

PIS-021 ACCESS TO INFORMATION MANUAL

Prepared in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000

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1. Introduction

Retina South Africa is a Private Body.

The Promotion of Access to Information Act 2 of 2000 (“the Act” or “PAIA”) gives effect to the constitutional right of access to any information that is held by another person and that is required for the exercise and protection of any rights. Where a request is made in terms of PAIA, the body to which the request is made is obliged to release the information, except where PAIA expressly provides that the information may or must not be released.

We respect your right of access to information. The aim of this manual is to help you (the requester of information) to exercise that right and help you know how you may get access to information and/or documents from **Retina South Africa** as contemplated in PAIA.

Section 51 of PAIA requires us to draft and make this manual available.

2. Our Details

2.1 Contact Information

Postal address	:	Postnet Suite 75 Private Bag X10020 Edenvale 1610
Physical address	:	2 nd Floor Sami.G Office Square 80 Greenvale Road Wilbart 1401
Telephone Number	:	+27 11 450 1181
Facsimile Number	:	0866 536392
Default Information Officer	:	Mr Mantoshan Moodley Mobile: 0827804880 email: manny@retinasa.org.za
Delegated Information Officer	:	Mrs Denise Jacobs Mobile: 0823243814 email: Informationofficer@retinasa.org.za

2.2 General Information

Name of Private Body	:	Retina South Africa
Head of Private Body	:	Mr Mantoshan Moodley
NPO Registration Number	:	NPO 003-184
PBO Registration Number	:	PBO 930 001 585
Postal address	:	Postnet Suite 75 Private Bag X10020 Edenvale 1610
Physical address	:	2 nd Floor Sami.G Office Square 80 Greenvale Road Wilbart 1401
Telephone Number	:	+27 11 450 1181
Sharecall Number	:	0860 595959
Facsimile Number	:	0866 536392
email	:	headoffice@retinasa.org.za
Website	:	www.retinasa.org.za

These are all our details, but please rather contact us by email at headoffice@retinasa.org.za whenever possible.

3. Establishment of Retina South Africa

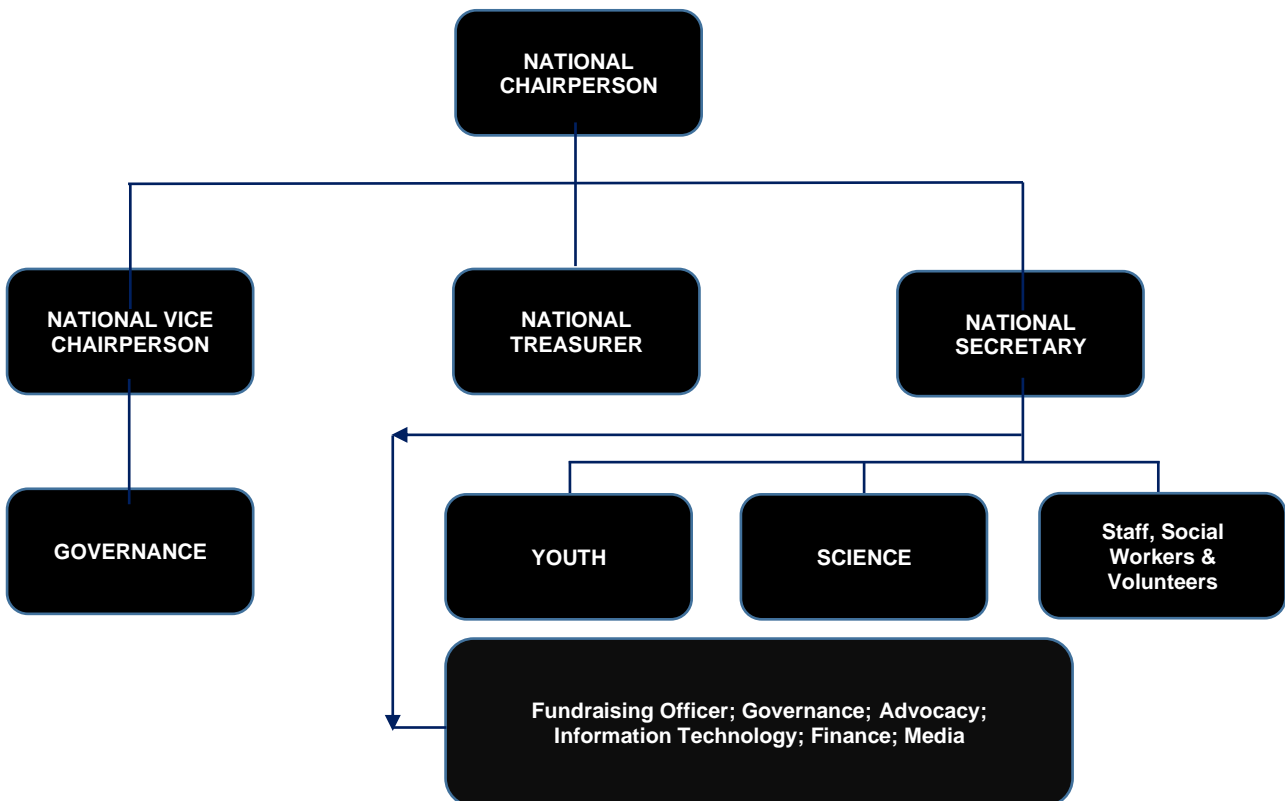
Retina South Africa was established in terms of the Non Profit Organisations Act 71 of 1997.

