



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

South African Social Security Agency Manual on the Promotion of Access to Information Act and the Protection of Personal Information Act

*paying the right social grant, to the right person,
at the right time and place. NJALO!*

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social development

Department of
Social Development
REPUBLIC OF SOUTH AFRICA



NDA
National
Development
Agency



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CEO's Overview

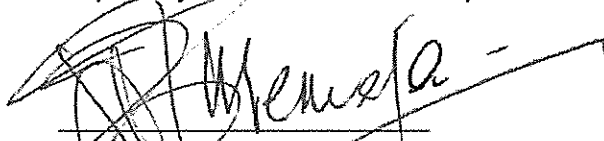
The purpose of this manual is to inform you about the structure and functions of SASSA as well as to provide you with a reference as to the records held by SASSA. This manual is aimed at facilitating easy access by you to certain records held by SASSA in accordance with the Promotion of Access to Information Act (Act No. 2 of 2000) and Protection of Personal Information Act (Act No. 4 of 2013).

The manual is compiled in terms of Section 14 of the Promotion of Access to Information Act (PAIA). It gives effect to the provision of Section 32 of the Constitution of the Republic of South Africa that stipulates that everyone has the right of access to "any information held by the state" and any information that is held by another person and that is required for the exercise or protection of any rights.

The Protection of Personal Information Act 4 of 2013 (POPIA) provides for the lawful processing of personal information held by institutions such as SASSA. The Agency is accordingly required to ensure that the processing of Personal Information accords with the dictates of POPIA. This manual describes procedures for making a request for any of SASSA's records or information in terms of PAIA and POPIA. In some instances, it might not be necessary to make a formal request for information as the information is public and is readily available on the SASSA website.

Furthermore, the Batho Pele principles 3 and 5 provide for you to have access to the services and the provision of accurate information about the public services to which you are entitled.

I hope that you will find this manual helpful and informative.



Ms. Busisiwe Jacqueline Memela-Khambula
CHIEF EXECUTIVE OFFICER
SOUTH AFRICAN SOCIAL SECURITY AGENCY



2. Introduction

Section 27 (1) of the Constitution of the Republic of South Africa Act, 1996 states that *everyone has the right to have access to social security, including, if they are unable to support themselves and their dependents, appropriate social assistance*. In addition, Section 32 states that everyone has the right of access to:

- *any information held by the state, and*
- *any information that is held by another person and that is required for the exercise or protection of any rights.*

The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) hereafter referred to as "the Act" gives effect to the constitutional right of access to information held by any public or private body, that is required for the exercise or protection of any rights. The Act details the procedures to be followed when making such requests for information held by either a public body or private body. Section 9 of the Act, however, recognizes that such right to access information is subject to certain justifiable limitations such as those including, but not restricted to:

- ⊖ the reasonable protection of privacy;
- ⊖ commercial confidentiality; and
- ⊖ effective, efficient and good governance.

Section 14 of the Act obliges public bodies to compile a manual to assist any person to obtain access to information held by the public body.

This manual is published by the South African Social Security Agency (SASSA) in terms of Section 14 of the Promotion of Access to Information Act, 2000 and Protection of Personal Information Act 4 of 2013 (POPIA) . The Act gives effect to the provisions of Section 32 (1) (a) and (b) of the Constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights.

The manual sets out the information in possession of SASSA and how to go about to access that information.

The functions of SASSA as per the South African Social Security Agency Act, 2004 (Act 9 of 2004) are to:-

- administer social assistance in terms of Chapter 3 of the Social Assistance Act, 2004, and perform any function delegated to it under that Act;
- collect, collate, maintain and administer such information as is necessary for the payment of social security, as well as for the central reconciliation and management of payment of



transfer funds, in a national data base of all applicants for and beneficiaries of social assistance;

- establish a compliance and fraud mechanism to ensure that the integrity of the social security system is maintained; and
- render any service in accordance with an agreement or a provision of any applicable law as contemplated in subsection.

3. Human Rights Commission Guide on how to use the Act (Section 10 Guide, 2014)

3.1 Legitimate Mandate

The South African Human Rights Commission has compiled an easy to understand guide to assist any person who wishes to exercise any right contemplated in the PAIA Act. This guide is available in all the official languages from the South African Human Rights Commission.

3.2 Enquiries

Any enquiries should be directed to: **The South African Human Rights Commission**

Contact Details

Telephone No: +27 11 877 3600

Fax No: +27 11 403 0668

E-mail Address: PAIA@sahrc.org.za

Postal Address: PAIA Unit

The Research and Documentation Department

Private Bag X2700

Johannesburg, 2041

Street Address: PAIA Unit

The Research and Documentation Department

33 Hoof Street

Braampark, Forum 3

Braamfontein, JOHANNESBURG

Website: www.sahrc.org.za



4. SASSA's particulars in terms of Section 14 of PAIA

4.1 Overview of the Public Body

SASSA was established as a public entity by the enactment of the South African Social Security Agency Act 2004, (Act no. 9 of 2004). As a Government agency, SASSA is tasked to administer and pay social assistance to all those who are eligible. SASSA has been entrusted with:

- ⓪ the effective, efficient and economical use of funds designated for payment to beneficiaries of social assistance;
- ⓪ the promotion and protection of the human dignity of applicants for and beneficiaries of social assistance;
- ⓪ the protection of confidential information held by SASSA;
- ⓪ honest, impartial, fair and equitable service delivery; and
- ⓪ mechanisms to regulate community participation and consultation.

4.2 Legislative Mandate

4.2.1 The Constitution of the Republic of South Africa, 1996

Section 27 of the Constitution of the Republic of South Africa, 1996, provides that everyone has the right to have access to social security, including, if they are unable to support themselves and their dependants, appropriate social assistance. Furthermore, in terms of the Constitution, the State must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of these rights. The Social Assistance Act, 2004 (No. 13 of 2004) Inter-alia provides for the rendering of social assistance to persons.

4.2.2 South African Social Security Agency Act, 2004 (Act No. 9 of 2004)

This Act provides for the establishment of the South African Social Security Agency as an agent for the administration and payment of social assistance to provide for the prospective administration and payment of social security by SASSA and the provision of services related thereto; and to provide for matters connected therewith.

4.2.3 Social Assistance Act, 2004 (Act No.13 of 2004)

This Act provides for the rendering of social assistance to qualifying persons in need of social assistance; to provide for the mechanism for the rendering of such assistance; to provide for the establishment of an inspectorate for social assistance; and to provide for matters connected therewith.



