



# PAIA MANUAL

Document Number	ASDSA-CG-PM-A10
Doc Date	Oct 2023
Revision Number	1
Rev Date	Oct 2025

# PAIA MANUAL

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

**DATE OF COMPILATION:**  
**DATE OF REVISION:**

01 September 2023  
01 October 2025



# PAIA MANUAL

Document Number	ASDSA-CG-PM-A10
Doc Date	Oct 2023
Revision Number	1
Rev Date	Oct 2025

## TABLE OF CONTENTS

### 1. LIST OF ACRONYMS AND ABBREVIATIONS

<b>NB: please insert relevant applicable acronyms and abbreviations</b>	
<b>CEO</b>	Chief Executive Officer
<b>DIO</b>	Deputy Information 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 of South Africa
<b>ASDSA</b>	Association for skills development in South Africa

### 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 Have a sufficient understanding of how to make a request for access to a record of the professional body, by providing a description of the subjects on which the professional body holds records and the categories of records held on each subject;
- 2.3 Know the description of the records of the professional body which are available in accordance with any other legislation;
- 2.4 Access all the relevant contact details of the Information Officer and Deputy Information Officer (If Applicable) who will assist the public with the records they intend to access;
- 2.5 Know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;



# PAIA MANUAL

Document Number	ASDSA-CG-PM-A10
Doc Date	Oct 2023
Revision Number	1
Rev Date	Oct 2025

- 2.6 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.
- 2.7 Know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 Know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 Know if the professional 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
- 2.10 Know whether the professional body has appropriate security measures 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 ASSOCIATION FOR SKILLS DEVELOPMENT IN SOUTH AFRICA**
- 3.1. **Chief Information Officer**  
**Name:** Sharon Van Den Heever - CEO  
**Tel:** 082 775 1221  
**Email:** [ceo@asdsa.org.za](mailto:ceo@asdsa.org.za)
- 3.2. Deputy Information Officer (*NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.*)  
**Name:** Name of the Deputy Information Officer  
**Tel:** Work telephone numbers  
**Email:** Email address
- 3.3 Access to information general contacts  
**Email:** [ceo@asdsa.org.za](mailto:ceo@asdsa.org.za)
- 3.4 **National or Head Office**  
Postal Address: P O Box 1546, Sun Valley, 7985  
Physical Address: 822a, Josiah Gumede Road, Cowies Hill, 3610  
Telephone: 082 775 1221  
Email: [ceo@asdsa.org.za](mailto:ceo@asdsa.org.za)  
Website: [www.asdsa.org.za](http://www.asdsa.org.za)



# PAIA MANUAL

Document Number	ASDSA-CG-PM-A10
Doc Date	Oct 2023
Revision Number	1
Rev Date	Oct 2025

## 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 the official business language of English.
- 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 cell number and, if available, electronic mail address of-
    - a. the Information Officer of the professional body, and
    - b. the Deputy Information Officer of the professional body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;
  - 4.3.3. the manner and form of a request for-
    - a. access to a record of a Professional body contemplated in section 113; and
    - b. access to a record of a nonprofit organisations contemplated in section 503;
  - 4.3.4. the assistance available from the IO of a professional 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-
    - a. an internal appeal;
    - b. a complaint to the Regulator; and
    - c. an application with a court against a decision by the information officer of a professional body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a professional body;
  - 4.3.7. the provisions of sections 14<sup>3</sup> and 51<sup>4</sup> requiring a professional body, respectively, to compile a manual, and how to obtain access to a manual;

---

<sup>1</sup> Section 17(1) of PAIA- *For the purposes of PAIA, each body must, subject to legislation governing the employment of personnel of the body concerned, designate such number of persons as deputy information officers as are necessary to render the body as accessible as reasonably possible for requesters of its records.*

<sup>2</sup> Section 56(a) of POPIA- *Each and body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

<sup>3</sup> Section 14(1) of PAIA- *The information officer of a body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.*

<sup>4</sup> Section 51(1) of PAIA- *The head of a body must make available a manual containing the description of the information listed in paragraph 4 above.*



# PAIA MANUAL

Document Number	ASDSA-CG-PM-A10
Doc Date	Oct 2023
Revision Number	1
Rev Date	Oct 2025

- 4.3.8. the provisions of sections 15<sup>5</sup> and 52<sup>6</sup> providing for the voluntary disclosure of categories of records by a professional body;
- 4.3.9. the notices issued in terms of sections 22<sup>7</sup> and 54<sup>8</sup> regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92<sup>9</sup>.

