



# PAIA MANUAL

## UASA Group



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

## The UASA Group consists of:

1. UASA – THE UNION
2. Marlicht Woonstelle (Pty) Ltd;
3. UASA Financial Services (Pty) Ltd

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |                        |   |   |
|------------------------|---|---|
| <b>1.1 “CEO”</b>       | - | Chief Executive Officer   |
| <b>1.2 “IO“</b>        | - | Information Officer;  |
| <b>1.3 “Minister”</b>  | - | Minister of Justice and Correctional Services;                    |
| <b>1.4 “PAIA”</b>      | - | Promotion of Access to Information Act No.2 of 2000 (as Amended); |
| <b>1.5 “POPIA”</b>     | - | Protection of Personal Information Act No.4 of 2013;              |
| <b>1.6 “Regulator”</b> | - | Information Regulator; and  |
| <b>1.7 “Republic”</b>  | - | Republic of 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 the group 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 group, by providing a description of the subjects on which the group holds records and the categories of records held on each subject;
- 2.3. know the description of the records of the group which are available in accordance with any other legislation;
- 2.4. access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- 2.5. obtain information on how to access the UASA Group POPI policy that details all matters relating to the processing of personal information.

## 3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE UASA GROUP

### 3.1. Chief Information Officer

Name: Jacques Hugo  
Tel: 011 4723600  
Email: [popia@uasa.org.za](mailto:popia@uasa.org.za)  
Fax number: 011 6744057

### 3.2 Access to information general contacts

Email: [admin@uasa.org.za](mailto:admin@uasa.org.za)

### 3.3 National or Head Office

Postal Address: PO Box 1715, Roodepoort 1709.  
Physical Address: 231 Panorama Drive, Constantia Kloof, South Africa.  
Telephone: 011 4723600  
Email: [admin@uasa.org.za](mailto:admin@uasa.org.za)  
Website: [www.uasa.org.za](http://www.uasa.org.za)

## 4. SECTION 51(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT (THE ACT)

4.1. The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

4.2. Requests in terms of the Act must be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in regulations 6 and 7 of the Act.

4.3. Requesters are referred to the Guide as updated by the Information Regulator in accordance with POPIA, as will be available at the offices of the Information Regulator and on its website. Please direct any queries regarding this guide to:

**Information Regulator:**  
The Research and Documentation Department

**Physical address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

**Postal address:** P.O. Box 31533, Braamfontein, Johannesburg, 2017

**Telephone Number:** 010 023 5200

**Website:** [www.justice.gov.za/inforeg/](http://www.justice.gov.za/inforeg/)

**Email (complaints):** [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

**Email (general enquiries):** [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

## 5. CATEGORIES OF RECORDS OF THE UASA GROUP WHICH ARE AVAILABLE ON THE WEBSITE WITHOUT A PERSON HAVING TO REQUEST ACCESS

- Our Profile
- Services and benefits we offer
- Application Forms
- Brochures and manuals
- Quarterly reports
- Media releases
- Various promotional material
- Contact detail of our sectors and offices

## 6. DESCRIPTION OF THE RECORDS OF UASA GROUP WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

**Records available in terms of other legislation, but not limited to, are as follows:**

- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Disease Act 130 of 1993
- Companies Act 71 of 2008
- Unemployment Insurance Act 63 of 2001

- Value Added Tax Act 89 of 1991
- Income Tax Act 58 of 1962
- Skills Development Act 9 of 1999

## 7. DESCRIPTION OF THE SUBJECTS ON WHICH THE UASA GROUP HOLDS RECORDS, CATEGORIES OF RECORDS HELD ON EACH SUBJECT AND OTHER RECORDS HELD BY THE UASA GROUP

### Members:

names, contact details, physical and postal addresses, date of birth, Identity number, nationality, gender, confidential correspondence, names and birth dates of spouse, partner, children and other dependants, marital status, e-mail address, medical history, employer's details, pension and medical information, employment history and records, occupation information and remuneration, educational qualifications, criminal records, banking details and any other private information lawfully collected;