4.2.4 Social Service Professions Act, 1978 (Act 110 of 1978)

This Act provides for the establishment of the South Africa Council for Social Service Professions including its powers and functions. The Act also provides for the registration of social workers, student social workers, social auxiliary workers and persons practising other professions in respect of which professional boards have been established. The Act also regulates the control over the professions and for incidental matters.

4.2.5 Aged Persons Act, 1967 (Act 81 of 1967)

This Act provides for the protection and welfare of certain aged and debilitated persons, as well as provision for the social security entitlements for older persons for the care of their interests, for the establishment and registration of certain institutions and for the accommodation and care of such persons in such institutions.

4.2.6 Older Persons Act, 2006 (Act No. 13 of 2006)

This Act deals with the plight of older persons by establishing a framework aimed at the empowerment and protection of older persons and at the promotion and maintenance of an older person's status, rights, well-being, safety and security; and to provide for matters connected therewith.

4.2.7 Children's Act, 2005 (Act 38 of 2005)

This Act was enacted to give effect to certain rights of children as contained in the Constitution, to set out principles relating to the care and protection of children, to define parental responsibilities and rights, to make further provision regarding children's courts, to provide for issuing of contribution orders, to make new provision for adoption children, to provide for inter-country adoption, to give effect to the Hague Convention on Inter-country Adoption, to prohibit child abduction and to give effect to the Hague Convention on International Child Abduction, to provide for surrogate motherhood, to create certain new offences relating to children and to provide for matters connected therewith.

4.3 Vision

A leader in the delivery of social security services.

4.4 Mission Statement

Provide social security and related services to eligible people in South Africa.



4.5 Values

SASSA, as a public entity, subscribes to those values that promote democracy and a culture of respect for human rights. In addition, in building social cohesion, the following values are paramount:

- Transparency
- Equity
- Integrity
- Confidentiality
- Customer - Care Centred Approach

The value proposition will require continuous refinement in order to satisfy and meet customer needs and expectations. The responsiveness of SASSA to community needs and expectations may require adjustments in respect of service delivery, information technology.

4.6 Theme of SASSA

*[paying the right social grant, to the right person,
at the right time and place. NJALO!]*

4.7 Strategic Objectives

The Agency's main objective is to build a high performance institution, which manifests itself by compliance to good governance principles, while striving for operational excellence via continued service delivery improvement to beneficiaries. The four strategic objectives of SASSA are;

- Reduced levels of income poverty
- Economic transformation – Empowered individuals and sustainable communities
- Improved customer experience
- Improved organisational internal efficiency.

4.8 Our Services

SASSA is responsible for the delivery of social assistance to the persons that are eligible. Social Assistance means a social grant including social relief of distress. A person has to be eligible to receive a social grant which in certain instances requires going through a means test.



4.8.1 Types of grants:

The Social Assistance is provided in the form of:

- child support grants;
- care dependency grants;
- foster child grants;
- disability grants;
- older person's grants;
- war veteran's grants;
- grant-in aid ; and
- social relief of distress

4.8.2 Criteria to qualify for the Social Grants

(i) Child Support Grant

- The primary care giver must be a South African citizen, permanent resident or refugee;
- both the applicant and the child must reside in South Africa;
- applicant must be the primary care giver of the child/ children and must have been born after 31 December 1993;
- the applicant and spouse must meet the requirements of the means test;
- cannot apply for more than six non biological children and
- Child cannot be cared for in State institution.
- Child aged between 7 and 18 years must attend school.

(ii) Care Dependency Grant

- The applicant must be a South Africa citizen, permanent resident or refugee;
- the applicant and child must be resident in South Africa;
- child is under the age of 18 years;
- must submit a medical/ assessment report confirming permanent, severe disability;
- applicant, spouse and foster child must meet the requirements of the means test (except for foster parents);
- the care-dependent child/children must not be permanently cared for in a State Institution;

(iii) Foster Child Grant

- The applicant child must be resident in South Africa;
- court order indicating foster care status;
- the foster parent must be a South African citizen, permanent resident or refugee;
- child must remain in the care of the foster parent;

Note: the income of foster parent will not be taken into consideration



(i) Disability Grant

The applicant:

- must be a South African citizen, permanent resident or refugee;
- must be resident in South Africa;
- must be between 18 to 59 years of age;
- must submit a medical/ assessment report confirming disability;
- Medical assessment must not be older than 3 months at date of application.
- The Applicant and his/her spouse must meet the requirements of the means test;
- must not be maintained or cared for in a State Institution;
- must not be in receipt of another social grant and

The Applicant must not be maintained in one of the following institutions run by the State i.e. a prison, a state psychiatric hospital, a state home for the aged, a care and treatment centre or a treatment centre for drug dependents.

An Older Persons Grant

The applicant:

- must be a South African citizen, permanent resident or refugee;
- must be resident in South Africa at the time of application;
- must be 60 years or older
- applicant & spouse must comply with the means test;
- must not be maintained or cared for in a State Institution;
- must not be in receipt of another social grant and
- must submit a 13-digit bar coded identity document.

(i) War Veteran's Grant

The applicant:

- must be a South African citizen/ permanent resident;
- must be resident in South Africa;
- must be 60 years and over or must be disabled;
- must have fought in the Second World War or the Korean War;
- and spouse must meet the requirements of the means test;
- must not be maintained or cared for in a State Institution; and
- must not be in receipt of another social grant in respect of himself or herself.

(i) Grant-in-aid

- The applicant must be in receipt of a grant for Older Persons, Disability grant or a War Veterans grant, and require full time attendance by another person owing to his/ her physical or mental disabilities;
- must not be cared for in an institution that receives subsidy by the State for care/ housing of such beneficiary;
- Proof of identity: Application who do not have 13-digit bar coded identity book, or birth certificate for children involved in the application can still apply for the grant. Please obtain information from you nearest SASSA office on the alternative documents which are accepted for grant application.

4.8.3 Social Relief of Distress

Social relief of distress is a temporary provision of assistance intended for persons in such dire material need that they are unable to meet their or their families' most basic needs.



