

PAIA AND POPI MANUAL

Document Information log

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SECTION 14 PAIA AND POPIA MANUAL

1. MANUAL PURPOSE

- 1.1. This manual was prepared in accordance with section 14 of the Promotion of Access to Information Act, Act 2 of 2000 and to address requirements of the Protection of Personal Information Act, Act 4 of 2013.

2. LEGISLATION GOVERNING THE PAIA AND POPIA MANUAL

- 2.1. Promotion of Access to Information Act (PAIA), Act 2 of 2000.
- 2.2. Protection of Personal Information Act, Act 4 of 2013.

3. MANUAL SCOPE

- 3.1. This manual applies to the South African Veterinary Council, the regulatory body for the veterinary and para-veterinary professions in South Africa, established in terms of the Veterinary and Para-Veterinary Professions Act, Act no 19 of 1982.

4. MANUAL CONTENTS

- 4.1. Structure and Functions [Section 14(1)(a)(i)];
- 4.2. Contact Particulars [Section 14(1)(a)(ii)];
- 4.3. Guide in terms of section 10 of the PAIA [Section 14(1)(b)(i)];
- 4.4. Facilitating of a request for access to information, subjects on which the SAVC holds records and the categories of records held [Section 14(1)(b)(ii)];
- 4.5. Categories of records: Voluntary and automatic disclosure in terms of section 15 of the act [Section 14(1)(b)(iii)];
- 4.6. Description of services available to members of the public and how to gain access thereof [Section 14(1)(b)(iv)];
- 4.7. Participation to formulate policy/exercise powers [Section 14(1)(b)(v)];
- 4.8. Description of remedies available in respect of an act or failure to act by the SAVC [Section 14(1)(h)];
- 4.9. Protection of Personal information, act 4 of 2013;
- 4.10. The recipients or categories of recipients to whom the personal information may be supplied [Section 14(1)(c)(iii)];
- 4.11. Planned transborder flows of Personal Information [Section 14(1)(c)(iv)];

- 4.12. A general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information which is to be processed [Section 14(1)(c)(v)];
- 4.13. Participation to formulate policy/exercise powers;
- 4.14. Description of remedies available in respect of an act or failure to act by the SAVC;
5. Manual approval;
6. Annexures:
 - Annexure A: Screenshot of J750 PAIA form
 - Annexure B: J750 PAIA form

4.1. **STRUCTURE AND FUNCTIONS [Section 14(1)(a)(i)]**

- 4.1.1. The South African Veterinary Council (SAVC) is a statutory, regulatory body established in terms of the Veterinary and Para-Veterinary Professions Act, Act no 19 of 1982.
- 4.1.2. The SAVC comprises of an administration which gives support to the Council and the following committees: Executive, CPD Accreditation, Education Standards, Finance and Risk Assessment, Food Safety and Security, Inspections, Investigations, Registration and Authorisation and a Committee on Veterinary Specialisation, as well as various ad-hoc sub-committees and working groups.
- 4.1.3. The objectives of the SAVC, as set out in section 3 of the Veterinary and Para-Veterinary Professions Act, Act no 19 of 1982, are:
 - 4.1.3.1. To regulate the practising of the veterinary and para-veterinary professions and the registration of persons practising such professions;
 - 4.1.3.2. To determine the minimum standards of tuition and training required for degrees, diplomas and certificates entitling the holders thereof to be registered, to practise the veterinary and para-veterinary professions;
 - 4.1.3.3. To exercise effective control over the professional conduct of persons practicing the veterinary and para-veterinary professions;
 - 4.1.3.4. To determine the standards of professional conduct of persons practising the veterinary and para-veterinary professions;
 - 4.1.3.5. To encourage and promote efficiency in and responsibility with regard to the practice of the veterinary and para-veterinary professions;
 - 4.1.3.6. To protect the interest of the veterinary and para-veterinary professions

and to deal with any matter relating to such interests;

- 4.1.3.7. To maintain and enhance the prestige, status and dignity of the veterinary and para-veterinary professions;
- 4.1.3.8. To advise the Minister in relation to any matter affecting a veterinary or a para-veterinary profession.