### Contractors / service providers / suppliers and customers:

names of contact persons, name of legal entities (including registration number and VAT number), physical and postal address and contact details, financial information, founding documents, tax related information, authorised signatories, beneficiaries and ultimate beneficial owners, banking details, BEE certificates;

### Employees:

gender, marital status, pregnancy, race, age, language preference, educational qualifications, financial information, employment history, identity number, physical and postal address, contact details, opinions, criminal records, details of well-being, tax numbers and other salary related information.

**THE UASA GROUP** maintains records of the following categories and subject matters (all requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act):

- Finance
- Administration
- Operational records
- Internal correspondence
- Statutory records

- Internal policies and procedures
- Membership records
- Member benefit and payment records
- Information Technology records and logs

### Financial Management

- Financial Statements
- Asset Register
- Statutory Financial Records and documents

### Human Resource Management

- Policies covering issues in the work environment
- Employment records and other related records

### Communication, Advocacy and Liaison

- UASA - THE UNION Publications
- External representation
- External agreements and resolutions entered into

### Legal Services

- All legal cases as recorded on the UASA case management/other systems.
- Records of complaints
- Records of disciplinary proceedings
- Records of grievance proceedings/meetings
- Records of court applications and pleadings.
- Records of various arbitration cases
- Records of appeals
- Records of investigations and inspections
- Reports on contraventions
- Records of various mediation and conciliation matters

### Training and Development

- Training material – various subjects

### Constitutional Governance

- UASA - THE UNION Constitution
- Minutes, or extracts of minutes and resolutions of meetings of UASA:
  - National Congress; Branches; National Executive Committee; Management Committee
  - Records of Ballots

- Records of Collective Bargaining matters
- Records of nominations and elections of office bearers and delegates

## 8. PROCESSING OF PERSONAL INFORMATION

The UASA Group Data (POPI) Policy is available on our website [www.uesa.org.za](http://www.uesa.org.za)

## 9. AVAILABILITY OF THE MANUAL

9.1. A copy of the Manual is available-

- 9.1.1. on [www.uesa.org.za](http://www.uesa.org.za)
- 9.1.2. head office of the UASA Group for public inspection during normal business hours;
- 9.1.3. to any person upon request and upon the payment of a reasonable prescribed fee; and
- 9.1.4. 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. DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS

- The requester must complete Form C (Annexure A) and submit this form together with a request fee, to the Information Officer.
- The form must be submitted to the information Officer at his/ her address, fax number, or electronic mail address
- **The form must:**
  - provide sufficient particulars to enable the information officer to identify the record/s requested and to identify the requester,
  - indicate which form of access is required,
  - specify a postal address, fax number or email address of the requester in the Republic,
  - identify the right that the requester is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right,

- if in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be informed in the other manner,
- if the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the head of the private body.

## 11. DENIAL OF ACCESS

Access to any record may be refused under certain limited circumstances.

**These include:**

- The protection of personal information from unreasonable disclosure concerning any natural person;
- The protection of commercial information held concerning any third party (for example trade secrets);
- The protection of financial, commercial, scientific or technical information that may harm the commercial or financial interest of any third party;
- Disclosures that would result in a breach of a duty of confidence owed to a third party;
- Disclosures that would jeopardize the safety or life of an individual;
- Disclosures that would prejudice or impair the security of property or means of transport;
- Disclosures that would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- Disclosures that would prejudice or impair the protection of the safety of the public;
- Disclosures that are privileged from production of legal proceedings unless the privilege has been waived;
- Disclosures of details of any computer programme;
- Disclosures that will put UASA Group at a disadvantage in contractual or other

negotiations or prejudice it in commercial competition;

- Disclosures of any record containing any trade secrets, financial, commercial, scientific, or technical information that would harm the commercial or financial interests of UASA Group;
- Disclosure of any record containing information about research and development being carried out or about to be carried out by UASA Group;

If access to a record or any other relevant information is denied, our response will include:

- Adequate reasons for the refusal; and
- Notice that you may lodge an application with the court against the refusal and the procedure including details of the period lodging the application.