Social Relief of Distress is paid to South African citizens or permanent residents, who have insufficient means and meet one or more of the following criteria:

- ⓪ The applicant is awaiting payment of an approved social grant;
- ⓪ The applicant has been found medically unfit to undertake remunerative work for period of less than 6 months;
- ⓪ No maintenance is received from a person obliged to pay maintenance and proof is furnished that efforts made to trace such a person or to obtain maintenance were unsuccessful;
- ⓪ The breadwinner is deceased and application is made within three months of the date of death;
- ⓪ The breadwinner has been admitted to an institution funded by the state (prison, psychiatric hospital, state home for older persons, treatment centre for substance abuse or child and youth care centre.);
- ⓪ The applicant has been affected by a disaster as defined in the Disaster Management Act or the Fund Raising Act, 1978;
- ⓪ The person is not receiving assistance from any other organization or
- ⓪ refusal of the application for social relief of distress will cause undue hardships.

Social Relief of Distress is issued monthly or for any other period for a maximum period of 3 months. Extension of the period by a further 3 months may be granted in exceptional cases.

Note: No person who is receipt of a social grant may receive the grant and social relief of distress simultaneously. Any person who received both social relief and a grant at the same time must repay the value of the social relief of distress received. This will be recovered from any social grant payment. However, where the person who receipt of a social grant received social relief of distress as a result of a disaster, that amount will not be recovered.

4.8.4 Documents Required on Application of Social Relief of Distress

- ⓪ Original or certified copy of identity document or birth certificate or any other acceptable document which proves the identity of the Applicant, his or her spouse and his, her or their own and non-biological children dependent on the applicant;
- ⓪ Proof of marital status;
- ⓪ Proof of lack of means;
- ⓪ Discharge certificate from prison, treatment centre or hospital;
- ⓪ Proof of admission of spouse to a prison, treatment centre or hospital;
- ⓪ Proof of temporary medical disability;
- ⓪ Proof that the Applicant is awaiting trial;
- ⓪ An Application may be completed, attested and approved in the absence of the prescribed documentation: Provided that such documentation shall be submitted before social relief of distress is continued.

Additional Documents required

Old age, Disability, and War veterans' grants:

- ⓪ Proof of income and assets of the applicant as well as his/her spouse;
- ⓪ Bank statements for a period of 3 consecutive months;
- ⓪ Proof of private pension;
- ⓪ Interest/dividends earned on investments and bank accounts;
- ⓪ Explanation of any deposits and credits in the bank accounts;
- ⓪ If unemployed, a UIF card (blue card) or discharge certificate from the previous employer;
- ⓪ Medical history and report for a disability grant;
- ⓪ Proof of war service in the case of war veterans and
- ⓪ If a lump sum was received, documentary proof of how it was invested/ spent.



Child Support Grant:

In addition to the documents mentioned above, the following documents must also accompany an application for child support grant:

- ⓪ Proof that the applicant is a primary care-giver of the child/ren concerned and
- ⓪ Proof concerned, where he or she is not the parent of the child/ren.

Foster Care Grant:

The following documents must accompany an application for foster care grant:

- ⓪ Proof of income of the foster child concerned.
- ⓪ Proof of regular school attendance, if the child/ren is of school going age.
- ⓪ An order of the Children's court.

Care-Dependency Grant:

The following documents must accompany an application for care-dependency grant:

- ⓪ Identity document / birth certificate (13 digits) i.r.o each child.
- ⓪ Proof of income of the family.
- ⓪ A medical report from a medical officer i.r.o. the care-dependent child.

Note: An application form will not be completed, unless all the required documents are submitted!!

Alternative identity documents for grant applications

1. Regulatory Framework

Regulation (10)(6) to the Social Assistance Act 2004, stipulates that SASSA may accept alternative proof for any of the supporting documents for an application for a social grant including, where applicable, a statement made by the applicant under oath. This includes alternatives to the identity document and birth certificate. Regulation (10)(6) is not only limited to Child Support Grants, but also affects applications relating to all other types of social assistance grants.

2. Acceptable Alternative proof

The following documents will be requested for applications where the identity document and/or a birth certificate are not available:

- An affidavit commissioned by a Justice of the Peace. The affidavit must contain a clause which indicates that provision of incorrect or inaccurate information will result in prosecution in terms of Section 21 of the Social Assistance Act, 2004.
- A sworn statement by a reputable person who knows the applicant and his/her child. This may be from a councillor, traditional leader, social worker or minister of religion.
- Proof that an application for a birth certificate or identity document has been lodged with the Department of Home Affairs.
- Where applicable, a temporary identity document issued by the Department of Home Affairs
- Baptismal certificate
- Road to health clinic card
- School report



NB:

It should be noted that for every application without an identity document or birth certificate, a sworn statement / affidavit by the applicant is required. This should be accompanied by a receipt from the Department of Home Affairs, where an application for the required documentation has already been lodged, or a copy of the temporary identity document where this is available.

- **No application can be processed without the sworn statement / affidavit.**
- **No SASSA official is allowed to commission the affidavits, even if officials are appointed as Commissioners of Oath. SASSA reserves the right to verify the authenticity of any acceptable alternative proof.**

3. Where do you apply for a Grant

- ⓪ You apply at any SASSA Office nearest to where you live
- ⓪ If you are too old or sick to travel to SASSA Offices to apply for a grant, then a family member can request the office to send an official to complete the application form at the applicant's home;
- ⓪ Your application form will be completed in the presence of an officer from SASSA;
- ⓪ When your application is completed you will be given a receipt;
- ⓪ Keep this receipt - it is your only proof of application;
- ⓪ You do not have to pay any money to apply;
- ⓪ If your application is not approved, you must be informed in writing as to why your application was unsuccessful;
- ⓪ You have the right to appeal to the Minister for Social Development in writing, explaining why you disagree with the decision. This appeal must be lodged within 90 days of notification of the outcome of your application.

NB: An appeal does not guarantee an award of a social grant.

4.8.5 Methods of Payment

You can receive your grant by the following methods:

- ⓪ Electronic transfer of funds into the grant beneficiary's account or institution where the beneficiary resides
- ⓪ Manual (cash) payments at designated places.

NB: If you are unable to collect the grant yourself you may nominate a procurator to collect it on your behalf.

4.8.6 Suspension and Restoration of Grants

Suspension of Grants: The following may result in the suspension of a grant:

- ⓪ changes in circumstances;
- ⓪ outcome of a review;
- ⓪ failure to co-operate when a grant is reviewed;
- ⓪ committing a fraudulent activity.