4.2. **CONTACT PARTICULARS [Section 14(1)(a)(ii)]**

4.2.1. Physical address:

26 Victoria Link Street
Route21 Corporate Park
Nellmapius Drive
Irene

4.2.2. Postal address:

PO Box 60114
Pierre Van Ryneveld
0007

4.2.3. Tel no: (012) 345 6360

4.2.4. Fax no: (012) 345 6369

4.2.5. E-mail address: director.legalaffaris@savc.org.za

4.2.6. Website: www.savc.org.za

4.2.7. Information Officer and Deputy Information Officer(s):

Information Officer: Mr Mongezi Menye (Registrar)

Deputy Information Officers: Ms Dinamarie Stoltz (Director: Legal Affairs) and Ms Ronel Mayhew (Technical Manager: Systems and Design)

4.3. **GUIDE IN TERMS OF SECTION 10 OF THE ACT [Section 14(1)(b)(i)]**

- 4.3.1. Any person who wishes to exercise any right contemplated in the Promotion of Access to Information Act, 2000, may obtain a copy of the information guide issued by the Human Rights Commission, from the Human Rights Commission, telephone (011) 484 8300 or fax (011) 484 7149.

4.4. **FACILITATING OF A REQUEST FOR ACCESS TO INFORMATION, SUBJECTS ON WHICH THE SAVC HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD [Section 14(1)(b)(ii)]**

4.4.1. Information, which is not readily available, may be requested in accordance with the procedure prescribed in terms of the Promotion of Access to Information Act

4.4.2. Copies of the prescribed forms to be completed for submitting a request for information are available at the end of this information page

4.4.3. The following information can be requested:

- 4.4.3.1. Professional affairs information;
- 4.4.3.2. Annual reports - Council and executive committee activities;
- 4.4.3.3. Committees' activities;
- 4.4.3.4. Any communication related to veterinary and para-veterinary professions;
- 4.4.3.5. Registration matters (Conditions of registration);
- 4.4.3.6. Financial statements;
- 4.4.3.7. Authorisations in terms of section 23(1)(c) of the Veterinary and Para-Veterinary Professions Act - Personal particulars (identity number, name(s) surname and conditions of authorization);
- 4.4.3.8. Contact details (postal address and telephone number);
- 4.4.3.9. Professional particulars (degrees, diplomas and certificates held, date of authorisation, authorisation number and penalties imposed by the SAVC);
- 4.4.3.10. Committee members and committee meetings - Particulars of committee members;
- 4.4.3.11. Decisions taken and recommendations made to Council;
- 4.4.3.12. Council and Council meetings - Particulars of Councillors;
- 4.4.3.13. Register of decisions;
- 4.4.3.14. Examinations - Particulars of registered candidates
- 4.4.3.15. Marks obtained by registered candidates;
- 4.4.3.16. Particulars of examination panels;
- 4.4.3.17. Monitoring - Details of qualifications and courses monitored;
- 4.4.3.18. Particulars of monitors;
- 4.4.3.19. Monitoring reports;
- 4.4.3.20. Responses to monitoring reports;
- 4.4.3.21. Students of veterinary or para-veterinary professions – Personal particulars: Identity number, name(s) and surname);
- 4.4.3.22. Students of veterinary or para-veterinary professions - Personal particulars: Identity number, name(s) and surname);
- 4.4.3.23. Contact details (postal address and telephone number);

- 4.4.3.24. Professional particulars (degree, diploma or certificate enrolled for, year of study and penalties imposed by the SAVC);
- 4.4.3.25. Principal/ Member of close corporation and/or directors of companies;
- 4.4.3.26. Professional particulars (date of registration, registration number, inspection reports);
- 4.4.3.27. Veterinary specialists, veterinarians, veterinary nurses, veterinary technologists, veterinary physiotherapists, animal health technicians and laboratory animal technologists - Personal particulars (identity number, names(s) and surname);
- 4.4.3.28. Complaints against registered members and authorised persons - Personal information of complainant;
- 4.4.3.29. Affidavits by complainants/witnesses;
- 4.4.3.30. Registered member's / Authorised person's written response;
- 4.4.3.31. Records of proceedings of Inquiry Body;
- 4.4.3.32. Particulars of previous convictions;
- 4.4.3.33. Human resources procedures and employees - Personal particulars of individual employees, salary structures and information, internal policies, employment contracts and personnel records;
- 4.4.3.34. SAVC Banking account particulars;
- 4.4.3.35. SAVC Investment particulars;
- 4.4.3.36. SAVC Insurance policies;
- 4.4.3.37. SAVC Agreements with suppliers.