## 12. Prescribed fees and forms in respect of private bodies

There are two basic types of fees applicable in terms of PAIA- “request” and “access” fees.

### ■ Request Fee

12.1. The request fee is an administrative charge, payable upon submitting a request for record access, and it must be settled before the request is evaluated, it is specified in the PAIA Regulation and is presently R140.00 (excluding VAT) for private bodies. However, if the request concerns the requester’s personal information, no fee is applicable. If access is granted, the request fee is non-refundable, but it is refundable if access is denied by UASA.

12.2. According to section 23(1)(a) of POPIA, a Data Subject, has the right to request UASA to confirm, at no cost, whether UASA possesses personal information about them.

### ■ Access Fee

12.3. The access fee must be settled before the Requester is granted access to the

records in the specified format. This fee is designed to cover UASA’s expenses related to document reproduction, searching, and the preparation of the requested record, as outlined in Form 3 (Annexure B).

The prescribed forms and fees for requests to private bodies are also available on the Information Regulator (South Africa) website: [www.inforegulator.org.za/paia-forms](http://www.inforegulator.org.za/paia-forms)

## 13. Updating of the Manual

This Manual may be amended and updated from time to time, provided that if done so by the UASA Group, it will ensure that such changes are carried out subject to and published in accordance with PAIA and POPIA.

UASA GROUP'S PROTECTION OF PERSONAL INFORMATION



Registered Trade Union Reg No. LR 34231/99  
Affiliated to Fedusa and a member of IndusIAM




**PAIA FORM 02**

Head Office:  
PO Box 1715, Roodepoort 1709,  
231 Panorama Drive, Constantia Kloof, South Africa  
www.uasa.org.za | pr@uasa.org.za  
Tel: 011 472 3600 | Fax: 011 674 4057 | UASA Call Center: 086 100 0272

**FORM 02**  
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY  
(Section 53(1) of The Promotion of Access to Information Act, 2000 (Act no 2 of 2000)  
(Act No 2 of 2000)  
[Regulation 10]

**NAME OF THE COMPANY TO WHOM THE REQUEST IS MADE – UASA THE UNION**  
PARTICULARS OF PERSON REQUESTING THE INFORMATION  
*(Proof of the capacity in which the request is made, if applicable, must be attached)*

Surname: \_\_\_\_\_ First names: \_\_\_\_\_  
Identity number: \_\_\_\_\_ E-mail address: \_\_\_\_\_  
Telephone no: \_\_\_\_\_ Facsimile no: \_\_\_\_\_  
Postal address: \_\_\_\_\_

**PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE (IF APPLICABLE)**  
*(This section must be completed ONLY if a request for information is made on behalf of another person)*

Surname: \_\_\_\_\_ First names: \_\_\_\_\_  
Identity number: \_\_\_\_\_ E-mail address: \_\_\_\_\_  
Telephone no: \_\_\_\_\_ Facsimile no: \_\_\_\_\_  
Postal address: \_\_\_\_\_

**PARTICULARS OF RECORDS REQUESTED**

Description of record or relevant part of the record:


Reference (if applicable): \_\_\_\_\_  
Any further particulars of record: \_\_\_\_\_

**FEES**



Notes:  
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.

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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:

**FORMS OF ACCESS TO RECORD**

Notes:  
a) Compliance with your request in the specified form may depend on the form in which the record is available.  
b) 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.  
c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

*(Mark the appropriate shaded box with an X)*

- If the record is in written or printed form:  
Copy of record\*      Inspection of record
- If the record consists of visual images: (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)  
View the images      Copy the images\*      Transcriptions of the images\*
- If the record consists of recorded words or information which can be reproduced in sound:  
Listen to the soundtrack      Transcription of soundtrack\* (written or printed)
- If record is held on computer or in an electronic or machine-readable form:  
Printed copy of record      Printed copy of information derived from the record\*  
Copy in computer readable form\* (USB or compact disc)

\* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?    Yes      No


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 above, state your disability and indicate in which form the record is required.