4.4. Members of the public can inspect or make copies of the Guide from the offices of the professional 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/inforeq/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 (English / Afrikaans)

## 5. CATEGORIES OF RECORDS OF THE (ASDSA) WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

*NB: Please specify the categories of records held by the body which are available without a person having to request access by completing Form C, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.*

*Below is an example of the table that can be used.*

---

<sup>5</sup> Section 15(1) of PAIA- The information officer of a body, must make available in the prescribed manner a description of the categories of records of the body that are automatically available without a person having to request access

<sup>6</sup> Section 52(1) of PAIA- The head of a body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the body that are automatically available without a person having to request access

<sup>7</sup> Section 22(1) of PAIA- The information officer of a body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>8</sup> Section 54(1) of PAIA- The head of a body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>9</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

(a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the information officer of a body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”



# PAIA MANUAL

Document Number	ASDSA-CG-PM-A10
Doc Date	Oct 2023
Revision Number	1
Rev Date	Oct 2025

Category of records	Types of the Record	Available on Website	Available upon request
PAIA Manual	Document	X	X
Code of Ethical Conduct	Policy Document	X	X
POPIA Policy	Policy Document	X	X

## 6. DESCRIPTION OF THE RECORDS OF (ASDSA) WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

**NB:** Please specify all the records which are created and available in accordance with any of the South African legislation. Below is an example of the table that can be used in describing the records and applicable legislation.

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
POPI Policy	Protection of Personal Information Act 4 of 2022

## 7. DESCRIPTION OF THE SUBJECTS ON WHICH THE PROFESSIONAL BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE (ASDSA)

**NB:** Describe the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject. Below is an example of the table that can be used. .

Subjects on which the body holds records	Categories of records
Strategic Documents Plans Proposals	Annual Reports Strategic Plan Annual Performance Plan.
Human Resources	- HR policies and procedures - Contractors Records
Membership	- Membership Records - Designation Records - CPD Records

## 8. PROCESSING OF PERSONAL INFORMATION

### 8.1 Purpose of Processing Personal Information

*We are a professional body registered with SAQA designating professionals in the skills development landscape and this requires us to collect, store and update all*



# PAIA MANUAL

Document Number	ASDSA-CG-PM-A10
Doc Date	Oct 2023
Revision Number	1
Rev Date	Oct 2025

*the members current personal details on a monthly and annual basis in order to keep their designations and memberships current and in good standing.*

## 8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

**NB:** *Specify the categories of data subjects in respect of whom the body processes personal information and the nature or categories of the personal information being processed. Below is the template that can be used to set out the categories of data subjects and the description of the nature or categories of the personal information to be processed. Note that the nature or categories of the personal information is dependent on the purpose of the body in performing its functions or services. .*

Categories of Data Subjects	Personal Information that may be processed
Members & Designees	Name, address, membership numbers and identity numbers and all relevant demographic details as well as their job status and industry/employment status.
Service Providers / stakeholders	Name, registration number, vat numbers, address, trade secrets and bank details and all other relevant information.
Employees / contractors / volunteers	Address, qualifications, gender, race, bank details, and all other relevant personal information.

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

**NB:** *Specify the person or category of persons to whom the body may disseminate personal information. Below is an example of the category of personal information which may be disseminated and the recipient or category of recipients of the personal information.*

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Qualifications, for qualification verifications	South African Qualifications Authority

## 8.4 Planned transborder flows of personal information

**NB:** *Indicate if the body has planned transborder flows of personal information. For example, some personal information may be stored in the cloud outside the Republic. Please specify the country in which personal information will be stored and categories of personal information.*



# PAIA MANUAL

Document Number	ASDSA-CG-PM-A10
Doc Date	Oct 2023
Revision Number	1
Rev Date	Oct 2025

## 8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

*NB: Specify the nature of the security safeguards to be implemented or under implementation to ensure the confidentiality and integrity of the personal information under the care of the body. This may, for example, include Data Encryption; Anti-virus and Anti-malware Solutions.*

Security Measures		
1	ESET – Internet Security	On each person Computer
2	Zoho – Customer Data System	Subscribed Platform with built in security features
3	MS Office Licences	All ASDSA team members
4	Licences Accounting	External contractor-based licence
5	Member Platform	Zoho licence based
6	Website	In process of being updated to POPI and PAIA compliance.
7	Emails – Xneelo	Managed by service Provider good level of security, however each person that has a ASDSA email address requires disclaimer for POPIA & PAIA compliance.

## 9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

- 9.1.1 on <https://workdrive.zoho.com/file/jayfgcc726b0ec2f641e1877eee3d37d36300> , if any;
- 9.1.2 to any person upon request and upon the payment of a reasonable prescribed fee; and
- 9.1.3 to the Information Regulator upon request.

9.2 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.

## 10. UPDATING OF THE MANUAL

The head of (ASDSA) will on a regular basis update this manual.

**Issued by**

SHARON VAN DEN HEEVER  
Chief Executive Officer