4.5. **CATEGORIES OF RECORDS: VOLUNTARY AND AUTOMATIC DISCLOSURE IN TERMS OF SECTION 15 OF THE ACT: [Section 14(1)(b)(iii)]**

- 4.5.1. The following categories of information are automatically available from the SAVC without a person having to request access in terms of the Act:
 - 4.5.1.1. Fees payable to Council;
 - 4.5.1.2. Annual reports;
 - 4.5.1.3. Lists of veterinary specialists, veterinarians, veterinary nurses, veterinary technologists, veterinary physiotherapists, animal health technicians and laboratory animal technologists;
 - 4.5.1.4. List of veterinary consulting rooms, clinics and hospitals;
 - 4.5.1.5. Veterinary consulting rooms, clinics and hospitals – Contact details (Physical and

- postal address and telephone number);
- 4.5.1.6. Council guidelines;
 - 4.5.1.7. Website – Veterinary and para-veterinary professions Act, Act no 19 of 1982;
 - 4.5.1.8. Regulation and rules;
 - 4.5.1.9. Monitoring policy;
 - 4.5.1.10. Registration forms;
 - 4.5.1.11. Council member details;
 - 4.5.1.12. Committee members and administration details;
 - 4.5.1.13. SAVC newsletters;
 - 4.5.1.14. Continuous professional development (CPD) accredited events list.

4.6. DESCRIPTION OF SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC AND HOW TO GAIN ACCESS THERETO: [Section 14(1)(b)(iv)]

4.6.1. The following services are available to the public from the SAVC:

- 4.6.1.1. Professional affairs relating to the veterinary and para-veterinary professions.
- 4.6.1.2. Assistance to members of the public relating to enquiries of a general nature, with regard to the conduct of any registered member or authorised person, the Veterinary and Para-Veterinary Professions Act, Regulations and Rules in terms of the Act and Council policies.
- 4.6.1.3. Enquiries relating to the veterinary and para-veterinary professions.
- 4.6.1.4. Investigation and prosecution of complaints of alleged unprofessional, improper or disgraceful conduct by registered members or authorised persons.

4.7. PARTICIPATION TO FORMULATE POLICY/EXERCISE POWERS [Section 14(1)(b)(v)]

4.7.1. The Council determines policy and exercises the powers afforded to it by the Veterinary and Para-Veterinary Professions Act, Act no 19 of 1982 and is assisted by various committees.

4.8. DESCRIPTION OF REMEDIES AVAILABLE IN RESPECT OF AN ACT OR FAILURE TO ACT BY

THE SAVC [Section 14(1)(h)]

- 4.8.1. If a request for information in terms of the Act has been refused by the SAVC, the requester may, within 60 day lodge an internal appeal against the decision of the information officer in accordance with the provisions of Section 75 of the Act.
- 4.8.2. If an internal appeal is lodged after expiry of the prescribed period, the SAVC, will on good cause shown, allow such late lodging.
- 4.8.3. If an internal appeal is lodged after expiry date of the prescribed period and no good cause is shown, the SAVC reserves the right to refuse such a request.

4.9. PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

- 4.9.1. Description of category of data subjects (any individual person who can be identified, directly or indirectly, via an identifier such as a name, an ID number, location data, or via factors specific to the person's physical, physiological, genetic, mental, economic, cultural or social identity)
 - 4.9.1.1. Employees/ human resource management;
 - 4.9.1.2. Verification of applicant employees' information during recruitment process;
 - 4.9.1.3. General matters relating to employees;
 - 4.9.1.4. Pension fund information;
 - 4.9.1.5. Medical aid information;
 - 4.9.1.6. Payroll information;
 - 4.9.1.7. Disciplinary action information;
 - 4.9.1.8. Training relationship(s) information;
 - 4.9.1.9. Any other reasonably required purpose relating to the employment or possible employment;
 - 4.9.1.10. Clients / compliance with FICA;
 - 4.9.1.11. Contact details of all service providers to SAVC Administration and Council;
 - 4.9.1.12. Visitors, Security of office park and facilities;
 - 4.9.1.13. Suppliers, professional advisors and consultants.
- 4.9.2. Type of information to be requested:
 - 4.9.2.1. Verifying and updating information;
 - 4.9.2.2. Performing duties in terms of any agreement;