Restoration of Grants: An application must be made for restoration of a grant within 90 days of the suspension.

4.8.7 Lapsing of Grants

Main Reasons for Lapsing of Grants

- ⓪ Death of beneficiary;



- ⓪ Admission to a State Institution;
- ⓪ If the grant is not claimed for 3 consecutive months;
- ⓪ When the period of temporary disability has lapsed;
- ⓪ You are absent from the Republic of South Africa for a continuous period longer than six months
- ⓪ When the child reaches the prescribed age (e.g. 14yrs for CSG and 18yrs for FCG)

4.8.8 Grant Reviews

You must declare any income at the time of application. This will form the basis on which SASSA will decide whether your grant must be approved or not approved. You will be notified 3 months in advance of the date of the review or the date on which the life certificate is due.

4.8.9 Means Test

What is a Means Test?

In South Africa Social Assistance is subject to means testing which implies that SASSA evaluates the income and assets of the person applying for social assistance in order to determine whether the person's means are below a stipulated amount. According to SASSA, the means test is a way of determining whether a person qualifies to receive a grant as grants are indeed meant for those in need. The means test varies from one grant to another.

In order to access our Asset and Income Threshold and SASSA executive or management structure you can visit the SASSA website (www.sassa.gov.za)

4.9 SASSA's Contact Details

Head Office

501 Prodinsa Building
Cnr Pretorius and Steve Biko Street
Arcadia
Tel: 012 400 2000
Website: www.sassa.gov.za

SASSA's Regional Offices

KZN

1 Bank street
3rd Floor
Pietermaritzburg
3201
Tel. 033-846 3300
Fax: 033-846 9595

North West

SASSA House
University Drive
Mmabatho
2735
Tel. 018 388 0060
Fax: 086 611 9740

Mpumalanga

18 Ferreira Street
Nelspruit
1200
Tel. 013 754 9380
Fax: 013 754 9501

Western Cape

Golden Acre
Adderly Street
Cape Town
8000

Gauteng

28 Harrison Street
(cnr Harrison &
Fox Street)
Johannesburg

Free State

African Life Building
75 St Andrews Street
Bloemfontein
9300



Tel. 021 469 0200
Fax. 021 469 0260

2000
Tel. 011 241 8300
Fax. 011 241 8305

Tel. 051 4108304/5
Fax. 051 409 0862

Limpopo
44 Landros Mare
Str.
Polokwane
0699
Tel.015 291 7400
Fax. 015 291 7416

Eastern Cape
SASSA Office
Park
BKB Building
Corner Fitzpatrick
&
Merino Road
Qulgney
East London
Tel.043 707 6300
Fax.043 707 6487

Northern Cape
95–97DuToitspan street
Kimberley
8300
Tel.053 802 4900
Fax.053 831 4038

SASSA also has various district and local offices. The toll-free number to contact SASSA is 0800 60 10 11



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A Schematic Diagram of the Structure of SASSA

THE SOUTH AFRICAN SOCIAL SECURITY AGENCY

PURPOSE: To manage the delivery of services pertaining to the payment of social grants in South Africa.

FUNCTIONS:

1. Provide internal audit and risk management services.
2. Ensure compliance with policy and prescripts.
3. Manage regional operations.
4. Provide corporate support services.
5. Provide financial management services.
6. Provide information and communication technology services.
7. Provide a grant administration service and ensure operations are integrated within the Agency.
8. Provide a grants benefit transfer function to ensure an integrated payment system and customer care within the Agency.
9. Develop innovative strategies and mechanisms to improve service delivery.

1 Chief Executive Officer
1 Chief Coordinator

OFFICE OF THE CEO

DEPARTMENT: INTER-GOVERNMENTAL & STAKEHOLDER RELATIONS

DEPARTMENT: SECURITY MANAGEMENT

DEPARTMENT: FRAUD MANAGEMENT AND COMPLIANCE

DEPARTMENT: ENTERPRISE PROGRAMME MANAGEMENT OFFICE (EPMO)

REGIONAL OFFICES X 9

BRANCH: INTERNAL AUDIT & RISK MANAGEMENT

BRANCH: CORPORATE SERVICES

BRANCH: FINANCE

BRANCH: INFORMATION & COMMUNICATION TECHNOLOGY (ICT)

BRANCH: GRANTS ADMINISTRATION

BRANCH: GRANTS BENEFIT TRANSFERS

BRANCH: STRATEGY & BUSINESS DEVELOPMENT



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5. Contact Details of the Information Officer and Deputy Information Officers for PAIA and POPIA

In terms of the Acts, SASSA' Information Officer is the Chief Information Officer. She has designated Deputy Information Officers to deal with requests for access to records on a day-to-day basis. SASSA has a sub-unit within ICT that is responsible for co-ordinating all PAIA & POPIA requests and ensuring compliance with provisions of the Acts (PAIA) and (POPIA). If you wish to make a request for access to SASSA' records in terms of the Acts, In terms of PAIA& POPIA you should complete the request form and address it to the Information Officer or Deputy Information Officers listed below:

Information Officer

Ms. Busisiwe Jacqueline Memela-Khambula
Chief Executive Officer
Postal Private Bag X55662
Arcadia,
Pretoria
0083
Tel: (012) 400 2000
Fax: (012) 400 2347
Email: PAIA@sassa.gov.za

Deputy Information Officers

Mr. Abraham Mahlangu
SASSA Head Office
Private Bag X55662
Arcadia
Pretoria
0083
Tel: (012) 400 2278 /2132
PAIA@sassa.gov.za

Mr. Caesar Vundule
SASSA Head Office
Private Bag X55662
Arcadia,
Pretoria
0083
Tel: (012) 400 2278 /2132
PAIA@sassa.gov.za

Mr. Reginald Ramaboea
Gauteng
28 Harrison Street
(cnr Harrison & Fox Street)
Johannesburg
2000
Tel. 011 241 8425
Fax. 011 241 8305
HillarvD@sassa.gov.za

All request in terms of PAIA are to be referred to head office, with the exception of those originating from the Gauteng Region.