Disability: \_\_\_\_\_  
Form in which record is required: \_\_\_\_\_

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

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UASA GROUP'S PROTECTION OF PERSONAL INFORMATION



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**EXPLANATION OF WHY RECORD IS REQUIRED FOR EXERCISE OR PROTECTION OF ABOVE MENTIONED RIGHT**


**NOTICE OF DECISION REGARDING REQUEST FOR ACCESS**

**SIGNATURE**

Signed at: \_\_\_\_\_ Date: \_\_\_\_\_  
Signature of the Requester: \_\_\_\_\_

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UASA GROUP'S PROTECTION OF PERSONAL INFORMATION



Registered Trade Union Reg No. LR 34231/499  
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**PAIA FORM 03**

Head Office:  
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231 Panorama Drive, Konstantia Kloof, South Africa  
www.uasa.org.za | pr@uasa.org.za  
Tel: 011 472 3600 | Fax: 011 674 4057 | UASA Call Center: 086 100 8272

**FORM 3  
OUTCOME OF REQUEST AND OF FEES PAYABLE  
[Regulation 8]**

**Notes:**  
1. If your request is granted the  
(a) amount of the deposit, (if any), is payable before your request is processed; and  
(b) requested reproduction of the record will only be released once proof of full payment is received.  
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your request dated \_\_\_\_\_ refers.

**1. YOU REQUESTED:**

<p>Personal inspection of information at registered address of public/private body (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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.</p>	
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**OR**

**2. YOU REQUESTED:**

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

**3. TO BE SUBMITTED**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Copy of information on flash drive (including virtual images and soundtracks)	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud sharefile transfer	
Preferred language: (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)	

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**OUTCOME OF REQUEST**

Kindly note that your request has been:

**APPROVED**
 **DENIED**
 Reason for denial of application:

**4. FEES PAYABLE WITH REGARDS TO YOUR REQUEST:**

ITEM	DESCRIPTION	COST PER A4-SIZE PAGE OR PART THEREOF/ITEM	NUMBER OF PAGES/ITEMS	TOTAL
1.	Photocopy	R2.00		
2.	Printed copy	R2.00		
3.	For a copy in a computer-readable form on: (i) Flash drive / USB + To be provided by requestor (ii) Compact disc (CD) + If provided by requestor + If provided to the requestor	R40.00 R40.00 R80.00		
4.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
5.	Copy of visual images			
6.	Transcription of an audio record, per A4-size	R24.00		
7.	Copy of an audio record (i) Flash drive + To be provided by requestor (ii) Compact disc + If provided by requestor + If provided to the requestor	R40.00 R40.00 R80.00		
8.	For each hour or part of an hour (except the first hour) reasonably required to search for, and prepare the record for disclosure.  The search and preparation fee cannot exceed	R145.00 R495.00		
9.	Deposit: if the search exceeds 6hrs	One third of the amount per request. It is calculated in terms of items 1 to 7 above.		
<b>TOTAL:</b>				

**5. DEPOSIT PAYABLE (IF SEARCH EXCEEDS SIX HOURS):**

Deposit payable

**YES**
 **NO**
 Hours searched
  Amount of deposit (calculated on one third of total amount per request)

**PAYMENT TO BE PAID TO**

Account Holder's Full Name:   
 ID Number:  Cell Phone Number:   
 Name of Bank:  Name of Bank:   
 Account Number:  Branch Code:   
 Type of Account:  (E.g. Cheque, Savings, etc)  
 Reference Nr:  Submit proof of payment to:

**SIGNATURE**

Signed at:  this  day of  20

Information Officer



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