4. Objectives and Functions

Retina South Africa:

- 4.1 is a patient-run organisation whose aim is to bring treatments and cures for retinal blindness to South Africans through scientific research;
- 4.2 empowers people with low vision to be productive members of society through information-sharing, training and counselling;
- 4.3 raises funds to do its work through various fundraising initiatives;
- 4.4 promotes awareness of retinal degenerative genetic conditions;
- 4.5 ensures that all funds transferred abroad be used for the purposes for which they were collected and that a fair portion of the contributions collected be used in the Republic of South Africa;
- 4.6 promotes such other aims and objects as may be decided upon by Retina South Africa, if approved of in the same manner and by the same number of members as is required in terms of its Constitution and in any event in terms of clause 7, after which the approval of the Director of Non Profit organisations must be obtained.
- 4.7 establishes representative offices in areas where Retina South Africa operates within the borders of the Republic of South Africa.

5. Structure



6. Guide from the Information Regulator

If you would like further guidance on how you can get access to information under PAIA, you may contact the Information Regulator to find out more information about PAIA. The Information Regulator has compiled a guide in each official language of South Africa on how to exercise any right under PAIA. The guide in English is available on the Information Regulator's website. The Information Regulator's contact details are:

- Postal address: PO Box 3153, Braamfontein, Johannesburg, 2017
- Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- Phone number: 010 023 5200
- Website: <https://www.justice.gov.za/inforeg/index.html>
- General email: enquiries@inforegulator.org.za
- Compliance email: PAIACompliance@inforegulator.org.za
- Complaint email: PAIAComplaints@inforegulator.org.za
- PAIA Forms available at [Information Regulator forms](#)

7. Records which we make automatically available

We make some records automatically available (section 52 of PAIA) to you without you needing to use the request procedure set out in this manual.

Type of record	How accessible?
NPO Certificate	Request by email headoffice@retinasa.org.za
Constitution	Request by email headoffice@retinasa.org.za
National Executive	Visit www.retinasa.org.za
Management Committee	Visit www.retinasa.org.za
Scientific Advisory Board	Visit www.retinasa.org.za
Youth Team	Visit www.retinasa.org.za
Banking details	Request by email headoffice@retinasa.org.za
Brochures, pamphlets and awareness materials	Request by email headoffice@retinasa.org.za
eNews newsletter	Visit www.retina.sa.org.za or email headoffice@retinasa.org.za for past issues
Information on our website	Visit www.retinasa.org.za

8. Records we hold to function

We hold the following subjects and categories of records in electronic or physical format, which we do not make automatically available. You may request access to them.

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The inclusion of any category of records should not be taken as an indication that records falling within these categories will be made available under PAIA. Certain grounds for refusal as set out in PAIA may be applicable to a request for such records.

8.1 Records we hold to comply with the law

Retina South Africa may from time to time keep and have available records in terms of the following legislation. References to legislation shall include subsequent amendments to the legislation and all relevant sections within that legislation or regulations, in terms of which the private body holds records.

- Basic Conditions of Employment Act 44 of 1994
- Constitution of the Republic of South Africa 108 of 1996
- Employment Equity Act 55 of 1998
- Fund-raising Act 107 of 1978
- Fund-raising Amendment Act 43 of 1994
- Health Act 63 of 1977
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Lotteries Act 57 of 1997
- Non-profit Organisations Act 71 of 1997
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Public Finance Management Act 1 of 1999
- Public Finance Management Act 29 of 1999
- Skills Development Amendment Act 31 of 2003
- Social Services Profession Act 110 of 1978
- Unemployment Insurance Act 63 of 2001
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Road-based Black Economic Empowerment Act 53 of 2003
- National Road Traffic Act 93 of 1996

8.2 Organisational records

Organisation records are all our records related to the establishment and administration of Retina South Africa. Some of them are available from www.retinasa.org.za.

