



OISESA

Office of Independent
Schools Evaluations
Southern Africa

OFFICE OF INDEPENDENT SCHOOLS EVALUATIONS, SOUTHERN AFRICA (OISESA)

(NPC Reg. No. 2021/893373/08 PBO Reg. No. 9400 468204)

PAIA MANUAL

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

DATE OF COMPILATION: 12/06/2025

1. INTRODUCTION AND DEFINITIONS

This manual has been compiled in accordance with the requirements of the Promotion of Access to Information Act 2 of 2000 and the Protection of Personal Information Act 4 of 2013 in respect of the Office of Independent Schools Evaluations, Southern Africa NPC (**OISESA**).

OISESA is a private body as defined in section 1 of PAIA, and this manual contains the information specified in section 51 of PAIA, which is applicable to such a private body. OISESA is also a responsible party as defined in section 1 of POPIA, and this manual contains the information stipulated in section 51(1)(c) of PAIA.

In this manual, the following words bear the meanings set out below:

- 1.1 **“CEO”** Chief Executive Officer
- 1.2 **“Data Subject”** the person to whom Personal Information relates, as defined in section 1 of POPIA;
- 1.3 **“Deputy Information Officer”** any person designated by the Head of OISESA in terms of section 56 of POPIA and as registered with the Regulator;
- 1.4 **“Guide”** the guide compiled by the South African Human Rights Commission, and updated and made available by the Regulator in terms of section 10 of PAIA;
- 1.5 **“Head of OISESA”** the Executive Director] of OISESA, or any person duly authorised by him or her to carry out the duties ascribed to the “head” of a private body by PAIA;
- 1.6 **“Information Officer”** the Head of OISESA, registered with the Regulator in terms of section 55(2) of POPIA;
- 1.7 **“ISASA”** Independent Schools Association of Southern Africa;
- 1.8 **“OISESA”** Office of Independent Schools Evaluations, Southern Africa NPC;

- 1.9 **“PAIA”** Promotion of Access to Information Act No. 2 of 2000 as amended;
- 1.10 **“PAIA Manual”** this manual which is published in accordance with section 51 of PAIA;
- 1.11 **“Personal Information”** has the meaning given in section 1 of POPIA;
- 1.12 **“POPIA”** Protection of Personal Information Act No.4 of 2013;
- 1.13 **“Processing”** has the meaning given in section 1 of POPIA and includes any operation or activity or any set of operations, whether or not by automatic means, concerning Personal Information, and **Process** and **Processed** have corresponding meanings;
- 1.14 **“Regulations”** Regulations relating to the Promotion of Access to Information, 2021;
- 1.15 **“Regulator”** Information Regulator; and
- 1.16 **“Requester”** any person or entity requesting access in terms of PAIA to a record that is under the control of OISESA or any Data Subject requesting details of any Personal Information relating to that Data Subject or a copy of the Personal Information in terms of POPIA.

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 confirm the categories of records held by OISESA, which are available without a Requester 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 OISESA by providing a description of the subjects on which OISESA holds records and the categories of records held on each subject;
- 2.3 identify the description of the records of OISESA which are available in accordance with any other legislation;

- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the Requester with the records they seek to access;
- 2.5 access the Guide, as updated by the Regulator and how to obtain access to it;
- 2.6 understand the Processing activities of OISESA, the purpose of Processing Personal Information, and the description of the categories of Data Subjects and of the Personal Information or categories of Personal Information relating thereto;
- 2.7 identify the categories of Data Subjects and of the Personal Information or categories of Personal Information relating thereto;
- 2.8 identify the recipients or categories of recipients to whom the Personal Information may be supplied;
- 2.9 understand if OISESA has planned to transfer Personal Information outside the Republic of South Africa, and the recipients or categories of recipients to whom the Personal Information may be supplied; and
- 2.10 confirm whether OISESA has appropriate security measures to ensure the confidentiality, integrity and availability of the Personal Information which is to be Processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF OISESA

- 3.1. Requests for access to records or Personal Information in terms of either PAIA or POPIA should be addressed to the Information Officer and/or Deputy Information Officer using the following contact details:

Information Officer

Name: Margot Amanda Long
Tel: 0101572317
Email: margot@oisesa.org
Physical address: 65 Homestead Road, Raumaraispark, Sandton, Gauteng, 2090
Postal Address: 65 Homestead Road, Raumaraispark, Sandton, Gauteng, 2090

Deputy Information Officer

Name: Juanita Judd
Tel: 0101572317
Email: juanita@oisesa.org
Physical address: 65 Homestead Road, Raumaraispark, Sandton, Gauteng, 2090
Postal Address: 65 Homestead Road, Raumaraispark, Sandton, Gauteng, 2090

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the Guide in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages and in braille.