REPUBLIC OF SOUTH AFRICA
SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA)
FORM D

AUTOMATICALLY AVAILABLE RECORDS AND ACCESS TO SUCH RECORDS:
(Section 15 of the Promotion of Access to Information Act, 2000 (Act 2 of 2000))

[Regulation 5A]

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) (a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(b))
FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(i):	
Vision, Mission and Values of SASSA	<p>The records are automatically available within our internet web page (www.sassa.gov.za)</p> <p>Or</p> <p>The records may be inspected at the Agency on request, address to the Office of the Deputy Information Officer, SASSA House, Prodinsa Building, Cnr Steve Biko & Pretorius Street, Pretoria. Private Bag X55662 Arcadia, Pretoria 0083</p>
SASSA Mandate, objective and Strategy	
SASSA Executive Management	
Register form for Doctors	
Invitation for medical doctor to register	
Social Relief of distress Brochure paths	
ICROP Brochure paths	
The Social and Economic Impact of South Africa System	
Reports on incentive structures on Social Assistance grants in S.A	
Linking Social Grants beneficiary to poverty alleviation	
SASSA offices address and contacts	
SASSA Vacancies	
SASSA PAIA Manuals	
Annual Reports	
Statistical Reports	
Tender Documents	
- Invitations to Bids	
- Tender Queries	
- Tender Awards	
Strategic Plan	
Annual performance plan	



paying the right social grant, to the right person, at the right time and place. NJALO!

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) (a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(b))
Employment Equity Reports	The records may be inspected at the Agency on request, address to the Office of the Deputy Information Officer, SASSA House, Prodinsa Building, Cnr Steve Biko & Pretorius Street. Pretoria. Private Bag X55662 Arcadia. Pretoria 0083
Framework for Strategic Planning and Reporting for SASSA	
Internal Code of Ethics	
Internal Audit Charter	
Media, press conference, press releases and statement	
Reports to the National Assembly	
Speeches of the Minister	
Correspondence received from and addressed to media	
Internal and external newsletters	
Performance Management Policy	
Disciplinary Codes and procedures	
SASSA Structure	
Training and development – bursary schemes, short courses, workshops, seminars and conference	
Employee Assistance Programme – Bereavement, Wellness Management and HIV/Aids Programs	
Financial Procedure Manuals	
Accounts Administration Policy	
Asset Management Policy	
Human Resource Policies	
Preferential Procurement Policy	
Transport Policy	
ICT Policy	
Records Management Policy	
Annual Financial Statements	
Revenue and Cash Management Policy	
Payroll Policy	
Accounting Policies	
Materiality and Significance Framework	
Debt Management and Collection Policy	
Financial Delegations	
Annual Financial Statements	
Facilities Management Policy	
Building Infrastructure Management Strategy	



DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) (a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(b))
<p>Fixed Asset Strategy</p> <p>National Framework for the Management of Shared Office Accommodation</p> <p>File Plan Compilation and Alterations</p> <p>Records Retention Schedule</p> <p>Transfer of Records to Archives Repository/Offsite Storage/ Other Offices</p> <p>Disposal Authorities</p> <p>Records Inspections/Records Audits</p> <p>Record Disaster Plan</p> <p>Registry Procedures</p> <p>Bulk Photocopy Procedure Manual</p> <p>Record Clean-Up Operations Guidelines</p> <p>SASSA Records Disposal Guidelines</p> <p>Procedure for Disposal of SASSA Records</p> <p>Mail Policy</p> <p>Cleaning Services Policy</p> <p>Catering Services Policy</p> <p>Kitchen Equipment Policy</p> <p>Photocopying Services Reports and Statistics</p> <p>Travel Management Policy</p> <p>General Support Services (GSS) Operational Plan</p> <p>General Support Services (GSS) Progress Reports</p>	
FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(i):	
<p>SASSA Mandate, objective and Strategy</p> <p>SASSA Executive Management</p> <p>Register form for Doctors</p> <p>Invitation for medical doctor to register</p> <p>Social Relief of distress Brochure paths</p> <p>ICROP Brochure paths</p> <p>The Social and Economic Impact of South Africa System</p> <p>Reports on incentive structures on Social Assistance grants in S.A</p> <p>Linking Social Grants beneficiary to poverty alleviation</p> <p>SASSA offices address and contacts</p>	



DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) (a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(b))
SASSA Vacancies	
SASSA PAIA Manuals	
Annual Reports	
Statistical Reports	
Tender Documents	
- Invitations to Bids	
- Tender Queries	
- Tender Awards	
Strategic Plan	
Annual performance plan	
Framework for Strategic Planning and Reporting for SASSA	
Internal Code of Ethics	
Internal Audit Charter	
Media, press conference, press releases and statement	
Reports to the National Assembly	
Speeches of the Minister	
Correspondence received from and addressed to media	
Internal and external newsletters	
Performance Management Policy	
Disciplinary Codes and procedures	
SASSA Structure	
Training and development – bursary schemes, short courses, workshops, seminars and conference	
Employee Assistance Programme – Bereavement, Wellness Management and HIV/Aids Programs	
Financial Procedure Manuals	
Accounts Administration Policy	
Asset Management Policy	
Human Resource Policies	
Preferential Procurement Policy	



DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) (a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(b))
Transport Policy	
ICT Policy	
Records Management Policy	
Travel Management Policy	
Annual Financial Statements	
Revenue and Cash Management Policy	
Payroll Policy	
Accounting Policies	
Materiality and Significance Framework	
Debt Management and Collection Policy	
Financial Delegations	
Annual Financial Statements	
Facilities Management Policy	
Building Infrastructure Management Strategy	
Fixed Asset Strategy	
National Framework for the Management of Shared Office Accommodation	
File Plan Compilation and Alterations	
Records Retention Schedule	
Transfer of Records to Archives Repository/Offsite Storage/ Other Offices	
Disposal Authorities	
Records Inspections/Records Audits	
Record Disaster Plan	
Registry Procedures	
Bulk Photocopy Procedure Manual	
Record Clean-Up Operations Guidelines	
SASSA Records Disposal Guidelines	
Procedure for Disposal of SASSA Records	
Mail Policy	
Cleaning Services Policy	
Catering Services Policy	
Kitchen Equipment Policy	
Photocopying Services Reports and Statistics	
General Support Services (GSS) Operational Plan	
General Support Services (GSS) Progress Reports	



DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) (a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(b))
AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(1)(iii)	
<p>Vision, Mission and Values of SASSA</p> <p>SASSA Mandate, objective and Strategy</p> <p>SASSA Executive Management</p> <p>Register form for Doctors</p> <p>Invitation for medical doctor to register</p> <p>Social Relief of distress Brochure paths</p> <p>ICROP Brochure paths</p> <p>The Social and Economic Impact of South Africa System</p> <p>Reports on incentive structures on Social Assistance grants in S.A</p> <p>Linking Social Grants beneficiary to poverty alleviation</p> <p>SASSA offices address and contacts</p> <p>SASSA Vacancies</p> <p>SASSA PAIA Manuals</p> <p>Annual Reports</p> <p>Statistical Reports</p> <p>Tender Documents</p> <ul style="list-style-type: none"> - Invitations to Bids - Tender Queries - Tender Awards <p>Strategic Plan</p> <p>Annual performance plan</p> <p>Employment Equity Reports</p>	<p>The records are automatically available within our internet web page (www.sassa.gov.za)</p> <p>Or</p> <p>The records may be inspected at the Agency on request, address to the Office of the Deputy Information Officer, SASSA House, Prodinsa Building, Cnr Steve Biko & Pretorius Street. Pretoria. Private Bag X55662 Arcadia. Pretoria 0083</p>
<p>Framework for Strategic Planning and Reporting for SASSA</p> <p>Internal Code of Ethics</p> <p>Internal Audit Charter</p> <p>Media, press conference, press releases and statement</p> <p>Speeches of the Minister</p> <p>Internal and external newsletters</p> <p>Disciplinary Codes and procedures</p> <p>Performance Management Policy</p> <p>Correspondence received from and addressed to media</p> <p>Reports to the National Assembly</p>	<p>The records may be inspected at the Agency on request, address to the Office of the Deputy Information Officer, SASSA House, Prodinsa Building, Cnr Steve Biko & Pretorius Street. Pretoria. Private Bag X55662 Arcadia. Pretoria 0083</p>



DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) (a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(b))
SASSA Structure	
Training and development – bursary schemes, short courses, workshops, seminars and conference	
Employee Assistance Programme – Bereavement, Wellness Management and HIV/Aids Programs	
Financial Procedure Manuals	
Accounts Administration Policy	
Asset Management Policy	
Human Resource Policies	
Preferential Procurement Policy	
Transport Policy	
ICT Policy	
Records Management Policy	
Annual Financial Statements	
Revenue and Cash Management Policy	
Payroll Policy	
Accounting Policies	
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Financial Delegations	
Annual Financial Statements	
Facilities Management Policy	
Building Infrastructure Management Strategy	
Fixed Asset Strategy	
Records Retention Schedule	
Transfer of Records to Archives Repository/Offsite Storage/ Other Offices	
National Framework for the Management of Shared Office Accommodation	
File Plan Compilation and Alterations	



DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) (a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(b))
Disposal Authorities	
Records Inspections/Records Audits	
Record Disaster Plan	
Registry Procedures	
Bulk Photocopy Procedure Manual	
Record Clean-Up Operations Guidelines	
SASSA Records Disposal Guidelines	
Procedure for Disposal of SASSA Records	
Mail Policy	
Cleaning Services Policy	
Catering Services Policy	
Kitchen Equipment Policy	
Photocopying Services Reports and Statistics	
Travel Management Policy	
General Support Services (GSS) Operational Plan	
General Support Services (GSS) Progress Reports	

6. The Request Procedure

Access to any existing recorded information in the possession of SASSA may be applied for. The requester will have to comply with all the procedural requirements as set out in the Act.

Process

In order to process an application for access to information in terms of the Act, the following processes have been implemented in SASSA:

Step 1:

Application process

To apply for information, the applicant has to complete the prescribed form (Form A as published in GN 187 of 15/02/2002- Refer to Appendix A). The requester must indicate if he/she requires a copy of the record, would like to view the document, or requires verbal information regarding the contents of the document.

The requester must indicate the capacity in which the request is made



Step 2
Submission of request

The requester must submit the application to the information officer at the address or e-mail address as indicated below:

Information Officer of SASSA
Corner Steve Biko and Pretorius Streets
Arcadia,
Pretoria
0083

Or

By Post:
Information Officer of SASSA
Private Bag X 55662
Arcadia
0083

Or

By E-mail
PAIA@sassa.gov.za

Step 2:
Decision on Request and Notice Thereof

The information officer to whom the request is made or transferred must, as soon as reasonably possible, but within 30 days, after the request is received, grant the request in accordance with the Act; and notify the requester of the decision

STEP 3
Granting and Refusal of Access to Information

If the request for access is granted, the notice must state the access fee (if any) to be paid upon access; and the form in which access will be given.

If the request for access is refused, the notice must state adequate reasons for the refusal, including the provisions of the Act relied upon, exclude from such reasons, any reference to the content of the record; proceed with an application to court, as the case may be.

7. General Information

- 7.1 The prescribed form must be filled in with enough particularity to, at the least, enable the Information Officer to identify the record or records requested: the identity of the applicant the form of record required, if the application is granted; the postal address or fax number of the applicant.
- 7.2 If for, practical reasons, access cannot be given in the requested manner but in an alternative manner then the fee for access will be calculated according to the manner that the applicant had requested. If



the applicant is unable to read or write, or has a disability, then he or she can make an oral request for the record, in which event the Information Officer will complete the form.

- 7.3 The applicant must state that he/she requires the information in order to exercise or protect a right, and clearly state the nature of the right to be exercised or protected. SASSA will process the request within 30 days, unless the applicant has stated special reasons which would satisfy the Information Officer that circumstances dictate that the prescribed time period should not be complied with. The 30 (thirty) day period within which SASSA has to decide whether to grant or refuse the request may be extended for a further period of not more than 30 (thirty) days if it is for a large amount of information, or if it requires a search for information held at another office of SASSA and the information cannot reasonably be obtained within the initial 30-day period. SASSA will notify the applicant in writing should an extension be sought.
- 7.4 If a request is made on behalf of another person, then the applicant must submit proof of the capacity in which the applicant is making the request to the reasonable satisfaction of the Information Officer. Please ensure that you mention the format of the record that you have requested when making your request, so that we can be of maximum assistance to you. If you have a disability or if you are unable to read or write, please contact our Information Officer who will assist you in completing your request as well as sending on to you a written copy of the request.
- 7.5 Where a request is made for records relating to an organisation, it is recommended that the organisation's public officer and/or duly authorised person, make or authorise the request. If the request is made on behalf of another person, a copy of the mandate authorising the requester to act on behalf of that person must be submitted with the duly completed form; and
- 7.6 The request should provide as detailed as possible, a description of the records requested, to enable the Information Officer to identify them.
- 7.7 The applicant must pay the prescribed fee, before any further processing can take place.