- Constitution of Retina South Africa
- NPO Certificate
- Records relating to the voting and appointment of office bearers, secretary, or other officers
- Other statutory records

8.3 Operational records

Organisation records are all our records related to the establishment and administration of Retina South Africa. Some of them are available from www.retinasa.org.za.

- Business Plan and Strategy records
- Complaints records
- Contracts / Service Level Agreement records

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- Consents, approvals and authorisations
- Delegation of Authorities
- Donor databases
- Fundraising appeals and projects
- Fundraising, events and marketing records
- Fundraising applications and proposals
- Independent contractor documentation and records
- Minute Books
- Mission Statement
- Permits, licences
- Records of Management Committee meetings
- Records of Annual General meetings
- Speeches and presentations
- Standard Operating Procedures and Policies
- Vision Statement
- Volunteer documentation and records
- Written resolutions
- Other statutory records

8.4 **Financial records**

Financial records are all our records related to our finances.

- Accounting records
- Annual Financial Statements
- Asset register
- Auditor reports
- Bank account records
- Bank statements
- Budgets
- Electronic banking records
- Donations
- Financial agreements
- Financial reports
- Financial statements
- Invoices
- Other documents relating to taxation of the organisation
- Petty Cash records
- Records of payments
- Sponsorship

8.5 **Insurance records**

Insurance records are all our records related to our insurable assets.

- Insurance policies held by the organisation
- Records of insurance claims
- Register of all immovable property owned by the organisation

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8.6 **Income tax records**

Income tax records are all our records related to our income tax obligations.

- Documents issued to employees for income tax purposes
- PAYE records
- Public Benefit Organisation records
- Records of payments made to SARS on behalf of employees
- Regional Services Levies
- Skills Development Levies
- Unemployment Insurance Fund
- Workmen's Compensation

8.7 **Personnel records**

Personnel records are all our records about anyone who works for us (whether as a paid employee or a volunteer), provides services to us, or provides services on our behalf and who receives or is entitled to receive remuneration. This includes our employees, contractors, and other personnel.

- Attendance records
- Driver licences records
- Educational history records
- Employee personal information
- Employee employment contracts
- Employment applications and appointment letters
- Employment policies and procedures
- Employment Equity Plan
- Health and safety records
- Internal evaluations and performance records
- Leave records
- List of employees, including telephonic and email records
- Medical aid records
- Medical history records
- Pension and provident fund records
- Records in relation to salary deductions
- Salaries or wages of employees, including salary increase records
- Disciplinary records
- Disciplinary codes
- Training records
- Operating manuals
- Personal records provided by personnel
- Policies and Procedures Manual
- Other statutory records
- Related correspondence

8.8 **Policies and directives**

Policies and directives include both internal and external documents.

- Internal relating to employees and the organisation

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- External relating to members and other third parties
- Information technology systems and documents

8.9 **Agreements or contracts**

Agreements or contracts include the documents themselves and all related documents.

- Standard agreements
- Contracts concluded with donors or funders
- Contracts concluded with members/subscribers
- Contracts concluded with service providers
- Data Processing Agreement in terms of PoPIA
- Non-disclosure Agreements
- Letters of intent, MOUs
- Third party contracts (such as JV agreements, VAR agreements, etc.)
- Office management contracts
- Rental agreements
- Supplier or service contracts

8.10 **Regulatory documents**

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

- Permits
- Licences
- Authorities

8.11 **Safety, Health and Environment (SHE) records**

- Records relating to incidents in the workplace
- Corrective action records
- Occupational Health and Safety Act minutes and records
- Compensation for occupational injuries and diseases records
- Risk Management Framework
- Policies and Procedures Manual

8.12 **Published information**

Published information includes any document that we prepare and produce.

- Internal newsletters and circulars
- Information on the organisation published by third parties

8.13 **Information Technology records**

- Computer generated databases
- email communications
- Software licences
- Software programmes
- Software applications
- Third party software applications

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8.14 Member and Subscriber information

Members and Subscribers information includes any information about anyone that we provide our services to, including our members, subscribers and third parties. Much of this information is protected by law.

- Member or Subscriber details
- Contact details of Members or Subscribers
- Communications with Members or Subscribers
- Transactional information eg. Membership fees
- Awareness materials
- Marketing records

8.15 Reference materials

Reference materials include any sources of information that we contribute to.

- Books
- Newsletters and journals articles
- Magazines
- Newspaper articles

9. How to request access

We have authorised and designated our information officer to deal with all matters relating to PAIA so we can comply with our PAIA obligations. To request access to a record you (the requester) must comply with all procedural requirements contained in PAIA to the request for access to a record.