4.3. The Guide contains, amongst other things, a description of-

4.3.1. the objects of PAIA;

4.3.2. the manner and form of a request for-

4.3.2.1. access to a record of a public body contemplated in section 11 of PAIA¹; and

4.3.2.2. access to a record of a private body contemplated in section 50 of PAIA²;

4.3.3. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

4.3.4. the assistance available from the Regulator in terms of PAIA and POPIA;

¹ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

² Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

- 4.3.5. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
- 4.3.5.1. an internal appeal;
 - 4.3.5.2. a complaint to the Regulator; and
 - 4.3.5.3. an application to court for relief against a decision by the Information Officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.6. the provisions of sections 14³ and 51⁴ of PAIA requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.7. the provisions of sections 15⁵ and 52⁶ of PAIA providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.8. the notices issued in terms of sections 22⁷ and 54⁸ of PAIA regarding fees to be paid in relation to requests for access; and
- 4.3.9. the regulations made in terms of section 92⁹ of PAIA.

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

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

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

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

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

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

⁹ Section 92(1) of PAIA provides that –“The Minister [of Justice and Correctional Services] may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

4.4. Members of the public can inspect or make copies of the Guide from the offices of public and private bodies, including the office of the Regulator, during normal business hours.

4.5. The Guide can also be obtained-

4.5.1. upon request to the Information Officer; and

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

5. CATEGORIES OF RECORDS OF OISESA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Certain records are available without needing to be requested in terms of the request procedures. This information may be inspected, collected, purchased or copied (at the prescribed fee for reproduction) at the offices of OISESA. Certain information is also available on OISESA's website, accessible [here](#).

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

Category of Records	Types of Record	Available on Website	Available on Request
Background Information of OISESA	Website	X	X
Review of OISESA activities	Report documents	X	X

6. DESCRIPTION OF THE RECORDS OF OISESA WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Certain records held by OISESA are available in terms of legislation other than PAIA. The specific records which are available in terms of such legislation are set out therein, and these records may in certain instances only be accessed by the persons specified in the relevant legislation. The category of the records and corresponding legislation are set out below.

Category of Records	Applicable Legislation
Memorandum of Incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Public Benefit Organisation Registration	Non-Profit Organisations Act (NPO Act) of 1997

7. DESCRIPTION OF THE SUBJECTS ON WHICH OISESA HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

Subjects on which the body holds Records	Categories of Records
Strategic Documents, Plans, Proposals	<ul style="list-style-type: none"> Annual Reports Strategic Plan Annual Performance Plan
Human Resources	<ul style="list-style-type: none"> HR policies and procedures

Subjects on which the body holds Records	Categories of Records
	<ul style="list-style-type: none"> • Advertised posts • Employees records
ISASA Member Schools	ISASA Member database containing information on: <ul style="list-style-type: none"> • School contact details • Senior staff contact information • Pupil numbers and demographics • Staff numbers and demographics • Quality Assurance Reports
Administration and Management	<ul style="list-style-type: none"> • Directors' records • Minutes of board meetings • Minutes of meetings of committees and sub-committees • Minutes of meetings of Executive Committee • Resolutions of the directors of OISESA
Finance	<ul style="list-style-type: none"> • Accounting records • Tax records • Debtors' records • Creditors' records • Insurance records • Auditors' reports • Interim and annual financial statements • Bank statements and other banking records for business and trust accounts • Invoices issued in respect of debtors and billing information • Records regarding OISESA's financial commitments
Suppliers	<ul style="list-style-type: none"> • Supplier lists and details of suppliers • Agreements with suppliers
Information Technology	<ul style="list-style-type: none"> • Computer software • Support and maintenance agreements

Subjects on which the body holds Records	Categories of Records
	<ul style="list-style-type: none"> Records regarding computer systems and programmes
Property	<ul style="list-style-type: none"> Asset registers Lease agreements in respect of immovable property Records regarding insurance in respect of movable and immovable property

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

OISESA Processes Personal Information to provide a quality assurance service to ISASA member schools.

8.2 Categories of Data Subjects and of the Personal Information or categories of Personal Information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Member Schools	Names, addresses, contact details
Senior Staff at Member Schools	Names, addresses, contact details
Service Providers	Names, contact details, registration numbers, addresses, bank details, VAT numbers
Employees	Contact details, qualifications, address, bank details, ID numbers, gender and race

8.3 The recipients or categories of recipients to whom the Personal Information may be supplied

Category of Personal Information	Recipients or Categories of Recipients to whom the Personal Information may be supplied
Identity numbers and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

8.4 Planned transborder flows of personal information

OISESA does not have any planned transborder flow of Personal Information, except where such information relates to ISASA member schools. OISESA engages the services of a service provider who resides outside of South Africa, and who may receive certain Personal Information.

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

OISESA employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Such measures include the following:

- All staff computers are encrypted and protected by antivirus software (ESET).
- All organisational data is backed up to cloud storage (Microsoft One Drive).
- Access to Personal Information is limited to staff required to work with this information.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

- 9.1.1 at the head office of OISESA for public inspection during normal business hours;
- 9.1.2 on OISESA's website;
- 9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and
- 9.1.4 to the Regulator upon request.

9.2 A fee for a copy of this PAIA Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of OISESA will update this PAIA Manual on a regular basis.

Issued by



MARGOT LONG

EXECUTIVE OFFICER / INFORMATION OFFICER