8. Fees

The Act provides for two types of fees:

- 8.1 An application fee, which will be a standard fee; and an access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs. When the request is received by the Information Officer, the officer shall by notice require the applicant, other than a personal applicant, to pay the prescribed request fee (if any), before further processing of the request.
- 8.2 If a search for the record has been made and the preparation of the record for disclosure - including arrangement to make it available in the requested form - requires more than the hours prescribed in regulation 7(3), the Information Officer shall notify the applicant to pay the prescribed portion of the



access fee as a deposit. The Information Officer shall withhold a record until the applicant has paid the fees.

8.3 An applicant whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form. If a deposit has been paid in respect of a request for access which is refused, then the Information Officer concerned must repay the deposit to the applicant.

8.4 The applicable fees (excluding VAT) which will be payable are:

RECORD	FEE
Copy per A4 Page	R1.10
Printing per A4 page	75 cents
Copy on CD	R70
Transcription of visual images per A4	R40
Copy of a visual image	R60
Transcription of an audio recording per A4 page	R20
Copy of an audio recording	R30
Search and preparation of the record for disclosure	R30 per hour or part thereof ,excluding the first hour ,reasonable required for the search and preparation

9. Granting / Refusal of Requests

9.1 The main grounds on which SASSA can refuse a request for information relate to:

- 9.1.1 The mandatory protection of the privacy of a third party who is a natural person, if the request entails the unreasonable disclosure of personal information regarding that third party;
- 9.1.2 Mandatory protection of the commercial information of a third party, if the record contains: trade secrets of that third party; financial, commercial, scientific or technical information, if the disclosure is likely to cause harm to the financial or commercial interests of that third party;
- 9.1.3 Information disclosed in confidence by a third party to the institution, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 9.1.4 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement; Mandatory protection of the safety of individuals and the protection of property; Mandatory protection of records which would be regarded as privileged in legal proceedings;



- 9.1.5 The commercial activities of SASSA, which may include trade secrets of SASSA's financial, commercial, scientific or technical information; disclosure of which is likely to cause harm to the financial or commercial interests of SASSA and information which, if disclosed could put SASSA at a disadvantage in negotiations or commercial competition.
- 9.1.6 A computer programme which is owned by SASSA, and which is protected by copyright.
- 9.1.7 The research information of SASSA or a third party, if it entails the disclosure of the identity of SASSA, the researcher or the subject matter of the research and would as a result place the research at a serious disadvantage.
- 9.1.8 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

10. Application to court

- 10.1 A requester that is aggrieved by a decision of the Information Officer may by way of an application, within 30 days of the date of the decision, apply to a court for appropriate relief in terms of section 82 of the Act.
- 10.2 The court hearing the application may grant any order that is just and equitable, including order:
- 10.3 Confirming, amending or setting aside the decision which is the subject of the application concerned;
- 10.4 Requiring from the Information Officer to take such action or to refrain from taking such action as the court considers necessary within a period mentioned in the order;
- 10.5 Granting an interdict, interim or specific relief, a declaratory order or compensation; or as to costs.

11. Protection of Personal Information Act

11.1 Conditions for lawful processing of Personal Information

Chapter 3 of the Protection of Personal Information Act, 2013, provides 8 (eight) conditions for the lawful processing of Personal Information by the Responsible Party (RP), in this case SASSA:

- Accountability – The RP must take responsibility to comply with conditions for lawful processing of Personal Information.
- Processing limitation – The RP must have good reason for processing information, i.e. processing must be lawful and conducted in a manner that does not infringe privacy of data subject.
- Purpose specification – Personal Information must be processed for purposes for which it was collected. The RP must ensure that the Data Subject (DS) is aware of the purpose of the collection of Personal Information.



- Further processing limitation – The RP must ensure that if the Personal Information is further processed, the further processing must be compatible with the original purpose for which it was initially collected.
- Information Quality – The RP must ensure the Personal Information they process is correct and complete.
- Openness – The RP must process Personal Information) in a way that allows the DS to know what is happening to their Personal Information.
- Security safeguards – The RP must provide proper and reasonable security measures for Personal Information.
- Data Subject Participation – the RP must communicate with the DS about processing and must allow the DS to correct or update their info.

11.2 Purpose of processing

- a) SASSA processes Personal Information for purposes related to the functions or activities of SASSA, inter alia for:
- general business administration purposes such as processing of Personal Information for payroll processes, recruitment purposes, pension, medical aid, disciplinary action, training etc;
 - SASSA is responsible for the delivery of government social assistance to the persons that are eligible. Social Assistance means a social grant including social relief of distress.

11.3 Categories of Data Subjects

- a) SASSA generally process personal information relating to, but not limited to:
- Type Personal Information Processed by SASSA Natural persons Names, physical and postal addresses, date of birth, ID numbers, confidential correspondence, identifying numbers, email addresses, telephone numbers, medical information,
 - Biometric information, information relating to race, gender, sex, marital status, nationality of person, language, ethic, colour, disability of person, biometric information, information relating to education, Performance appraisals, disciplinary records, leave records, training records, remuneration and salary records, medical aid records, deductions from salaries, banking and financial records Juristic persons Names, contact details, physical and postal address, tax related information, identifying numbers, symbols, email addresses, telephone numbers, location information, confidential correspondence, financial information, directors and shareholders details, legal opinions; information relating to education of service providers and/or tax information.
- b) SASSA may process the Personal Information of the following categories of Data Subjects, which includes current, past and prospective Data Subjects: (i) Employees; (ii) Job applicants (iii) Suppliers and service providers; (iv) Access control registers; (viii) Visitors to any premises of SASSA,



11.4 How to make a request for access to Personal Information

- a) A requester, has the right to ask whether or not SASSA processes any Personal Information concerning him/her/it (i.e. the Data Subject self) or another data subject, provided that the requester has the legal authority to make such a request.
- b) Form 1, which is attached hereto marked Annexure 4 must be completed by the Requester to make the above Request.
- c) The processing of this type of request is free of charge.
- d) Where the response to the request in paragraph 18.8(a) above is in the affirmative, a Requester may request additional information relating to the Personal Information that SASSA is processing.
- e) The additional information may relate to the following:
 - (i) The record or description of the Personal Information;
 - (ii) The purposes of the processing of the Personal Information;
 - (iii) The categories in which such Personal Information falls;
 - (iv) The recipient or categories of recipients of the Personal Information;
 - (v) Whether any cross-border transfer of Personal Information has or will occur and what safeguards to protect the Personal Information are in force;
 - (vi) How long the Personal Information is stored (or what criteria or legal platform is used to determine the time-period that the data will be stored for);
 - (vii) If the Personal Information was not directly collected from the data subject, the disclosure of the identity of the source of the Personal Information, i.e. Personal Information collected from a third-party source;
 - (viii) Whether the Personal Information is and/or will be subjected to any automated processing and/or profiling and any potential consequences involved.
- f) Form 1, which is attached hereto marked Annexure 1 must be completed by the Requester to make this request.

