>Internal relating to employees and iA</i>	<i>Not automatically available</i>
<i>External relating to donors and other third parties</i>	<i>Not automatically available</i>
<i>IT Policies and systems</i>	<i>Not automatically available</i>

Agreements

<i>Agreements with beneficiaries, donors and third parties</i>	<i>Not automatically available</i>
<i>Contracts concluded with suppliers and service-providers</i>	<i>Not automatically available</i>

Statutory documents

Statutory documents include any documents required to comply with any laws.

<i>Permits</i>	<i>Not automatically available</i>
<i>Licences</i>	<i>Not automatically available</i>

Published information

Published information includes any document that we prepare and produce.

<i>External newsletters and circulars</i>	<i>Automatically available</i>
<i>Annual Reports</i>	<i>Automatically available</i>

Beneficiary information

Beneficiary information, including those providing goods or services to beneficiaries.

<i>Beneficiary details</i>	<i>Not automatically available</i>
<i>Communications with beneficiaries</i>	<i>Not automatically available</i>

Donor information

<i>Donor information</i>	<i>Not automatically available</i>
<i>Communication with donors</i>	<i>Not automatically available</i>

6. INFORMATION WE HOLD TO COMPLY WITH THE LAW

We ordinarily hold records for the purposes of PAIA in terms of the following main laws, amongst others:

- 6.1 Basic Conditions of Employment Act 75 of 1997;
- 6.2 Broad Based Black Economic Empowerment Act 53 of 2003;
- 6.3 Companies Act, Not 71 of 2008;
- 6.4 Consumer Protection Act 68 of 2008;
- 6.5 Copyright Act 98 of 1978;
- 6.6 Disaster Management Act 57 of 2002;
- 6.7 Electronic Communications and Transactions Act 25 of 2002;
- 6.8 Compensation for Occupational Injuries and Disease Act 130 of 1993;
- 6.9 Employment Equity Act 55 of 1998;
- 6.10 Income Tax Act 58 of 1962;
- 6.11 Labour Relations Act 66 of 1995;
- 6.12 Occupational Health and Safety Act 85 of 1993;
- 6.13 Nonprofit Organisations Act No. 71 of 1997;
- 6.14 Promotion of Access to Information Act No 2 of 2000
- 6.15 Protection of Personal Information Act 4 of 2013;
- 6.16 Skills Development Act 97 of 1998;
- 6.17 Skills Development Levies Act 9 of 1999;
- 6.18 Tax Administration Act 28 of 2011;
- 6.19 Unemployment Insurance Act 63 of 2001;
- 6.20 Unemployment Insurance Contributions Act 4 of 2002; and
- 6.21 Value Added Tax Act 89 of 1991.

7. ACCESSING INFORMATION HELD BY iZinga Assist

iA's Information Officer is authorised to deal with PAIA-related matters and to ensure compliance with iA's obligations in terms of PAIA.

Form 2 published under Regulation 7 must be completed to access information in the possession of iA. The form is available at:

- 7.1 <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf> ; or

- 7.2 Contact the Information Officer of iA.

Submit the completed form to iA's information officer together with the relevant fee (details here: https://infoeregulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf) at our information officer's email address or our physical address.

Please ensure that the completed form:

- 1) Has adequate information for iA's information officer to identify the requested records;
- 2) Captures the requester's email address and postal addresses;
- 3) Provide an indication of the right that the requester seeks to exercise or protect;
- 4) Describes why the requester needs the record to exercise or protect that right; and
- 5) Provides proof of the capacity in which the requester is making the request if on behalf of someone else.

8. GROUNDS FOR REFUSAL

Access to records may be refused in order to protect, amongst other:

- 8.1 Legally privileged records;
- 8.2 Someone's right to privacy and/or confidential information;
- 8.3 iA's commercial information; and
- 8.4 Someone's security and/or safety.

9. HOW WE WILL GIVE YOU ACCESS

If the request for access to information is approved, iA will determine the appropriate manner of providing the requester with such access.

10. COSTS TO PROVIDE ACCESS TO INFORMATION

The prescribed fees are as set out in the Fee Schedule which is available at:

https://infoeregulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf

The fees are payable before any information will be provided to the requester. A further access fee for excess time spent to locate and prepare the record for disclosure.

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11. CATEGORIES OF PERSONAL INFORMATION

iA processes personal information of various categories of persons, including:

- 11.1 *Beneficiaries and their relatives or friends;*
- 11.2 *donors;*
- 11.3 *volunteers;*
- 11.4 *employees;*
- 11.5 *contractors, vendors, or suppliers.*

12. PURPOSES

Personal information gets process to, amongst other:

- 12.1 *Implement our public benefit activities, services and products to our beneficiaries;*
- 12.2 *comply with legislative provisions;*
- 12.3 *combat money laundering;*
- 12.4 *resource mobilisation purposes;*
- 12.5 *volunteer management;*
- 12.6 *keep all our data subject records current;*
- 12.7 *manage employees in general; and*
- 12.8 *manage supplier and service-provider contracts in general.*

13. CATEGORIES OF PERSONAL INFORMATION

iA processes many different categories of personal information, including:

- 13.1 *contact details, such as phone numbers, physical and postal addresses, and email addresses;*
- 13.2 *personal details, such as names and ages;*
- 13.3 *health information;*
- 13.4 *biometric information;*
- 13.5 *account numbers;*
- 13.6 *background information;*
- 13.7 *special personal information; and*
- 13.8 *contract information.*

14. THIRD-PARTY DISCLOSURES

iA may, in appropriate circumstances, disclose personal information that it processes in the ordinary course of our operation to fulfil our obligations to:

- 14.1 *our beneficiaries or donors;*
- 14.2 *Contractors, vendors, or suppliers;*
- 14.3 *Regulators;*
- 14.4 *Operators, other responsible parties, or co-responsible parties; and*
- 14.5 *Third party vendors (such as software developers) to help us maintain our services.*

15. CROSS-BORDER TRANSFERS

iA does send personal information outside of South Africa to various countries. We will only transfer data to other countries who have similar privacy laws to South Africa's, or recipients who can guarantee the protection of personal information to the same standard we must protect it.

16. SECURITY

iA secure data by maintaining reasonable measures to protect personal information from loss, abuse, and unauthorised access, unlawful disclosure and alteration. iA takes reasonable steps to keep personal information accurate, current, complete, confidential and reliable for its intended use.

17. REMEDIES

The requester's may, if access to information is denied:

- 17.1 Accept the outcome of the decision;*
- 17.2 Apply to a court of law with appropriate jurisdiction; or*
- 17.3 lodge a complaint with the Information Regulator.*

18. AVAILABILITY OF THIS MANUAL

An English copy of this manual is available on our website at: <https://izassist.org/>

- 18.1 Can be made available through prior arrangement at our office address at:
Ground Floor FFG Building 73 & 75 Berg River, Boulevard, Paarl, 7646, Western Cape South Africa*
- 18.2 On request from our Information Officer, Ms. ADÉL BURGER , adel@izassist.org*
- 18.3 On our website: <https://izassist.org/>*