- 4.9.2.3. Make, or assist in making, credit decisions;
- 4.9.2.4. Operate and manage accounts and manage any application, agreement or correspondence vendors may have with the organisation;
- 4.9.2.5. Communicating with vendors by email, SMS, letter, telephone or in any other way about the organisation's services;
- 4.9.2.6. Performing other administrative and operational purposes including the testing of systems;
- 4.9.2.7. Recovering of any debt vendors may be in arrears to the organisation;
- 4.9.2.8. Complying with the organisation's regulatory and other obligations;
- 4.9.2.9. Any other reasonably required purpose relating to the organisation business.

4.10. THE RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL INFORMATION MAY BE SUPPLIED [Section 14(1)(c)(iii)]

- 4.10.1. Personal information will be shared with other businesses, regulatory bodies and authorities.
- 4.10.2. When mandated by law to disclose personal information to third parties (such as Tax authorities).
- 4.10.3. Where we contract third parties to help us run our organisation, but always subject to appropriate contracts and safeguards.
- 4.10.4. Other categories of organisations are:
 - 4.10.4.1. Our service providers, agents and sub-contractors who administer or process information on our behalf (such as consultants, banks, payroll service provider);
 - 4.10.4.2. Professional advisors, such as attorneys, accountants; and/or anyone we transfer our rights and duties to – e.g. if we restructure our organisation.
 - 4.10.4.4. Government departments such as Department Agriculture, Land Reform and Rural Development (DALRRD), Department of Labour (DOL) and or the South African Qualifications Authority (SAQA) for regulatory purposes, keeping good governance and to remain an accredited educational institution.

4.11. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION [Section 14(1)(c)(iv)];

4.11.1. Section 72 of POPI provides that personal information may only be transferred out of the Republic of South Africa:

- 4.11.1.1. If the recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially like the Conditions for Lawful Processing as contained in POPIA; or
- 4.11.1.2. If the data subject consents to the transfer of their personal information;
- 4.11.1.3. If the transfer is necessary for the performance of a contractual obligation between the data Subject and the responsible party; or
- 4.11.1.4. If the transfer is necessary for the performance of a contractual obligation between the responsible party and a third party, in the interests of the data subject; or
- 4.11.1.5. If the transfer is for the benefit of the data subject, and it is not reasonably practicable to obtain the consent of the data subject, and if it were, the data subject, would likely provide such consent.

4.12. **A GENERAL DESCRIPTION ALLOWING A PRELIMINARY ASSESSMENT OF THE SUITABILITY OF THE INFORMATION SECURITY MEASURES TO BE IMPLEMENTED BY THE RESPONSIBLE PARTY TO ENSURE THE CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF THE INFORMATION WHICH IS TO BE PROCESSED [Section 14(1)(c)(v)]**

- 4.12.1. The SAVC undertakes to institute and maintain the data protection measures to accomplish the following objectives outlined below. The details given are to be interpreted as examples of how to achieve an adequate data protection level for each objective.
- 4.12.2. The SAVC may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.
 - 4.12.2.1. The SAVC shall implement suitable measures in order to prevent unauthorised persons from gaining access to the data processing equipment where the data is processed.
 - 4.12.2.2. The SAVC undertakes to implement suitable measures to prevent the unauthorised manipulation of media, including reading, copying, alteration or removal of the data media used by SAVC and containing personal information of customers.
 - 4.12.2.3. The SAVC undertakes to implement suitable measures to prevent unauthorised input into data memory and the unauthorised reading,

alteration or deletion of stored data.