11.5 How to make a request for access to Personal Information

- a) A requester, has the right to ask whether or not SASSA processes any Personal Information concerning him/her/it (i.e. the Data Subject self) or another data subject, provided that the requester has the legal authority to make such a request.
- b) Form 1, which is attached hereto marked Annexure 4 must be completed by the Requester to make the above Request.
- c) The processing of this type of requests is free of charge.
- d) Where the response to the request in paragraph 18.8(a) above is in the affirmative, a Requester may request additional information relating to the Personal Information that SASSA is processing.
- e) The additional information may relate to the following:
 - (i) The record or description of the Personal Information;
 - (ii) The purposes of the processing of the Personal Information;
 - (iii) The categories in which such Personal Information falls;
 - (iv) The recipient or categories of recipients of the Personal Information;
 - (v) Whether any cross-border transfer of Personal Information has or will occur and what safeguards to protect the Personal Information are in force;

- (vi) How long the Personal Information is stored (or what criteria or legal platform is used to determine the time-period that the data will be stored for);
 - (vii) If the Personal Information was not directly collected from the data subject, the disclosure of the identity of the source of the Personal Information, i.e. Personal Information collected from a third-party source;
 - (viii) Whether the Personal Information is and/or will be subjected to any automated processing and/or profiling and any potential consequences involved.
- f) Form 1, which is attached hereto marked Annexure 1 must be completed by the Requester to make this request.

11.6 How to object to the processing of your Personal Information

- a) The Data Subject has the right to object to SASSA processing your Personal Information. The right to object is subject to exceptions contained in POPIA. The objection must be submitted on Form 1, which is attached hereto marked Annexure 1.
- b) SASSA may, depending on applicable provisions of POPIA refuse the objection to it processing your Personal Information.
- c) Upon receipt of the objection, SASSA will assess the validity of the Data Subject's objection and, if satisfied, will within a reasonable time cease processing the Data Subject's Personal Information and will render proof to the Data Subject to this effect. Where an objection does not accord with the dictates of POPIA, SASSA may refuse the objection.

11.7 How to make a request for correction or deletion or destruction of Personal Information

- a) Data Subjects have the right to make a request to SASSA to:
 - (i) Correct or delete Personal Information in its possession that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully; or
 - (ii) Destroy or delete a record of Personal Information about self which SASSA is no longer authorized to retain.
- b) The request must be submitted on Form 2, which is attached hereto marked Annexure 2.
- c) Upon receipt of a request for correction, deletion or destruction, SASSA will assess the validity of the Data Subject's request and as soon as reasonably practicable notify the Data Subject of its decision, which may include a decision to:
 - (i) Correct the Personal Information;
 - (ii) Destroy or delete the Personal Information;
- d) Where the request does not accord with the dictates of POPIA, SASSA may refuse the request.

11.8 Where to submit your requests regarding Personal Information

You may submit your request to SASSA based on the Promotion of Access to Information Act, 2000, and Protection of Personal Information Act, 2013, to paia@sassa.gov.za

11.9 How to lodge a complaint with the Information Regulator

- a) There is no internal appeal procedure within SASSA against a decision of the Information Officer/ Deputy Information Officer.
- b) If you are disgruntled with the way SASSA processes your Personal Information, or handled your request regarding Personal Information or if you believe that SASSA is unlawfully processing your Personal Information you may, lodge a complaint with the Information Regulator by completing Part 1 of Form 5, which is attached hereto marked Annexure 2. Complaints to the Information Regulator may be sent to complaints.IR@justice.gov.za

11.10 Guide on how to use the PAIA and POPIA

Section 10 of the PAIA stipulates that the South African Human Rights Commission must compile a guide on how to use the Act. This guide is available from the South African Human Rights Commission. Please direct any queries to –

The Information Regulator, South Africa
JD House
27 Stiemens Street
Braamfontein,
Johannesburg
2001
General Enquiries emails: inforeg@justice.gov.za
Website: www.justice.gov.za

The South African Human Rights Commission: PAIA Unit
The Research and Documentation Department
Private Bag X2700
Houghton
2041
Telephone: 011-484-8300
Fax: 011-484-1360
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za





REPUBLIC OF SOUTH AFRICA

J750

FORM A
REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY
(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 6]

FOR DEPARTMENTAL USE	
	Reference number:
Request received by	(state rank, name and surname of information officer/deputy information officer) on
.....	(date) at
.....(place).
Request fee (if any): R	
Deposit (if any): R	
Access fee: R	
.....	
SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER	

A. Particulars of public body

The Information Officer/Deputy Information Officer:

Deputy Information Officer
Information and Communication Technology (ICT)
South African Social Security Agency (SASSA)
Private Bag x55662
PRETORIA
0083

Tel. no: 012 400 2278/2132

Email: PAIA@sassa.gov.za



*paying the right social grant, to the right person,
at the right time and place. NJALO!*

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent, must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal address:

Telephone number: (.....) Fax number: (.....)

E-mail address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:
.....
.....

2. Reference number, if available:
.....

3. Any further particulars of record:

.....

.....

.....

.....

.....

E. Fees

- (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.
- (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:

.....

.....

.....

.....

F. Form of access to record

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

Disability:	Form in which record is required:
Mark the appropriate box with an X.	
NOTES:	
(a) Compliance with your request for access 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.	

1. If the record is in written or printed form:

	copy of record*	inspection of record
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2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

	view the images	copy of the images*	transcription of the images*
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paying the right social grant, to the right person, at the right time and place. NJALO!

3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		

4. 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* (stiffy 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? Postage is payable.	YES	NO
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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.

In which language would you prefer the record?

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at on this day of year

.....
SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS
MADE