You must use the prescribed Form 2 to make the request for access to a record. Form 2 is available on the Information Regulator's website at [Regulator PAIA forms](#). You must ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and the form of access required;
- specifies your email address or postal address;
- describes the right that you seek to exercise or protect;
- explains why you need the requested record to exercise or protect that right;
- provides any other way in which you would like to be informed of our decision other than in writing; and
- provides proof of the capacity in which you are making the request if the request is made on behalf of someone else, to the satisfaction of the head of Retina South Africa.

Please submit the completed form together with the relevant request fee in paragraph 14 to our information officer's email address or to our physical address using the details provided.

If the request is not made on the standard form prescribed by the Information Regulator we may:

- reject the request due to lack of procedural compliance;
- refuse it if the requester does not provide sufficient information; or
- delay it.

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10. Grounds for Refusal

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy¹
- another company's commercial information²
- someone else's confidential information³
- research information⁴
- the safety of individuals and property⁵
- records privileged from production in legal proceedings⁶

11. Processing of the request

Retina South Africa will process the request within 30 days of receipt, unless You (the requester) has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time period cannot be complied with.

12. Protection of research information

We may refuse you (the requester) access to a record that contains research done by us or someone else, if disclosing it would disclose our identity, the researcher's or the subject matter of the research and would place the research at a serious disadvantage.

13. Our decision on giving you access

- 13.1 We will notify you in writing whether your request has been approved or denied within 30 calendar days after receiving a completed request for access form.
- 13.2 If we cannot find any requested record or it does not exist, we will notify you by way of affidavit that it is not possible to give access to that record.
- 13.3 Requests for information which are clearly frivolous or vexatious, or which involve an unreasonable diversion of our limited resources will be refused.

14. Fees How much it will cost you

- 14.1 When submitting your request, you must pay us a request fee⁷ as required by law. You must pay us the prescribed fees before we hand over any information. You will receive a notice from our Information Officer upon your request⁸, setting out the application procedure⁹.

¹ Section 63 of PAIA

² Section 64 of PAIA

³ Section 65 of PAIA

⁴ Section 68 of PAIA

⁵ Section 66 of PAIA

⁶ Section 67 of PAIA

⁷ From a private body: R140.00. People who request access to their personal information are exempt from paying a fee, as well as those earning less than R14 712.00 annually (single) or R27 192.00 after deductions such as PAYE and UIF (if married or have a life partner).

⁸ Section 54(1) of PAIA

⁹ Section 54(3)(c) of PAIA

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- 14.2 If we grant the request, you may have to pay a further access fee that includes the time taken to handle your request, if the time has exceeded the prescribed hours to search and prepare the record for disclosure. Our Information Officer will notify you if you need to pay a deposit for the access fee. The deposit may be up to one third of the prescribed access fee¹⁰. The access fee will provide for:
- the costs of making the record, or transcribing the record;
 - a postal fee (if applicable); and
 - the time reasonably required to search for the record and prepare the record for you¹¹.
- 14.3 If you paid the deposit and we refused your request, we will refund you the deposit amount. Until you have paid the fees referred to in Annexure A of PAIA, we may withhold the requested record.

15. How we process and protect personal information

We process the personal information of various categories of people for various purposes as set out in our **Privacy Policy** which is available on our website.

16. Availability of this Manual

This manual is available in English and will be available on our website, and at our offices. You can access our manual electronically from the [Trust Centre](#) on our website.

17. Updates to this Manual

This manual will be updated whenever we make material changes to the current information.

Revision History

The policy (and the procedures, standards and guidelines supporting the policy) is reviewed by the Retina South Africa Management Committee regularly, and at least once in each year.

Reviews and any revisions of the policy (and the procedures, standards and guidelines supporting the policy) will be recorded in a Revision History filed with this policy.

Compliance with this policy (and the procedures, standards and guidelines supporting the policy) is monitored and may be subject to audit.

***** END OF POLICY/DOCUMENT *****

REVISION HISTORY			
Document Type	Procedure	Document Number	PIS-021
Effective Date	11 January 2022		
Revision Details	Rev No.	Date	Approver
Origination for approval. Pre-approved by GSC for immediate use. MC to ratify at scheduled MC meeting.	1	2022/01/11	GSC
MC Ratified	1	2022/07/26	MC

¹⁰ Section 54(2) of PAIA

¹¹ Section 54(7) of PAIA

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Regulatory amendment. Inclusion of website URL link to PAIA forms published on Regulator website.	1.1	2023/11/14	GSC
Noted at MC November meeting.	1.1	2023/11	MC