- 4.12.2.4. The SAVC shall implement suitable measures to prevent its data processing systems from being used by unauthorised persons by means of data transmission equipment.
 - 4.12.2.5. The SAVC represents that the persons entitled to use the SAVC's data processing system are only able to access the data within the scope and to the extent covered by their respective access permissions (authorisation).
 - 4.12.2.6. The SAVC shall be obliged to enable the verification and tracing of the locations / destinations to which the personal information is transferred by utilisation of the SAVC's data communication equipment / devices.
 - 4.12.2.7. The SAVC shall implement suitable measures to prevent personal information from being read, copied, altered or deleted by unauthorised persons during the transmission thereof or during the transport of the data media.
 - 4.12.2.8. The SAVC shall maintain its internal organisation in a manner that meets the requirements of this manual.
- 4.12.3. In doing the above mentioned, the SAVC will implement the following security measures:
- 4.12.3.1. Provide employee awareness programs;
 - 4.12.3.2. Develop and maintain new and current policies;
 - 4.12.3.3. Implement procedure guidelines;
 - 4.12.3.4. Implement technical security measures;
 - 4.12.3.5. Implement organisational security measures;
 - 4.12.3.6. Assist members of the public relating to enquiries of a general nature, with regard to the conduct of any registered member or authorised person, the Veterinary and Para-Veterinary Professions Act, regulations and rules in terms of the Act and Council policies.
- 4.12.4. All enquiries need to be addressed in writing or telephonically or by way of appointment. This includes, investigation(s) and prosecution(s) of complaints of alleged unprofessional, improper or disgraceful conduct by registered members or authorised persons.
- 4.12.5. All complaints are to be submitted to the SAVC in writing and by affidavit and accompanied by the relevant documents, letters and receipts.

5. AVAILABILITY AND UPDATING OF THE MANUAL

- 5.1. The SAVC POPIA and PAIA manual is available for inspection on the SAVC website, free of charge and at the registered premises stated in the manual. Further copies are also readily available from the South African Human Rights Commission as provided for by the act.
- 5.2. The SAVC will update the manual at specific intervals where deemed necessary to ensure it meets the requirements of section 51 of the PAIA Act, Act 2 of 2000. And the Protection of Personal Information Act, Act 4 of 2013.

MANUAL APPROVAL:

Approved by Council on this (Day) 24 of (Month) November 2021.



24 November 2021

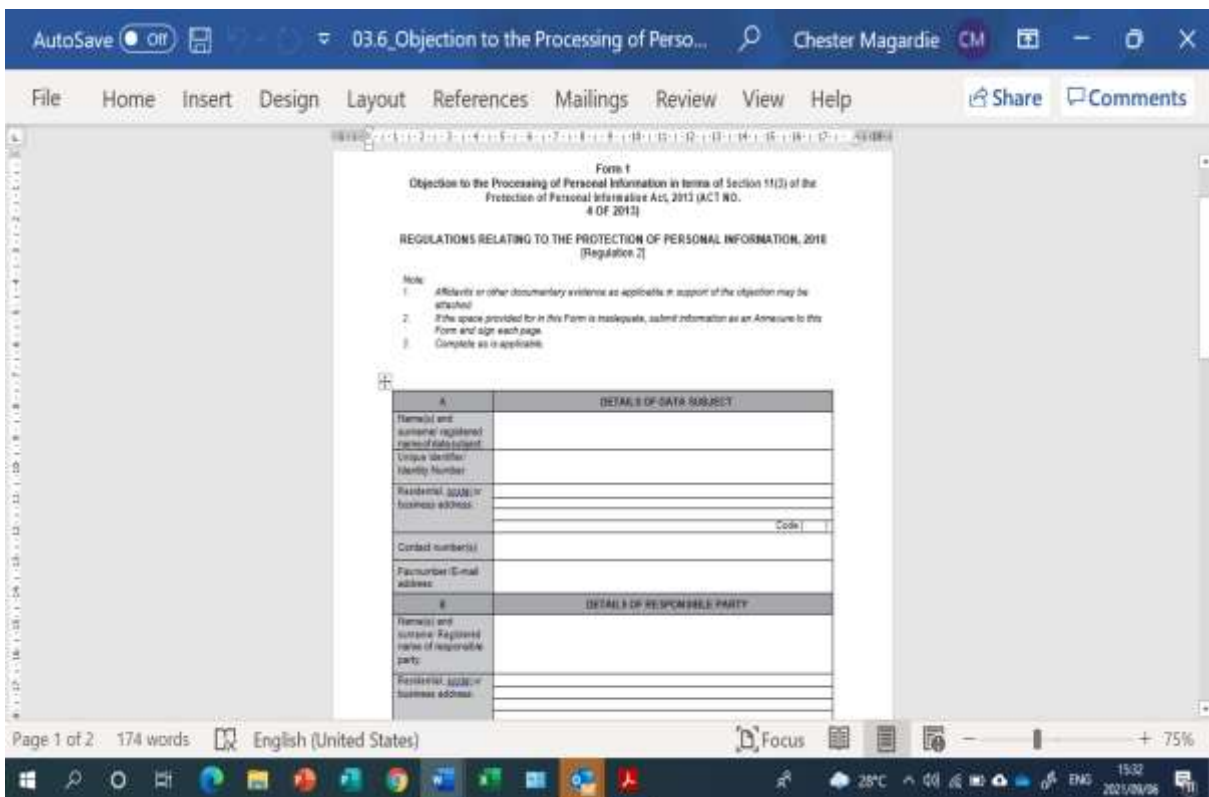
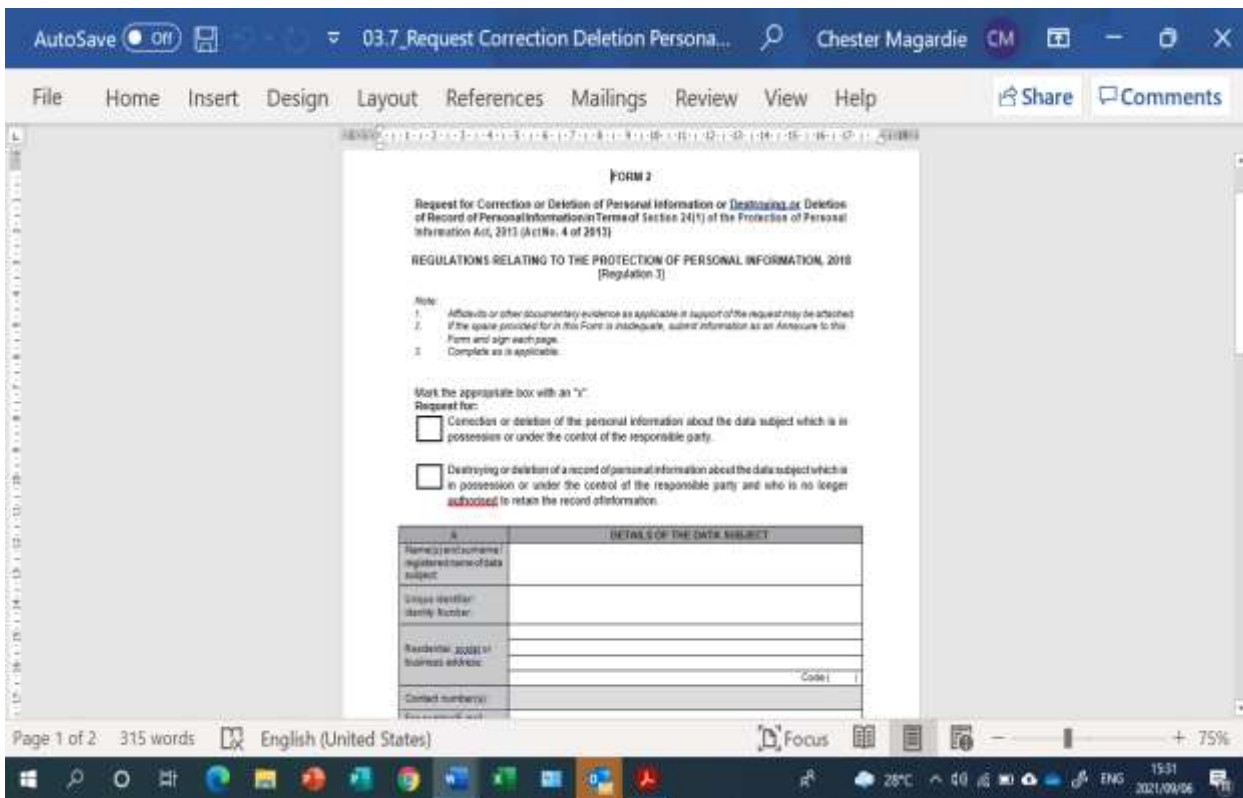
Registrar/Chief Executive Officer

Date

6. ANNEXURES

Screenshots of POPI/PAIA forms on page 12-13:





7. PAIA/POPI FORMS



03.7_Request
Correction Deletion



03.6_Objection to
the Processing of Pe



J750_paia_Form A
(1).pdf